Better together: appreciating the value of the Talis Aspire User Group community

Laura Unwin
Services Manager
106 Institutions in nine countries are managing and delivering their course learning resources with Talis Aspire

including 60% (86) of universities in the UK, 20% in Australia and 50% in New Zealand
“Being part of the Talis Aspire Community means you’ve a **pool of expertise** you can draw on, **exchange ideas** and keep up-to-date with developments.”

~ NEIL DONOHUE (UNIVERSITY OF LEICESTER)
What does it mean to be part of the Talis Community?

• How do I become a member?
• How can talking to the community help?
• Visiting existing Talis Aspire Customers
• Timeline of Success with Services
• Why should I get Talis Insight 201? in my diary?
How do I become a member?

You already are -

• Join lis-talis-aspire
• Visit support.talis.com
• Visit our blog - talis.com/blog
• Webinars - upcoming and past
• Follow @talis on twitter
• Events - talis.com/events
“We enjoy being part of a genuinely collaborative and communicative group! The Talis Aspire community is a knowledgeable and sharing one which is generous in providing support and advice for fellow members and it’s a positive thing to be involved in.”

~ CLAIRE SHARPE AND CAROLE RHODES (UNIVERSITY OF LIVERPOOL)
How can talking to the community help?

Here are some of questions answered over the year by the community

- How can I gather detailed student feedback on our reading lists?
- How can I share our analytics in a user-friendly way?
- How can we increase the usage of our digitisation service?
- Can I bookmark items from an iPad? (The answer is yes!)
- How can we improve reading list workflows within our library team?
- What strategies will help us to increase academic engagement?
Timeline of Success with Services

**First 6 Months - Year**
- Fortnightly to monthly calls
- Responsive support
- Business Process reviews
- Webinars
- Talis Insight
- Kick-off and implementation
- Daily touch points
- 2 day Introduction to Talis Aspire Training
- Walk-thru webinars
  **6-8 weeks**

**Year 1**
- Quarterly calls - Success focus
- Responsive support
- Sharing best practice
- Webinars
- Talis Insight
- Business as usual
- Responsive support
- Quarterly - 6 months calls
- Maintaining success
- Sharing best practice
- Webinars
- Talis Insight

**Years 2 - 4**

**Year 5 +**
- Change of key staff/restructure
- Monthly - Quarterly calls
- Responsive support
- Business Process reviews
- Webinars (including 1-2-1)
- Visiting within the community
- Back to business as usual
  - Responsive support
  - Quarterly - 6 months calls
  - Maintaining success
  - Sharing best practice
  - Webinars
  - Talis Insight

Services working with you from start to SUCCESS
Visiting existing Talis Aspire users

• Talis are talking with existing users all the time
• We know what systems Talis Aspire integrates with
• We can help match you with a ‘like for like’ university
• Making introductions in order for you to tap into existing knowledge and experience

We believe from time to time we all like to ‘show off’ success, what better opportunity than having another University round for a visit!
The Talis Aspire community is a friendly and supportive forum to share experiences and discover new ideas. We regularly use Talis Support, Talis Ideas, Lis-Talis-Aspire, Talis Insight, Twitter, Facebook and the Blog to inform our developments and learn from others in the Talis Community. Attending Talis Insight in particular is a key event in our yearly calendar as it is a great opportunity to discuss good practice and explore all aspects of library involvement in reading lists.”

~ RACHEL FELL AND NICOLA WARD (MANCHESTER METROPOLITAN UNIVERSITY)
Talis Insight Europe 2020

The ICC, Birmingham
29th & 30th April

Register now at talis.com/insight
@talis #talisinsight