

*The Evolution
of a New World Order: How
and Why UCLA Drew the Line
between "P" and "E"*

E Resources & Libraries

Atlanta, GA

Feb. 23, 2007

S.E. Farb, A. Stancliffe, A. Riggio

What was the problem?

- Reorganization Fatigue
 - Merged monographs & serials 2001
 - Centralized branch library acquisitions 2003

Internal Acquisitions Department Issues

- Budget Cuts/Reduced Staffing
- Poor coordination within Acq Department of E-Acq Work
- Lack of understanding of Consortial (California Digital Library) Agreements
 - Deep Discounted Prices
 - Duplication of Content
- Need for High Level Staff devoted to E-Acquisitions

Inter-Departmental Communication Breakdowns

- Acquisitions asked to order before license reviewed
- Acquisitions finds out from Cataloging that a new resource has been acquired
- Selector shows up with an invoice
- ERM record not created or updated
- Resources not registered with proxy server

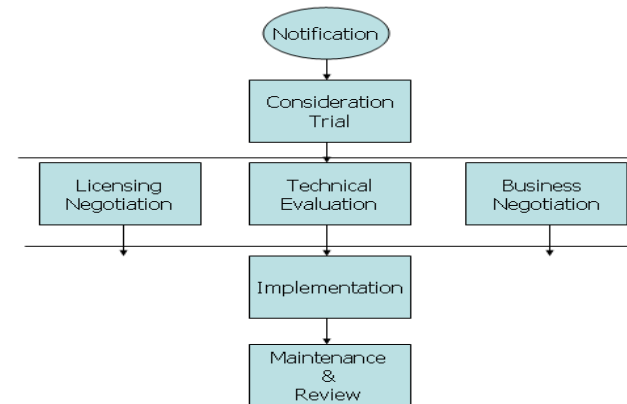
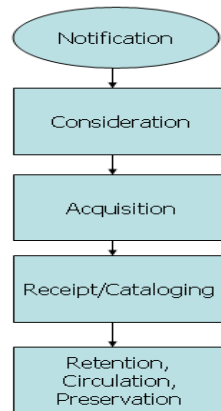
Possible solutions

- Improve communication
- Bring e-expertise together in one unit
 - Acquisitions
 - Metadata
 - Collection Management
 - Licensing
 - Liaison to Consortium (California Digital Library)
- Find staff at high level with varied experience
- Begin regular meetings, forums, etc. with selectors, public service

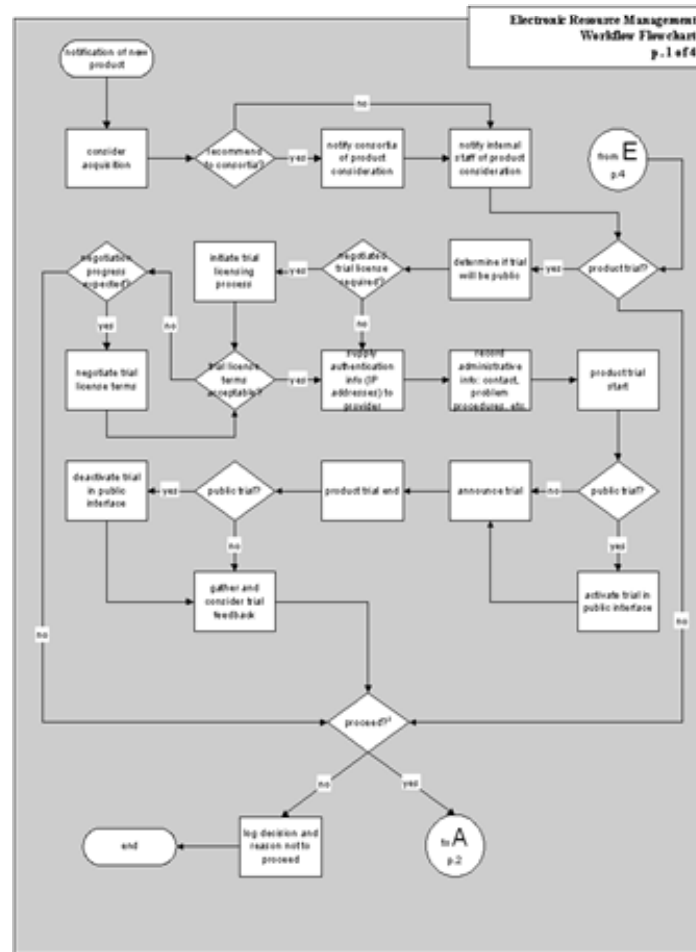
Work in progress

- What 's working
 - Centralization of licensing, e-acquisitions, ERM maintenance, SFX activation, etc. in one place
 - Library staff know where to go now
 - E-Acq staff have time and expertise to handle troubleshooting
- What's not working
 - Roles of selectors/DCS in ERM maintenance
 - Print Acq staff still need to be more involved (e.g., print+online subscriptions)
 - Lack of understanding about troubleshooting (e.g., CDL resource problems)

Workflow Modeling



DLF ERMI → UCLA Workflows



E-Resource Workflow Goal

- E-Resource Lifecycle*
 - Selection, trial and acquisition
 - License negotiation, technical considerations, business terms
 - Implementation—getting in sync—preparing for end users
 - Product review, renewal, cancellation

*based on: Parker, Kimberly, et al. Electronic Resource Management: Report of the DLF Electronic Resource Management Initiative. Appendix B: Electronic Resource Management Workflow Flowchart. Washington, D.C. : DLF, CLIR, c2005.

