

Preparing to Implement an Electronic Resource Management System, or Getting Your Ducks in a Row Before You Dive In!

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Session Outline

- Introduction
- Background
- Assumptions
- Needs Assessment
- Sources of Data
- Structure of Records



Outline, cont.

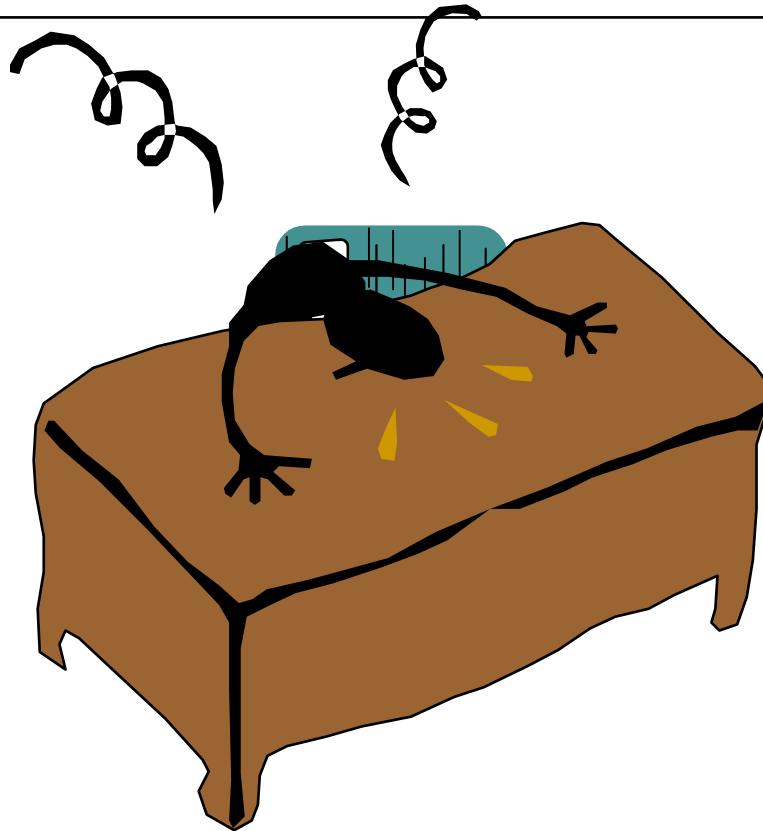
- Staffing Issues
- Workflow
- Training
- Ongoing Maintenance
- Discussion



Introduction

- What happened?
- Tried to absorb into regular workflow
- Pricing model/licensing chaos
- Yes, we need an ERM!

Was this your typical day?



ERMS to the Rescue!



Background

- DLF
 - <http://www.diglib.org/>
- ERMI (web hub)
 - <http://www.library.cornell.edu/cts/elicenestudy/dlfdeliverables/home.htm>
- Development of systems
 - Homegrown
 - Commercial



Assumptions

- Serials control modules inadequate to the task
- You have already selected your ERMS—we chose III stand-alone
- Planning and implementing an ERM does take a lot of work
- We are not covering license negotiation



Needs Assessment

- Just what do you hope to accomplish?
 - Better management of E-resources
 - Provide information for the public
- May be limited by
 - Cost of commercial ERM
 - Political pressure
 - ILS capabilities
 - Staff size and expertise

Sources of Data/Inventory Relevant Information

- Paper files? Where?
- ILS
- Subscription agents
- Other knowledge bases (SFX, Serials Solutions)
- Local solutions (database, spreadsheet)
- Institutional memory? (little gray cells)





Structure of Records

- What do you want to track and why?
- DLF has a 40 page data element dictionary
- Where is the data and who controls it?
- Workload impact
- Think reports and public display

