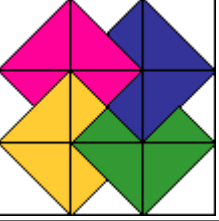


Preparing for an Electronic Resource Management System, Part I: Conquering Entropy

Margaret Hogarth

March 24, 2006

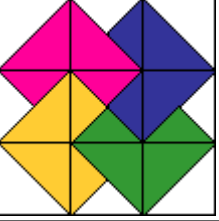
ER&L, Atlanta



Entropy

1. A measure of the disorder or randomness in a closed system.
2. A measure of the loss of information in a transmitted message.
3. The tendency for all matter and energy in the universe to evolve toward a state of inert uniformity.
4. Inevitable and steady deterioration of a system or society.

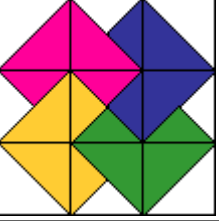
<http://www.bartleby.com/61/58/E0165800.html>



Session Overview

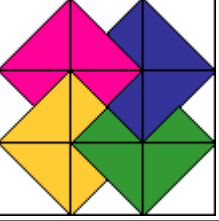
ERMS

- Capabilities
- Realities
- Local adjustments
- Interdepartmental coordination: fitting dreams into reality
- Consortial considerations
- Organizing data
- Uploads
- Testing
- Training
- Workflow and management assessment
- Release
- Evaluation and organizational change process



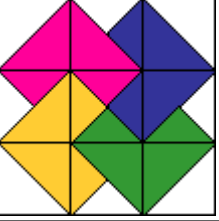
Session Goals

- Provide a basic overview of ERMS implementation issues
- Provide an opportunity for group problem-solving
- Create a viable feedback mechanism for evaluating organizational change.



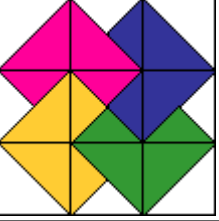
UC Riverside

- Carnegie Research Extensive Land Grant University
- >17,000 students and 1,664 faculty
- 2,000,000 volumes, 20,000 electronic journals, and 1,700,000 microforms.
- Consortial environment – 10 UCs
 - SFX Modified Model 3, MetaLib soon
 - Shared Cataloging Project (SCP)



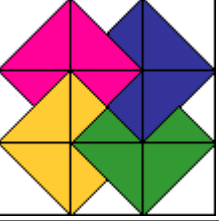
Technical Services/CDD

- Technical Services
 - State of flux.
 - Acquisitions: 17 people, including 1 librarian
 - Preservation Services: 5 people
 - Cataloging: 13 people, including 3 librarians
- Collection development:
 - 6 people, including 4 librarians



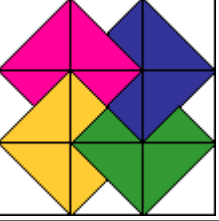
What is the ERMS capable of?

- Manage resource lifecycle
 - All info in one place
- Facilitate collection development
 - Cost analysis
 - Local and consortial
- Automate upkeep
- Record resource relationships
- Manage license
- Reports



Our hopes...

- Populate data: local and consortial
- Allow one-click investigation
- Live bridge to ILS
- Who owns what?
- Track desiderata
- Consortial considerations?
- New resource alerts
- Multi-year budget data
- Statistics wizard
- Renewal alerts



Verde in a Nutshell

I = Information about e-interface

P = E package list.