Selection and Trial

- Majority of responsibility lies with *Selector*
 - Notifies Digital Collections Services (DCS) about trial or purchase
 - If trial, enters information into ERMS, conducts trial, gathers feedback
 - Logs decision, notifies DCS and units as appropriate

Licensing, Technical Considerations, Business Terms

- Licensing: Selector works with Licensing Coordinator in DCS; DCS logs licensing terms into ERMS
- Technical Concerns: Vendor notifies DCS; DCS works with IT to implement
- Business Terms: If separate from license, selector usually responsible. Terms entered into ERMS

Implementation

- DCS—orders, completes purchase, provides vendor with authentication information
- DCS—enters data into ERMS; when activated, notifies Selector
- Selector—notifies cataloging, publicly announces product's availability
- Usage statistics—selector arranges with vendor—eventual ERMS capability (SUSHI + COUNTER)

Review, Renewal, Cancellation

- DCS responsible for lifecycle activity
 - Notifies selector regarding expiration of license agreement
 - If renewed, DCS handles negotiation
 - If not renewed, DCS notifies vendor of cancellation
 - If product moves to new provider
 - Workflow begins again from beginning
 - If product is cancelled or moves
 - DCS responsible for alerting Cataloging Center
 - Editing data in ERMS
 - Investigating right to perpetual access/archiving

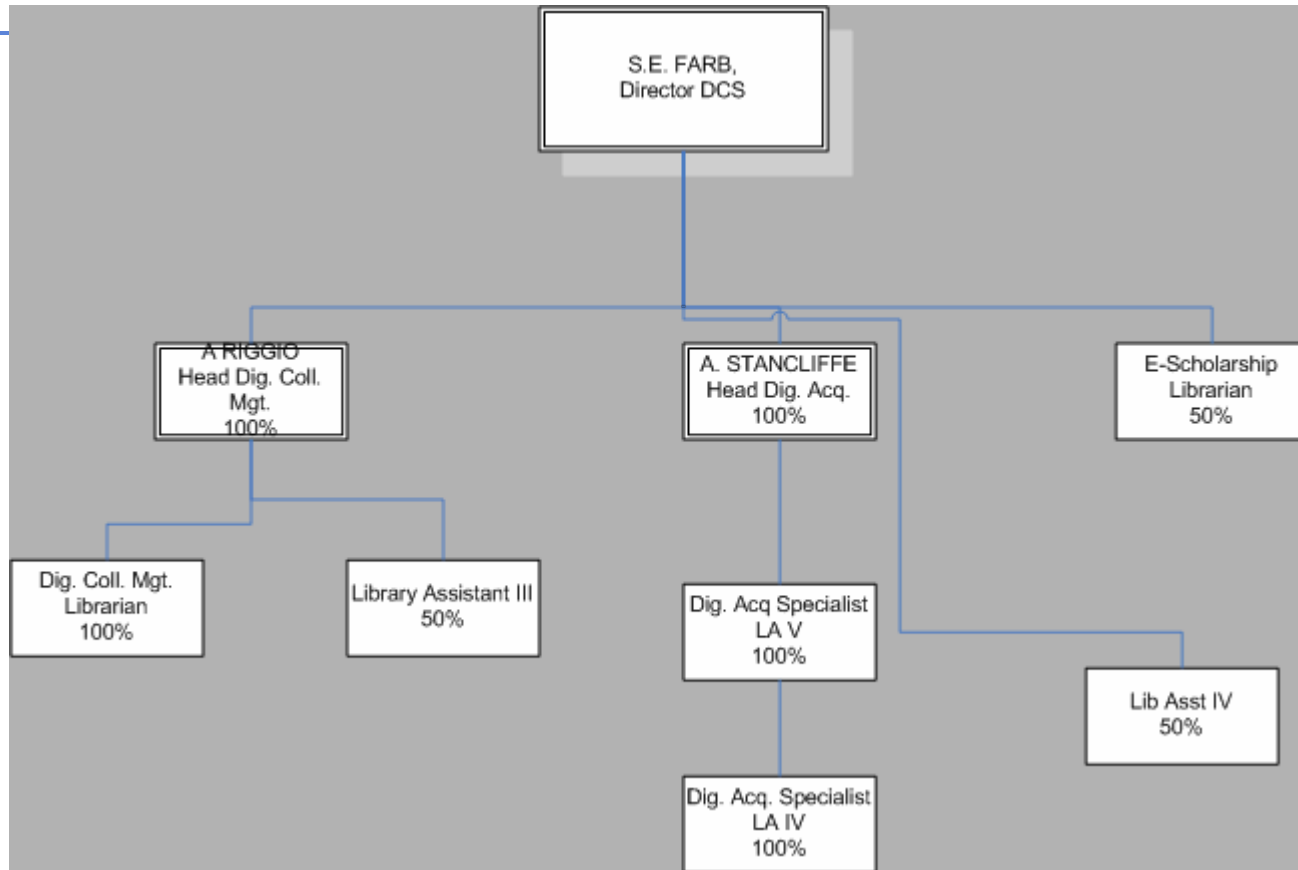
What Works

- Workflow charts and narratives
- DCS is able to handle its share of responsibility—so far
- Troubleshooting workflow (separate document)