Sample License Record Fields

ILL field name	Our Label	Response Type	Type (F or V)	Values/comments
User Confidentiality	ARIEL Permitted	drop down	F	Yes; No; Silent; Unknown
AutoRenew	AutoRenew	drop down	F	yes; no; silent; unknown
License Code 2	Backfile Owned	drop down	F	purchased; not purchased; included with subscription; open access backfile; unknown
Breach Cure Period	Breach Cure Period	numeric	F	number of days (999 means unknown or silent)
Concurrent Users	Concurrent Users	numeric	F	number (999 indicates unlimited, 0 for unknown)
Confidential	Confidentiality	drop down	F	none; all; price only; silent; unknown
Contract End Date	Contract End Date	date	F	date
Contract Start Date	Contract Start Date	date	F	date
License Code 3	Coursepacks Permitted	drop down	F	Yes; No; Silent; Unknown
Disability compliance	Disability compliance	drop down	F	Yes; No; silent; unknown
Suppression	E-Reserves Permitted	drop down	F	Yes; No; Silent; Unknown
Archival Provisions	ILL Print Permitted	drop down	F	Yes; No; Silent; Unknown
Indemnification	Indemnification	drop down	F	none; silent; unknown; sub cost (do we really need this?)
Law & Venue	Law & Venue	drop down	F	New York; Other Venue; none; silent; unknown

Sample Contact Information

III Field Name	Our Label	Type (f or v)	Response Type	Values/Comments
Contact Code	Contact Code	V	contact code	5 character limit
Organization Name	Organization Name	V	free text	repeatable for alternate forms of name
Telephone	Telephone	V	free text	
Fax	Fax	V	free text	
URL	URL	V	free text	
Primary Address	Primary Contact	V	free text	
Contact Person	Contact Person	V	free text	
Role	Role	V	free text	e.g., sales rep, tech support, etc.
Telephone	Telephone	V	free text	
Fax	Fax	V	free text	
	e-mail	V	free text	
	Notes	V	free text	

Sample Resource Record Fields

III field label	Our Label	Type(F/V)	Response Type	Values
	856Subfield X-SS	F	Y/N, none	Instructions for Serials Solutions
Access Information	Access Method	F	drop down	IP; password
Activation Date	Activation Date	F	date	Date access activated
Consortium	Consortium	F	drop down	NERL, SUNY Connect, NYLINK, HUBNET, WNYLRC, Waldo, Law?
Copyright Holder	Copyright Holder	F	contact code	
Suppress	Fund Code	F	drop down	use ZZZ for non-UB funding sources (detailed data will be in Funding Source field)
Resource Status	Order Status	F	drop down	Active; Inactive-Canceled; Inactive-Other
Access Provider	Platform Name	F	contact code	examples: FirstSearch; Infotrac; HighWire

More Resource Fields

Administration	Administrative Password	V	multi-line	username; password; administration URL; administrator
Alternate Resource Name	Alternate Title	V	free text	Repeatable field. Indexing impact
	BISON Order Number	V	free text	OPR
Description	Description	V	free text	Description of resource
	Former Title	V	free text	
Coverage	Funding Source	V	drop down	If not UB who pays for this resource (eg SUNY, NOVEL, donor)
	Holdings	V	free text	Holdings
Notes	Later Title	V	free text	
	Notes	V	free text	
	PDP URL	V	free text	URL for the PDP
	Pricing Current Year	V	numeric	

Basic Functions



Insert

Save

View

Edit

Summary

Browse

Print

Close



Lennium



Catalog



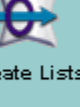
Storage Load



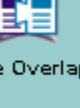
Storage Edit



Contacts



Rate Lists



Overlap

e10000173 Last Updated: 12-01-2005 Created: 03-01-2005 Revisions: 7

Rights Type	LICENSED	Resource type	p EJNL PKG	Termination Date	- -
Fund Code	e ULEJNL	Subscription Start Date	01-01-2006	Platform Name	none
Access Method	i IP	Subscription End Date	12-31-2006	Publisher	siam Society for Industrial and Applied Mathematics
Fund Type	p OP	Renewal Date	- -	Copyright Holder	siam Society for Industrial and Applied Mathematics
856 SS code	y YES	Registration Date	- -	Vendor	siam Society for Industrial and Applied Mathematics
Unit	b COLLECTNS CMTE	Activation Date	01-01-2005	Consortium	none
Order Status	- ACTIVE				

