



Don't Leave Me in the Dark

Shining a Light on Electronic Resources Communications

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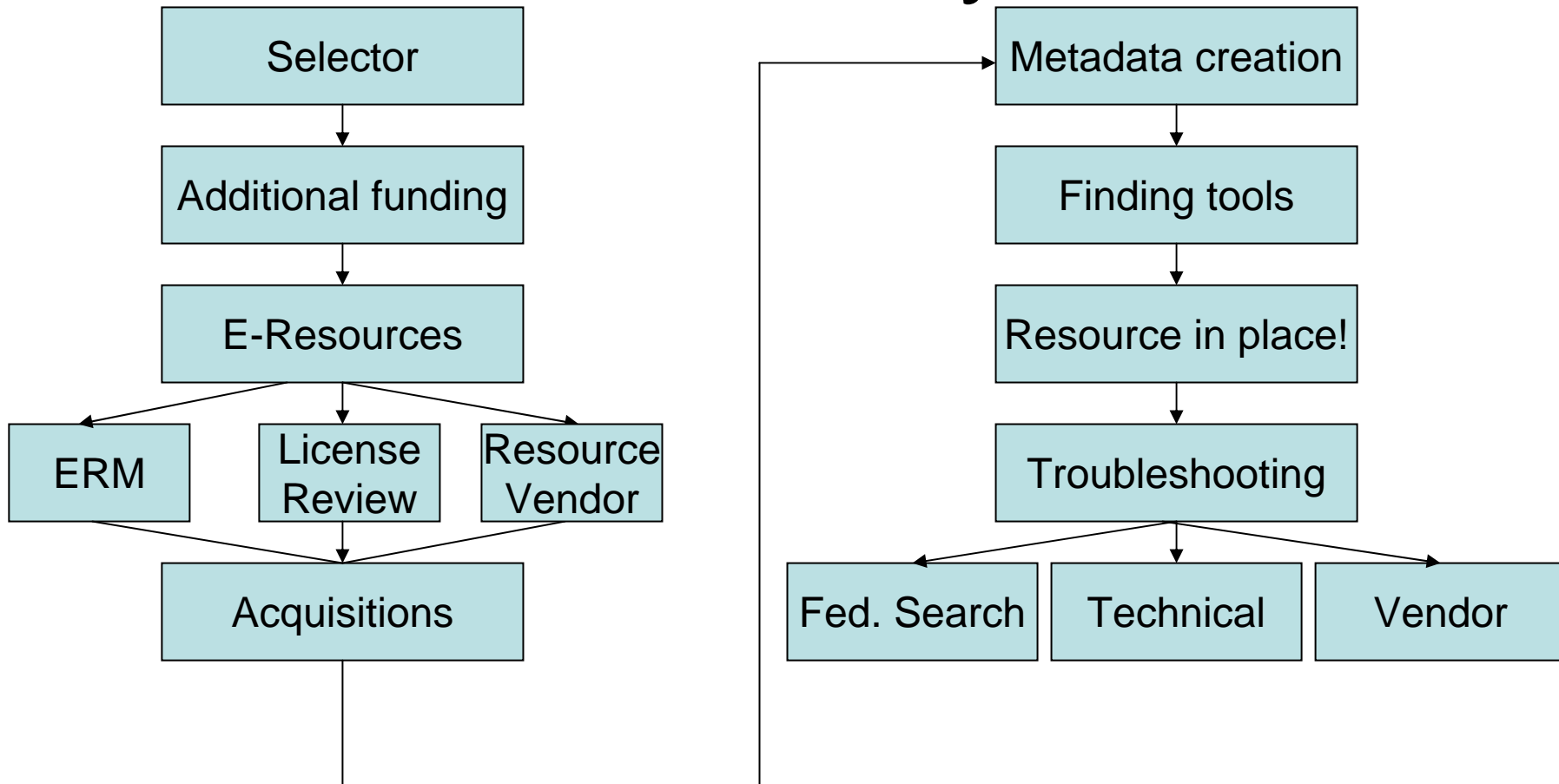


The old way...





The new way...





