Don’t Leave Me in the Dark

Shining a Light on Electronic Resources Communications

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The old way...

Selector → Acquisitions → Metadata → Item on Shelf!
The new way...

Selector

Additional funding

E-Resources

ERM

License Review

Resource Vendor

Acquisitions

Metadata creation

Finding tools

Resource in place!

Troubleshooting

Fed. Search

Technical

Vendor
Communications issues

• “When is that license going to be signed?!”
• “Where is the $50,000 for this resource coming from?”
• “Why isn’t my resource working yet?!”
• “Why isn’t this resource in the federated search?”
Other factors

• User expectations
• Changes in technical services
• Statistics
• Variability
Cornell’s approach to e-resources communications

- Background
- Organizational structure
- Embedded librarians
- Educational efforts
- IT solutions
Background

• Cornell University
  – 34,000 population
  – 14 colleges
  – 4,000 courses
  – 70 majors and 93 graduate fields

• The Library
  – 20 libraries
  – 500 staff members (130 professional)
  – 7.5 million volumes
  – $50 million budget ($15 million for acquisitions)

• Electronic resources
  – $5.6 million annual expenditure
  – 400,000 electronic resources
  – Including 47,000 electronic journals
  – More digital images and video, data, and e-books
Organizational structure

- Acquisitions and Cataloging
- Database Management Services
- Electronic Resources and Serials Mgmt.
- Metadata Services
Embedded librarians

• Selection groups
  – Selection teams
  – Collection Development Executive Committee
• Electronic resource groups
  – Database Review Committee
  – Electronic Resource Committee
• Systems groups (ReDS)
• Public services groups (PSEC)
Educational efforts

• Technical services training series
  – Metadata introduction
  – Introduction to electronic resources cataloging
  – Overview of electronic resources

• ERSM training of selectors
  – E-NERF
  – Selector training program
  – One on one meetings with selectors
LTS Web

- [http://lts.library.cornell.edu/lts/rsm/index.cfm](http://lts.library.cornell.edu/lts/rsm/index.cfm)
- Whither wikis?
LIBIT-L

- Allows others to communicate with LTS
- Group monitoring
  - ERSM staff
  - IT staff
- Knowledge base
- Problems with LIBIT
Other email

- WebFeat
- Patrons
- Collection development committees
- ERLM-L list for communication with vendors
NERF

http://lts.library.cornell.edu/lts/pp/ere/netrescatform.cfm
Tracking system for eNERF

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Networked Electronic Resource Form

- Selector name
- Selector netid
- Selector password
- Resource name
- Resource URL
- Supplier

Trial Information
- Provider/personal contact information
- Trial site URL
- Start/end dates
- Username/password

Resource Information
- What type of resource is this?
- Estimated cost of resource
- Fund code(s)
- Check here if you want this resource to be considered for Find
  Databases
- Check here if we already own this resource in another format (print,
  microfilm, etc.)
- If so, Voyager ID(s):

Notes
- Is there any special information you would like to have appear in the
  catalog record, such as keywords or a summary description?

eNERF
Final thoughts

- Complicated…yes!
- Many involved
- New resources…new models
- Moving target
- One solution…are there others?
- Any questions?

Thank you!
References and contact info

- WebFeat: http://www.webfeat.org/
- ERM: http://www.iii.com/mill/digital.shtml#erm
- SerialsSolutions: http://www.serialssolutions.com/
- Mantis: http://www.mantisbt.org/

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