Resource Title Society for Industrial and Applied Mathematics. Membership

Alternate Title SIAM

Subject Category Mathematics

Resource URL www.epubs.siam.org

Holdings 1997-

BISON Order Number 1EAP6155

Pricing Notes and Model Option D (all journals) as of 2005 (formerly B)

Current Pricing 4900

Former Pricing 4600

Administrative Password

Username:

Password:

Administrator:

Administration URL:

Sub Ref: membership #246

Resource ID SUNY Buffalo Individual Holdings

Contact Maintenance



t10000161 Last Updated: 03-01-2005 Created: 03-01-2005 Revisions: 2

Contact Code	siam						
Organization Name	Society for Industrial and Applied Mathematics						
Primary Contact	<table border="1"><tr><td>Name</td><td>Arlette Liberatore</td></tr><tr><td>Role</td><td>Customer Service Manager</td></tr><tr><td>Phone</td><td></td></tr></table>	Name	Arlette Liberatore	Role	Customer Service Manager	Phone	
Name	Arlette Liberatore						
Role	Customer Service Manager						
Phone							

Telephone 215-382-9800
Fax 215-386-7999
Email service@siam.org
Note Membership #246
Note Membership contact is Susan Davis.
URL www.siam.org

- Millennium
- Quick Edit
- Coverage Load
- Coverage Edit
- Contacts
- Create Lists

Functions



Insert



View



Edit



Summary



Browse



Print



Close



Lennium



Catalog



Storage Load



Storage Edit



Contacts



Rate Lists



Overlap

e10000161 Last Updated: 12-02-2005 Created: 02-25-2005 Revisions: 13

Rights Type	I LICENSED	Resource type	p EJNL PKG	Termination Date	- -
Fund Code	e ULEJNL	Subscription Start Date	01-01-2006	Platform Name	
Access Method	i IP	Subscription End Date	12-31-2006	Publisher	annre Annual Reviews
Fund Type	p OP	Renewal Date	- -	Copyright Holder	
856 SS code	n NO	Registration Date	- -	Vendor	annre Annual Reviews
Unit	b COLLECTNS CMTE	Activation Date	01-01-2003	Consortium	none
Order Status	- ACTIVE				

Resource Title Annual Reviews
Subject Category General
Resource URL <http://www.annualreviews.org>
PDP URL none
Holdings v.1-
BISON Order Number 1EFA1452
Notes Backfile purchased.
Pricing Notes and Model 2004 price reflects credit for HSL print pmt. E-only pricing 2006+.
Current Pricing 5216
Former Pricing 5988







Administrative Password

Username:	buffalo
Password:	ejournal
Administrator:	Susan Davis
Administration URL:	
Sub Ref:	224088

Description All series published by Annual Reviews.

Edit Functions



-  Millennium
-  Quick Edit
-  Coverage Load
-  Coverage Edit
-  Contacts
-  Create Lists

e10000057

Resource Title Nature
 Resource URL <http://www.nature.com>
 Holdings 1997-
 Pricing Notes Pub gave us 19 month for the cost of a 12 month sub as initial sub incentive.

Summary Record I10000057 Contacts Financial

I10000057 Last Updated: 03-17-2005 Created: 10-20-2004 Revisions: 1

Auto Renew	y YES	Disability Compliance	- UNKNOWN	Coursepacks Permitted	y YES
License Status	a ACTIVE	Indemnification	w SUB COST ONLY	Concurrent Users	999
License Type	n NEGOTIATE	Law & Venue	n NEW YORK	Licensee Sign Date	06-01-2004
Breach Cure Period	0	ARIEL Permitted	n NO	Licensor Sign Date	06-01-2004
Perpetual Access	n NO	E-Reserves Permitted	n NO	Contract Start Date	- -
ILL Print Permitted	y YES	License Scope	s SITE	Contract End Date	- -

Licensee UB site
 Licensor Nature America Inc.
 License Notes License ID 00524409
 Authentication Method IP
 Site Definition Notes Includes RIA.
 Authorized Users Faculty;Staff;Students;Walk-in users
 FTE Definition/Number Nature uses Science FTE. We are in the Large category.