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)

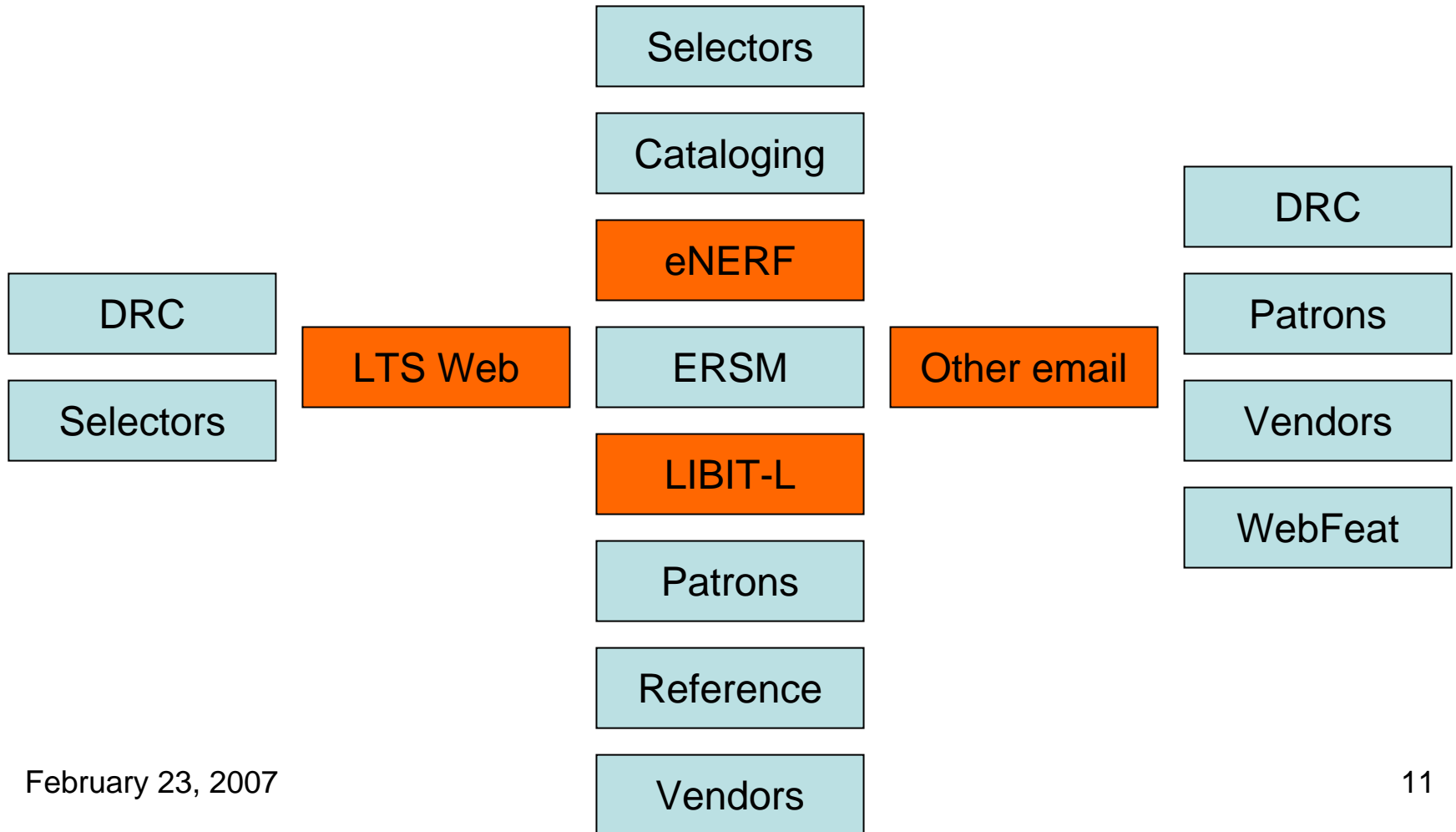


Educational efforts

- 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



IT solutions





LTS Web

- <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>



View Issues - Mantis - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://128.253.121.103/mantis2/view_all_bug_page.php