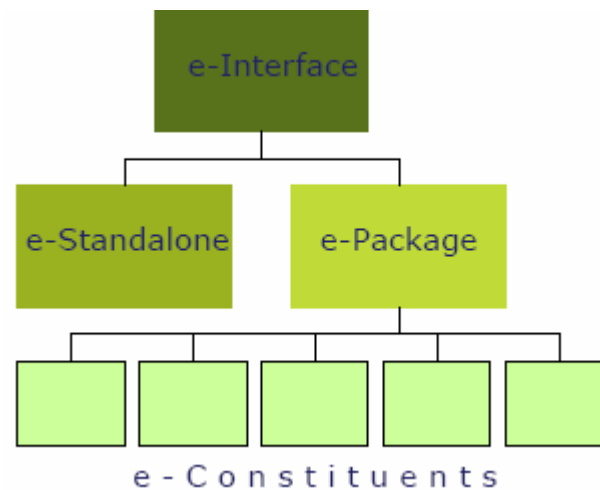
C = Information about e-constituent

W = Work or bibliographic record

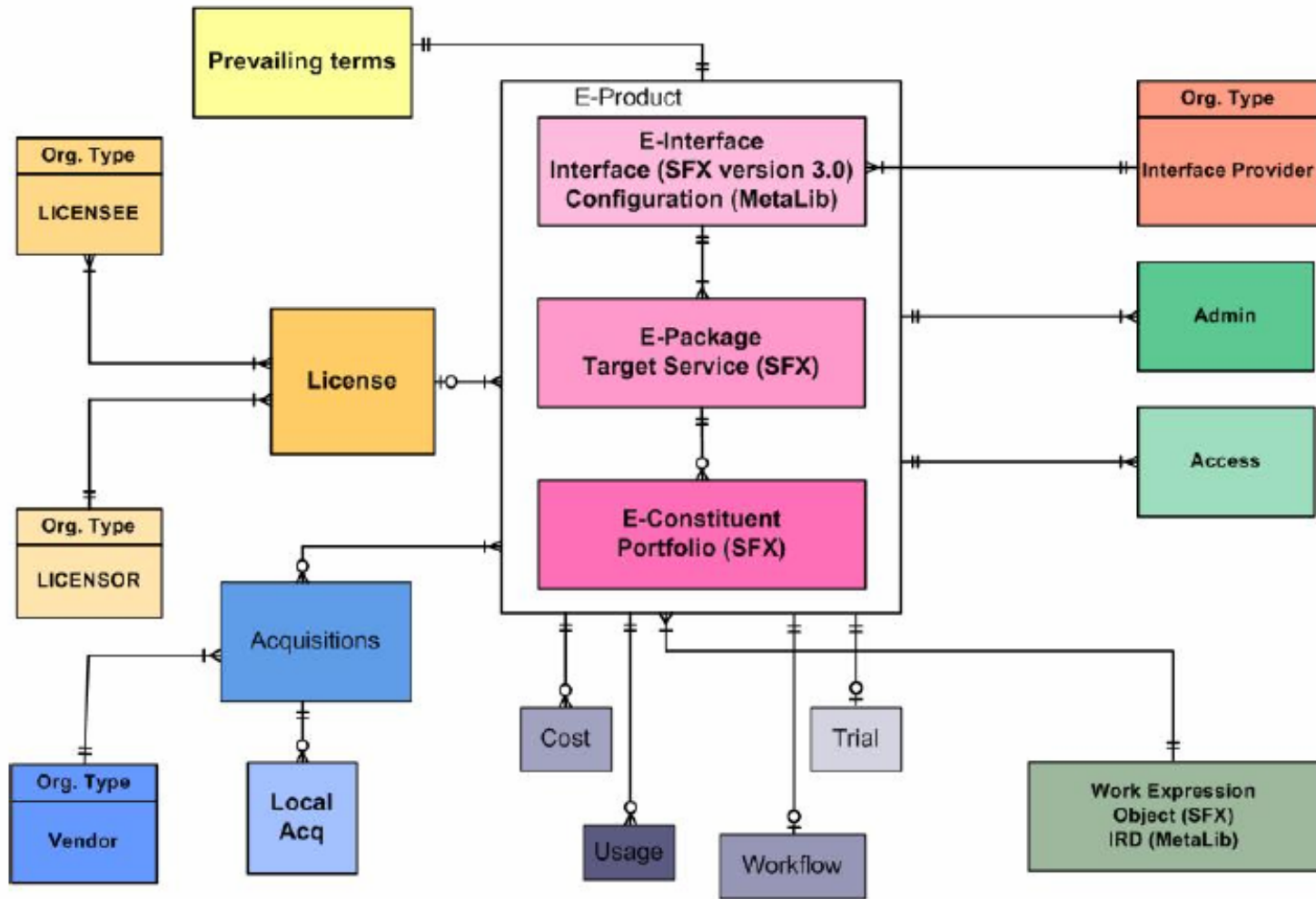
E-product

E-package

E-constituent



E-Resources Management 'Verde' Entity Relationship Model



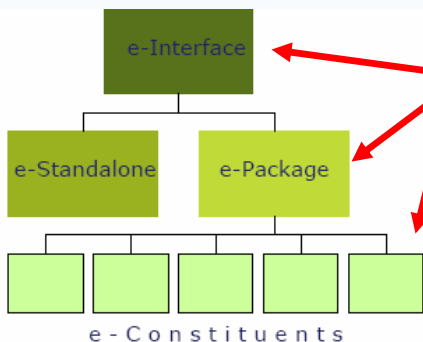


- Summary
- e-Product**
- Acquisition
- License
- Access
- Admin
- Trial
- Cost
- Usage