Functions



- Lennium
- Catalog
- Storage Load
- Storage Edit
- Contacts
- Rate Lists
- Overlap

e10000057 Last Updated: 03-03-2006 Created: 10-20-2004 Revisions: 16

Rights Type	I LICENSED	Resource type	j EJOURNAL	Termination Date	- -
Fund Code	e ULEJNL	Subscription Start Date	01-01-2006	Platform Name	none
Access Method	i IP	Subscription End Date	12-31-2006	Publisher	natur Nature Publishing Gro
Fund Type	p OP	Renewal Date	- -	Copyright Holder	none
856 SS code	y YES	Registration Date	- -	Vendor	nerl NERL
Unit	b COLLECTNS CMTE	Activation Date	06-01-2004	Consortium	none
Order Status	- ACTIVE				

Resource Title Nature
Alternate Title Nature weekly
Resource URL <http://www.nature.com>
Holdings 1987-
BISON Order Number 1EFB0067
Notes Changed to NERL for 1/06+.
Pricing Notes and Model Pub gave us 19 months for the cost of a 12 month sub as initial sub incentive (6/04-12/05).
Current Pricing 7633
Former Pricing 7758



Staffing Issues

- Roles and responsibilities
- Skills
- Level
- How many?



Workflow

- Identify resources
- Prioritize
- Load or manual input?
- Segmented input possible?
- Documentation
- License work is more time consuming



Training

- Lack of good vendor supplied manuals
- Data dictionary
- Templates
- User Groups/online discussion lists
- Hands on issues
 - Practical realities
 - Revise documentation



Ongoing Maintenance

- Who's responsible?
- How do they know when to update?
- Quality control
- Reports
- Are you happy with your choices?

Sample Reports

19th century masterfile	Paratext	Unlimited	s
Abacus	Swets	Unlimited	-
ABI/Inform Global Edition	ProQuest	Unlimited	n
ABSEES online	Ebsco Information Services	Unlimited	-
AccessScience @ McGraw-Hill	McGraw-Hill	4	s
Acta anaesthesiologica Scandinavica	Ebsco Information Services	Unlimited	-
Acta crystallographica. Section A	Swets	Unlimited	n
Acta informatica	Ebsco Information Services	Unlimited	s
Acta neurologica Scandinavica	Ebsco Information Services	Unlimited	-
Acta obstetricia et gynecologica Scandinavica	Ebsco Information Services	Unlimited	-



Discussion

- Future developments
- Questions
- Answers (maybe)
- Advice from others?



Future Developments

- Digital Library Federation. Electronic Resource Management Initiative Phase II
<http://www.diglib.org/standards/df-erm05.htm>
- NISO Standardized Usage Statistics Harvesting Initiative (SUSHI)
http://www.niso.org/committees/SUSHI/SUSHI_comm.html (viewed March 20, 2006)



Electronic Resource Management Selected Readings

- Parker, Kimberly et al. *Report of the DLF Electronic Resource Management Initiative, Appendix E: Electronic Resources Management System Data Structure* (May 2004)
<http://www.library.cornell.edu/cts/e/licecestudy/dlfdeliverables/DLF-ERMI-AppendixE.pdf>



Electronic Resource Management Selected Readings

- Riggio, Angela et. Al. *Report of the DLF Electronic Resource Management Initiative, Appendix D: Data Element Dictionary* (June 2004)
<http://www.library.cornell.edu/cts/e-licensestudy/dlfdeliverables/DLF-ERMI-AppendixD.pdf>



Electronic Resource Management Selected Readings

- Duranceau, Ellen Finnie and Cindy Hepfer, "Staffing for Electronic Resource Management: The Results of a Survey," *Serials Review* (2002) 28: 316-20.
- *Serials Librarian* v.47, no.4 (2005) several articles
- Fuller list in session handouts



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