Latest Headlines USDA ESMIS - Docum... 500 Internal Server Er...

mantis

bug tracking system

Logged in as: *liisa* (Lisa Mobley - updater) 08-29-2006 15:56 UTC Project: All Projects [Switch]

[Main](#) | [My View](#) | [View Issues](#) | [Report Issue](#) | [Change Log](#) | [Docs](#) | [My Account](#) | [Logout](#) [Jump]

Viewing Issues (1 - 15 / 15) [[Print Reports](#)] [[CSV Export](#)]

P	ID	#	Category	Selector	Status	Updated	Summary
<input type="checkbox"/>	0000020		[Workflows]	Minion	new	08-28-06	fdga
<input type="checkbox"/>	0000019		[Workflows]	Minion	new	08-28-06	fdga
<input type="checkbox"/>	0000018		[Workflows]	Minion	new	08-28-06	fdga
<input type="checkbox"/>	0000017		[Workflows]	Minion	new	08-28-06	Confessions
<input type="checkbox"/>	0000016		[Workflows]	Minion	new	08-28-06	Confessions
<input type="checkbox"/>	0000015		Consortial arrangement (database)	Minion	new	08-22-06	asdf
<input type="checkbox"/>	0000014		[Workflows]	Minion	new	08-16-06	asdf
<input type="checkbox"/>	0000013		[Workflows]	Minion	new	08-15-06	asdf
<input type="checkbox"/>	0000012		[Workflows]		new	08-15-06	test
<input type="checkbox"/>	0000011		[Workflows]		new	08-10-06	Some Index
<input type="checkbox"/>	0000010		[Workflows]		new	08-07-06	Great Books Never Written 2
<input checked="" type="checkbox"/>	0000007		Consortial arrangement (database)	administrator	registration and activation	08-04-06	test
<input type="checkbox"/>	0000003		Consortial arrangement (database)		new	08-04-06	The Completely Useless Encyclopedia
<input type="checkbox"/>	0000001		Consortial arrangement (database)	administrator	notify EZProxy and WebBridge maintainers (administrator)	08-04-06	test1
<input type="checkbox"/>	0000002		Consortial arrangement (database)	administrator	new	08-04-06	Wonderfully remote

Select All Move [v] [OK]

new license is acceptable add preliminary record to catalog ordering registration and activation added to SerialsSolutions sent to be cataloged resource record added to ERM notify EZProxy and WebBridge maintainers notify selector and requestor closed

Selector: any Monitored By: any Assigned To: any Category: any Severity: any Resolution: any Profile: any

Done

Tracking system for eNERF



NERD - Mozilla Firefox

File Edit View Go Bookmarks Tools Help

http://128.253.121.103/mantis2/nerf.html

Latest Headlines USDA ESMIS - Docum... 500 Internal Server Er...

Networked Electronic Resource Form

(Jump to [e-resource tracking](#))

Selector name	<input type="text"/>
Selector netid	<input type="text"/>
Selector password	<input type="text"/>
Resource name	<input type="text"/>
Resource URL	<input type="text"/>
Supplier	<input type="text"/>
Trial information	
Provider/personal contact information	<input type="text"/>
Trial site URL	<input type="text"/>
Start/end dates	<input type="text"/>
Username/password	<input type="text"/>
Resource information	
What type of resource is this?	<input type="checkbox"/> index <input type="checkbox"/> full text <input type="checkbox"/> catalog
Estimated cost of resource	<input type="checkbox"/> open access \$ <input type="text"/> <input type="text" value="annual"/>
Fund code(s)	<input type="text"/>
Check here if you want this resource to be considered for Find Databases	<input type="checkbox"/> (Recommended selections will be reviewed by the FD selection committee. See the guidelines here .)
Check here if we already own this resource in another format (print, microfilm, etc.)	<input type="checkbox"/>
If so, Voyager ID(s):	<input type="text"/>
Notes	
Is there any special information you would like to have appear in the catalog record, such as keywords or a summary description?	<input type="text"/>
	<input type="text"/>

Done

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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