Acquisition Records List

New ACQ Link ACQ

Start subscription	End subscription	ACQ Number	Purchase Order #	Status	Actions
--------------------	------------------	------------	------------------	--------	---------



E-Product =
e-Interface + e-Package
+ e-Constituent

The **Work** record for Journal of the Society for Industrial and Applied Mathematics

Verde Verde Tasks **KB Manager** KB Tools Admin

Managing: e-Products [New Work] [New Search] [View Basket]

Journal of the Society for Industrial and Applied Mathematics

Code: INST1 SFX ID: 110975500577317 MetaLib ID:
Created by: Administrator 16-Aug-2005

Field	Details	Action
ISSN	0368-4245	[edit]
Title	Journal of the Society for Industrial and Applied Mathematics	[edit]
Imprint	Society for Industrial and Applied Mathematics. Philadelphia,	[edit]
Category	Engineering Fluid Engineering	[edit]
e-Product Type	JOURNAL	[edit]
Continued by	SIAM journal on applied mathematics	[edit]
SFX	110975500577317	[edit]

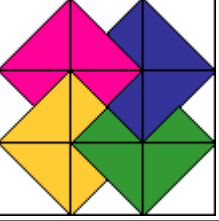
Select fields: LCCN, CODEN, eISSN, Author, Corporate Author, Abbreviated Title, Display Title, Imprint, Update frequency, Category, Time Span, Coverage Note, Description, Copyright, e-Product Type, e-Product Format

Field details: Language, Continues, Continued by, Local 1-9, MetaLib ID

Work record = e-Constituent

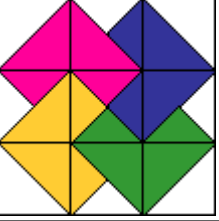
```
graph TD;
  A[e-Interface] --> B[e-Standalone];
  A --> C[e-Package];
  B --> D[e-Constituents];
  C --> D;
```

12



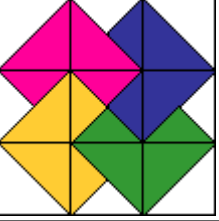
Acq, Cat, CD: Needs Assessment and Functionality Analysis

- Descriptive:
- Licensing:
- Financial:
- Administrative:
- Usage:
- Status:
- Consortial:
- Crosswalks:
- Reporting:



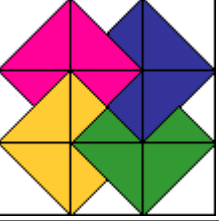
Acq, Cat, CD: Fitting Dreams into Reality

- Mapping tools and fields to fields.
- Adjust work processes
- Communicating changes
- Training



Record Keeping / Tools, 1

- Intranet
 - Site license chart
 - New E-Resources
 - Copy of local ILS ejournals
 - Copy of proxy list
 - Desiderata list
 - SFX, vendor usage statistics



Record Keeping / Tools, 2

- ILS
 - Local e-journals
 - Free e-resources
 - Local databases
- Proxy list
- Paper Files
 - Site licenses, pending and complete
 - Access questions /notifications
 - Service history
- My e-mail

Order Record, Consortial Resource

b30856887

TITLE Journal of the Society for Industrial and Applied Mathematics
CALL # QA1 .S62
IMPRINT Philadelphia, Society for Industrial and Applied Mathematics
ISN/MUSIC # 0368-4245

LOCATIONS n , s

Summary

Record o745546x

Receive o745546x

Payments o745546x

0 Bib-Level Holds

Queue P.O.

[View Finances](#)

o745546x **Last Updated: 09-15-2005** **Created: 04-26-1999** **Revisions: 8**

ACQ TYPE	1 SUBS-PT	E PRICE	\$0.00	RLOC	w WEB
LOCATION	n Internet	FORM	f ELEC. FILE	BLOC	a ACCOUNTS
CDATE	- -	FUND	cdlse CDL Serials	STATUS	f SERIAL NO ENC
CLAIM	n NO CLAIMS	ODATE	04-26-1999	TLOC	- ---
COPIES	1	ORD NOTE	- -	VENDOR	cdl California Digital Library
INPUTTER	o JO	ORD TYPE	s SUBSCRIPTION	LANG	eng English
TAX	n NOT TAXABLE	RACTION	- ---	COUNTRY	xxu U.S. (state not known)
COLL DEV	1 DR	RDATE	- -	VOLUMES	0
RECEIVING	- -				

NOTE JSTOR: for payments, see PO#740508x

SPEC NOTE MATHEMATICS(1)