What Needs Work

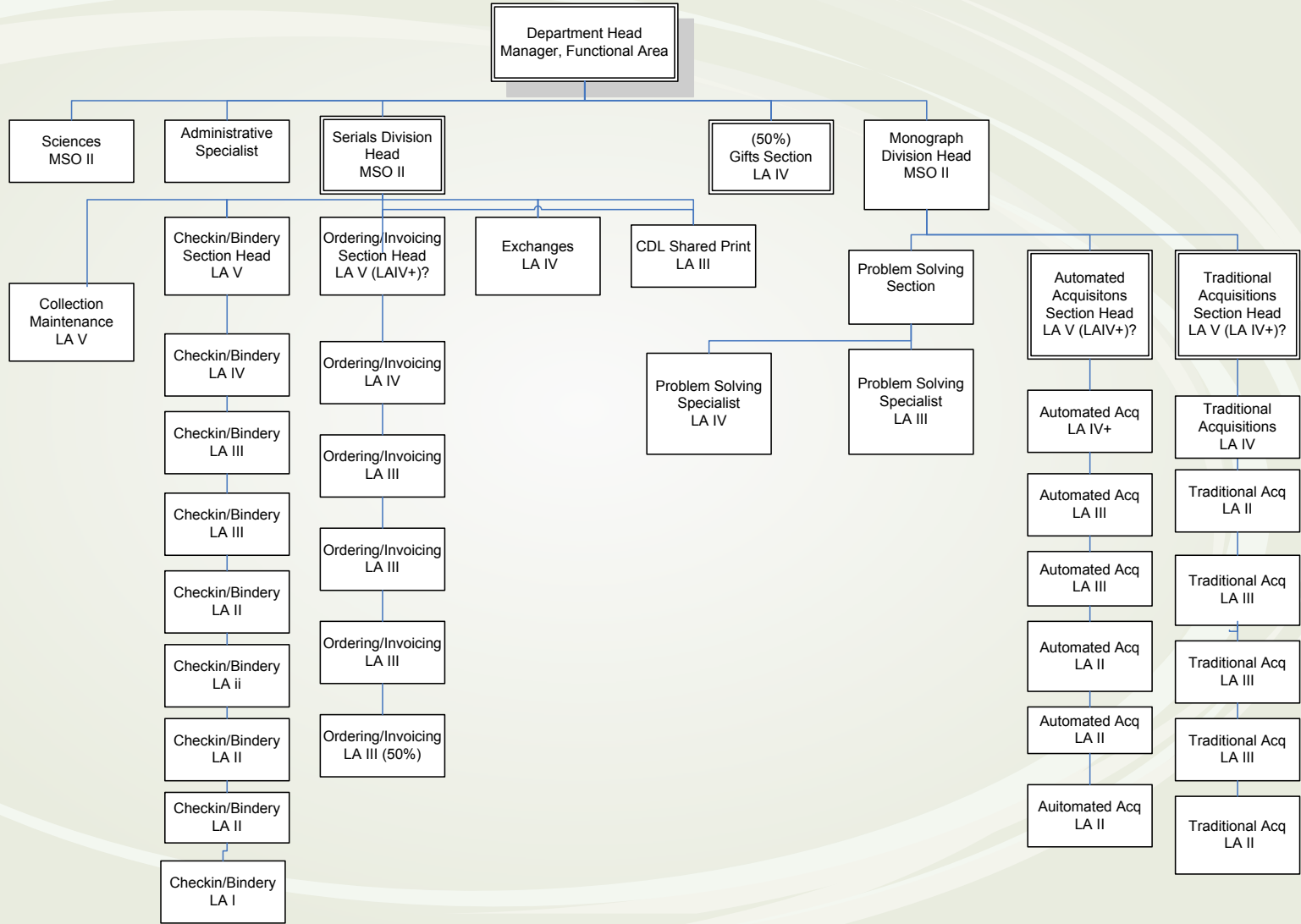
- Selector participation/buy-in to this workflow (ERMS)
- Shifting from home-grown ERMS to Ex Libris' Verde later this year
- Better integration with other library systems
- Troubleshooting workflow (separate document)

During 2006 FTE in the beginning...



UCLA Print Acquisitions

January 2007



Print: 39 FTE/Digital: 7.5 FTE

