

CASE STUDY: Cardiff University

Scott Pryor is the Learning Resource Officer for Cardiff Business School, providing reading list and digitisation support. He is also the joint chair of the WHELF Copyright Group, supporting copyright awareness across Welsh HE.

At Cardiff University we signed up to the DCS almost immediately after launch in 2016. Previously, alongside the normal concerns around filling in reporting spreadsheets, checking ownerships and extents, and running annual rechecks, we were in a bit of an unusual position by having two separate digitisation teams – one supplying material for the Business School, and another for the rest of the University. Moving across to the DCS was seen as a way of cutting down on two administrative workloads, and an easier way of sharing material between the two teams.

Moving to the DCS has made our workflows so much easier! The reduced amount of time spent on administration means more time on developing and improving the service. The instant checking means more confidence in the supply of materials and the annual automated recheck saves weeks of manual rechecking. The integration with EHESS and our reading list system, Leganto, has also improved the efficiency of the workflow.

In terms of working with CLA on the continuous development of the DCS, they have been consistently open and honest about their plans, timescales and limitations, with users able to influence their direction of travel. The recent implementation of alternative extracts from the same title, for instance, has already been hugely beneficial to us and the fact that we now have access to this information is testament to the CLA's willingness to work with their customers.

As well as fulfilling Licence checks and reporting, the DCS also offers us additional metrics on how material is being used by students in their digital coursepacks. On a basic level this allows users to check what content is being used and to what levels but, at present, we're also looking into comparing the analytics between the DCS and our reading list system Leganto, to enable us to use this data to influence purchasing decisions, and to help academic staff finetune and improve their reading lists.

Meeting library objectives is a critical element for all university library teams and the DCS helps us deliver our digital-first strategy. Alongside the introduction of a reading list system, the DCS has helped enormously in providing these services, and the integration with Leganto and the DCS has helped provide a friction-free service to academics and staff and enabled us to provide a swift and assured response to requests for materials.

Our overall experience with the DCS has been very positive as we've had many opportunities to meet and discuss any issues and queries with the CLA and have always felt positive about our interactions. Email support is quick and responsive and, ultimately, we feel like valued customers.