Order Record, Local Resource

b21607588

TITLE Journal of applied social psychology.
CALL # HM251.A1 J64
IMPRINT Silver Spring, Md. [etc.] V.H. Winston [etc.]
ISN/MUSIC # 0021-9029
LOCATIONS n ,r

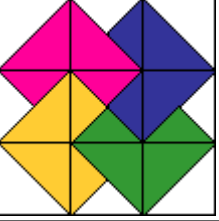
Queue P.O.

o2551640 Last Updated: 12-07-2005 Created: 09-22-1986 Revisions: 68

ACQ TYPE	p PURCHASE	E PRICE	\$0.00	RLOC	s RIV SERIAL
LOCATION	rstk Rivera	FORM	s SERIAL	BLOC	a ACCOUNTS
CDATE	- -	FUND	glser Gen Lib Ser/Renew	STATUS	f SERIAL NO ENC
CLAIM	n NO CLAIMS	ODATE	- -	TLOC	
COPIES	1	ORD NOTE	- -	VENDOR	ebSCO Ebsco
INPUTTER		ORD TYPE	s SUBSCRIPTION	LANG	eng English
TAX	n NOT TAXABLE	RACTION		COUNTRY	xxu U.S. (state not known)
COLL DEV	3 JBR	RDATE	- -	VOLUMES	1
RECEIVING	- -				

NOTE Online included free with print. No site license required per vendor email 9/7/2005, meh.
NOTE Subscriber No. : #0037J
SPEC NOTE PSYCHOLOGY(1)
SPEC NOTE SOCIOLOGY(1)
VEN ID LA7721100AA469707004
VEN ID LA7721111AA468744511

PAID	DATE	INVD	INV#	AMT	VOUCHER	COPIES	NOTE
	12-07-2005	10-28-2005	0271862	\$962.48	958770	001	36(01/06)-36(12/06)Y178



Local Function Fields

- Work record local fields

Local 1	
Local 2	
Local 3	
Local 4	
Local 5	
Local 6	
Local 7	
Local 8	
Local 9	

- Acquisition Status

Acquisition

Acquisition status:

New	
In process 1	
In process 2	

- Desiderata status: local and consortial

Map Local Fields to ERMS Fields

License

License type: Regular
Prevailing
Supplemental

License status: New
In negotiation
Under review

License method: Negotiated
Click through
Online

Start date: = [] [10]

End date: = [] [10]

Execution date: = [] [10]

Licensee: [] ...

Licensor: [] ...

Perpetual access rights: Yes
No
Undetermined

Archiving rights: Yes
No
Undetermined

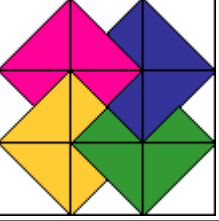
Fair use clause: Yes No Ignore

Remote access: Yes
No

University of Texas at Austin 9 License Elements

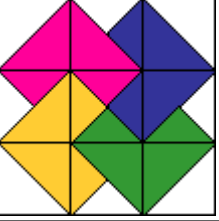
The license provides for the following rights:

1. **Persistent Linking:**
2. **Personal Educational or Research Use:**
3. **Coursepack Licensing Rights:**
4. **E-Reserves:**
5. **Interlibrary Service Licensing Rights:**
6. **Fair Use**
7. **Downloading of entire journal issues**
8. **Acceptable Use of Information Techn.**
9. **Digital Millennium Copyright Act**



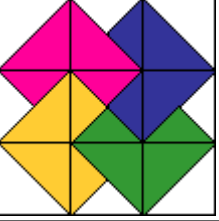
Organizing Data, 1

- Extract from ILS:
 - Vendor list
 - Local subscriptions
 - Payment information
 - Licensing notes
 - Payment notes
- CD informs:
 - Vendor list
 - Desiderata



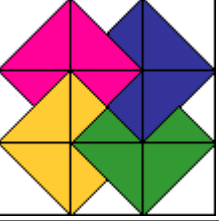
Organizing Data, 2

- What is the consortium providing?
- What do we provide?
- Data elements:
 - audit
 - match
 - export



ILS Matters

- Live or batch uploads?
 - Set up linking parameters
 - Plan batch schedule and staff
 - Set up checks and balances

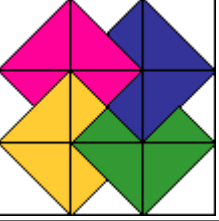


Working with the Records

- Need no massaging
 - Bibliographic
 - CDL
- Need massaging
 - Notes
 - Not in KnowledgeBase

