The Evolution of a New World Order: How and Why UCLA Drew the Line between "P" and "E"

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What was the problem?

- Reorganization Fatigue
  - Merged monographs & serials 2001
  - Centralized branch library acquisitions 2003
Internal Acquisitions Department Issues

- Budget Cuts/Reduced Staffing
- Poor coordination within Acq Department of E-Acq Work
- Lack of understanding of Consortia (California Digital Library) Agreements
  - Deep Discounted Prices
  - Duplication of Content
- Need for High Level Staff devoted to E-Acquisitions
Inter-Departmental Communication Breakdowns

- Acquisitions asked to order before license reviewed
- Acquisitions finds out from Cataloging that a new resource has been acquired
- Selector shows up with an invoice
- ERM record not created or updated
- Resources not registered with proxy server
Possible solutions

- Improve communication
- Bring e-expertise together in one unit
  - Acquisitions
  - Metadata
  - Collection Management
  - Licensing
  - Liaison to Consortium (California Digital Library)
- Find staff at high level with varied experience
- Begin regular meetings, forums, etc. with selectors, public service
Work in progress

What’s working
- Centralization of licensing, e-acquisitions, ERM maintenance, SFX activation, etc. in one place
- Library staff know where to go now
- E-Acq staff have time and expertise to handle troubleshooting

What’s not working
- Roles of selectors/DCS in ERM maintenance
- Print Acq staff still need to be more involved (e.g., print+online subscriptions)
- Lack of understanding about troubleshooting (e.g., CDL resource problems)
Workflow Modeling
DLF ERMI → UCLA Workflows
E-Resource Workflow Goal

E-Resource Lifecycle*
- Selection, trial and acquisition
- License negotiation, technical considerations, business terms
- Implementation—getting in sync—preparing for end users
- Product review, renewal, cancellation

Selection and Trial

- Majority of responsibility lies with Selector
  - Notifies Digital Collections Services (DCS) about trial or purchase
  - If trial, enters information into ERMS, conducts trial, gathers feedback
  - Logs decision, notifies DCS and units as appropriate
Licensing, Technical Considerations, Business Terms

- Licensing: Selector works with Licensing Coordinator in DCS; DCS logs licensing terms into ERMS.
- Technical Concerns: Vendor notifies DCS; DCS works with IT to implement.
- Business Terms: If separate from license, selector usually responsible. Terms entered into ERMS.
Implementation

- DCS—orders, completes purchase, provides vendor with authentication information
- DCS—enters data into ERMS; when activated, notifies Selector
- Selector—notifies cataloging, publicly announces product’s availability
- Usage statistics—selector arranges with vendor—eventual ERMS capability (SUSHI + COUNTER)
Review, Renewal, Cancellation

- DCS responsible for lifecycle activity
  - Notifies selector regarding expiration of license agreement
    - If renewed, DCS handles negotiation
    - If not renewed, DCS notifies vendor of cancellation
  - If product moves to new provider
    - Workflow begins again from beginning
  - If product is cancelled or moves
    - DCS responsible for alerting Cataloging Center
    - Editing data in ERMS
    - Investigating right to perpetual access/archiving
What Works

- Workflow charts and narratives
- DCS is able to handle its share of responsibility—so far
- Troubleshooting workflow (separate document)
What Needs Work

- Selector participation/buy-in to this workflow (ERMS)
- Shifting from home-grown ERMS to Ex Libris’ Verde later this year
- Better integration with other library systems
- Troubleshooting workflow (separate document)
In the beginning...

During 2006-2007, 7.5 FTE
Print: 39 FTE/Digital: 7.5 FTE