E-resource Workflow: Improving Communication between Librarians and Vendors

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Read any good books lately?

http://www.diglib.org/pubs/dlf102/

Overview Flowchart for Physical Resource Acquisition and Management:
- Notification of new product
- Product consideration
- Acquisition process
- Receipt and physical processing
- Retention, circulation, preservation

Overview Flowchart for Electronic Product Acquisition and Management:
- Notification of new product
- Product consideration and trial process
- Licensing negotiation
- Technical evaluation
- Business negotiation
- Implementation processes
- Maintenance and review
What’s this got to do with librarian/vendor communication?

The NEW e-workflow documents:

- 28 decision points
- 46 action items
Why does communication matter?

- Library/vendor relationships are long-lasting
- Vendors can supply information to help decision-making
- Consortia, agents, aggregators
- $2.1 billion annually (IPEDS)
- Good communication is efficient
Our dirty little secrets??

• Do you know who is responsible for this workflow in the library?

• Do your vendors know?

• How do you keep up to date on developments/progress within?

• How do you communicate them to the outside?
What did my library do?

• Charted how e-resources come into the library (5 consortia + direct from vendor)

• Mapped the DLF flowchart to our local processes

• Adjusted our internal documentation and communication responsibilities

• Created a centralized status page where staff can quickly view progress or problems in the workflow
What Do We Want From Vendors?

- Timely responses
- Contacts who are knowledgeable about our accounts
- Contacts who are knowledgeable about technology, licensing, content
- Support after the sale
The Vendor’s Point of View
Bob’s Progression: (1): Omigod!

- This is chaos
- This is unknowable (to a book guy)
- OK, now I get it. This IS chaos
Bob’s Progression: (2): The “Aha” Moment

- This isn’t chaos. It’s just complex.
- There is a logical flow of binary, brachial processes and decision-making
Bob’s Progression: (3): Mirrored Processes

- The product development process
- The sales process: presenting the product
- The sales process: closing the sale
Bob’s Progression: (4): Enlightenment

- Appreciating why e-decisions seem so disorganized in libraries
- Understanding the need to communicate with different decision-makers in the library with different priorities
What Do Vendors Want From Us?

• Identification of the stakeholders in the evaluation and purchasing process

• A reasonable sense that the library is serious about making a decision

• A “go-to” person responsible for relaying questions and forwarding answers

• Closure
Open Discussion

• Has your library had success in shifting workflow to improve e-resource management?

• What works well, what is still a challenge?

• Questions for us?