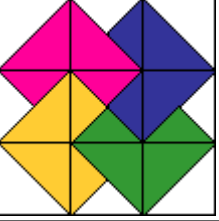
Intersections with Acq. Staff

Staff	Invoice Processing	Order Record	Bib Record
Kasia		All fields except payment, notes	Location
Jessica	All fields	Fund, status, Acq type, paid, rdate	
Bruce		Vendor, ord type, acq type, location, format, ord type, claim, fund	Download, create
Rose	PO number, payment note		
Gail		Payment, notes, ven ID	856
Sandy		All fields	Download, create
Debbie		All fields	Download, create
Margaret		Notes – license, access	Location, 530, 856, 910, Checkin



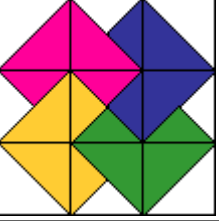
Other Staff

- Cataloging
- Government Publications
- SCP record upload process
- Collection Development



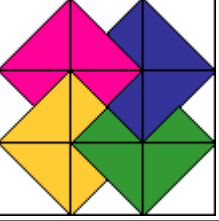
Training

- Offer several informational sessions
- Offer focused training by department
- Provide procedural instructions in person, on paper, on intranet



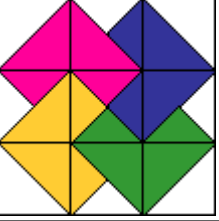
Predicting Timelines

- Be generous
- Be transparent
- Build in alerting and reporting mechanism
- Consult staff
- Consider workflow



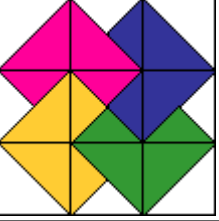
Upload Data

- Plan staff and procedure
- Determine responsibilities
- Build in reporting mechanism
- Begin with a small set
- Get feedback
- Incorporate feedback into workflow



Release

- Announce to staff
- Have an open, easy way to report issues
- Initially, ask that it be an agenda item in meetings

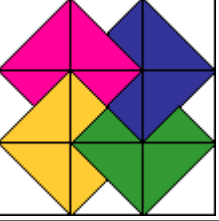


Toward a State of Inert Uniformity

- Develop compensating tools.
- Have a major-player debriefing event
- At all points, encourage and record feedback and observations
- Incorporate feedback into update plans
- Communicate feedback to consortium

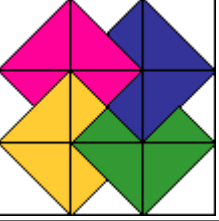


<http://www.bchorsemen.com/images/BCHBCLimo.....jpg>



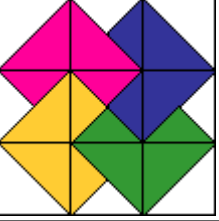
For the Future

- Standardized Usage Statistics Harvesting Initiative (SUSHI)
 - “Protocol that will enable libraries to retrieve and analyze statistics from multiple content providers in a standard data container.” (College & Research Libraries News)
 - SWETS -> III, ExLibris
 - COUNTER Compliant



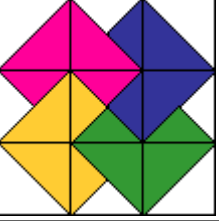
Conclusion

- Change is a process, not an event
- Planning, dialogue and incorporating feedback will make a difference
- Frankness about dreams and realities helps
- Informed staff feel more empowered
- Informed staff have more buy-in



References

- Butler-Ehle, Hester, 2006, Card tricks image, <http://www.portup.com/~hjbe/quilt/cardtrix.html>
- **ExLibris, n.d. Verde Product Overview**
<http://www.exlibrisgroup.com/verde.htm>, downloaded 2/2/2006
- **ExLibris, n.d. Verde Introduction and Product Overview.**
- **“Shared Cataloging Project.”**
<http://www.cdlib.org/inside/projects/scp/index.html> Flier
http://www.cdlib.org/inside/projects/scp/scp_1_06.pdf
- **NISO SUSHI Working Group, Standardized Usage Statistics Harvesting Initiative (SUSHI)**
<http://www.library.cornell.edu/cts/elicensestudy/ermi2/sushi/>
- **“Swets completes SUSHI testing.” News from the Field, College & Research Libraries News, January 2006, 67:1(2006): 8.**
<http://www.ala.org/ala/acrl/acrlpubs/crlnews/backissues2006/january06/news.htm>
- **“Using SFX 3.0 in a Consortium Environment.” ExLibris, 27 June, 2005, p. 4** <http://www.exlibrisgroup.com/docportal/>
- **See attached reading list.**



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