Electronic Resource Management in Libraries : Best Practices

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Outline

- Introduction
- Types of E-Resources
- E-Resource Life Cycle
- ERMS
- E-Resource Collection Development Policy
- Keeping Updated
- Core competencies (NASIG)
- Recent developments- TERMS
- Challenges & Opportunities
- References
Introduction
Introduction

- Managing e-resources vs print collection
- Similarities & vast differences
- E-resources add layer of complexity
- Accessible inside and outside library
- Access vs ownership
- Offered via multiple platforms
- Involves technology, price & contract negotiation access
- User demand for e-resources are increasing
- ERM is dynamic and ever-changing field
- Requires multi tasking
- May require reorganization of workflow
Types of E-Resources
Types of E-Resources

- E-journals
- E-books
- Full-text (aggregated) databases
- Indexing and abstracting databases
- Reference databases (biographies, dictionaries, directories, encyclopedias, etc.)
- Numeric and statistical databases/datasets
- E-images
- Hybrid content
- E-audio/visual resources
E-Resource Life Cycle
Electronic Resources Life Cycle

- Discovery of a resource
- Trial of a resource & quote request
- Acquisition of a resource/price negotiation
- Contract negotiation/ Licensing
- Activation & provision of access
- Use promotion
- Gathering use statistics
- Troubleshooting
- Review & renewal of a resource
Electronic Resources Life Cycle

- Discovery of a resource
- Trial of a Resource and Quote Request
- Acquisition of a Resource/Price Negotiation
- Contract Negotiation (Licencing)
- Activation and Provision of Access
- Use Promotion
- Statistics
- Troubleshooting
- Review and renewal of a resource
Discovery of a new potential resource

- Discover in a variety of ways
  - Publishers
  - Vendors
  - Aggregators
  - Librarians reference
  - User reference
  - Other ways/sources

- Determine & access (preliminary assessment)
  - Overlap with current content
  - License terms
  - Possible access points & issues
  - Pricing
  - User size
Trial of a resource & quote request

- Trial – duration, audience, IP Authentication, login & password access, timing (semester/vacation)
- Quote- get pricing while requesting for trial access
- Required information
  - FTE or population served (enrollment)
  - IP numbers & address of sites
- Evaluation of trial period
- Content evaluation
- Collect usage data, feedback, surveys
- Decide on usefulness
- Availability of budget & Propose for approval
Selection & Acquisition...

- Involves number of steps
- Follow guidelines, policy, checklists etc
- **Content**
  - Objectives, aims, goals
  - Depth, breath of collection
  - Quality
  - Requirement
  - Level of use
  - Preferred format
  - Currency & Updates
  - Basic issues
  - Archiving
Selection & Acquisition...

- **Technical requirements**
  - Compatibility with existing library hardware & software
  - Compatibility to provide & maintain access
  - Method of access – web access, remote access, local host
  - Authentication – IP, PW
  - Compatibility – audio, video etc.
  - Browser
  - Content format
Selection & Acquisition …

- **Functional reliability**
  - Interface – user-friendly, easy to navigate
  - Search & retrieve
  - Search strategies
  - Personalization features
  - Compatibility with Citation Management Tools etc
  - Alerting
Selection & Acquisition…

- **Vendor support**
  - Trial evaluation & product demo
  - User training & support
  - Technical, customer support
  - Customization
  - Data securing & archiving
  - Bibliographic data provision
  - Statistical reporting – COUNTER, SUSHI
Selection & Acquisition…

- **Supply (acquisition)**
  - Purchase models of pricing – varies & depends on number of users & simultaneous access
    - Separate pricing for content & access
    - Comb. model – current & archive
    - Pay per use price, Consortia pricing
    - Print plus electronic, Big deal bundles
    - Introductory pricing, Multiyear deals
  - Number of users and sites- FTE, Tiers, multi-campus
  - Back files archiving, post termination rights
  - Cancellation rights, Invoicing, renewal, Number of simultaneous user & Negotiation
Licensing…

- **End User agreement & Site license agreement**
  - Negotiating – Contract terms
  - Licenses governs access & use of resources
  - Negotiate in a fair & equitable manner
  - Parts of License: contact information, subscription period, IP address, title lists, holding dates, prices, renewal dates, ILL, reserve use, multi/single site, off campus access & other unique clauses, signatories
- Model Licensing Agreement
- Who will sign?
Licensing...

- SERU: Shared Electronic Resource Understanding (like MoU)
- Major issues with regard to License terms
  - **Access concerns**
    - Authorized users of sites
    - Method of access
    - Archiving policy
    - Perpetual access
    - Institutional archives-self archiving
Licensing...

- **Use of electronic resources**
  - ILL / DDS
  - Pay per-view service
  - Viewing, downloading and printing
  - Course packages
  - Course reserves
  - User statistics
  - Liability of un-authorized use
  - Integration with other systems- Course Management Systems- Moodle
Licensing...

- **Vendor support & Technical consideration**
  - Linking service
  - Content consistency
  - Bibliographic data
  - System integration
  - Technical support
  - Notification process
  - Customer support
  - Web browser
  - Accessibility
  - Documentation
  - Guaranteed up time
Licensing...

- **Flexibility & enhancements**
  - Cancellation
  - Value for money
  - Increase in price
  - Consistency with print equivalent
  - Drop out clause

- **Legal issues**
  - Terms & payment
  - Grace period
  - Governing laws
Activation & Provision of Access

- Activation of access
- Registration of Access
- Mode of Access
- On & off campus access
- Execute effectively & efficiently
- Usage is important
- Authentication
- Online Access Tools
  - OPACs, Portals, subject Indexes, Federated search engines, Link resolvers, Discovery services, Browsing lists, embedded lists
Use Promotion & Marketing

- Orientation
- Special sessions
- Tutorials
- Information Literacy Sessions
- Flyers, Posters, Bookmarks
- Mailers
- Vendors sessions
- Links on Institutional websites resources
- Design & conduct quiz
- Publisher promotional materials
- Explore all possible ways of promoting
Troubleshooting Resources

- E-Resources come with a variety of issues and problems
- Technical problems
- Platform changes
- Upgrades
- Unknown problems
- Downtime
- Excessive downloads
- Range of IP addresses & usage
- Problem with products
- Titles moving to other publishers
Usage Statistics Gathering

- Usage important- money is worth spent or not
- Usage can get more money
- Cost effectiveness of resources (RoI)
- Nature of usage data & statistics
- Choosing which usage data to gather
  - Sessions, searches, full text downloads, turn aways
- Use tools to get data
- Importance of Standards
  - COUNTER- Different levels & different materials
  - When to gather usage data
  - Methods for gathering & managing usage data- SUSHI
- Organizing & interpreting usage stat.
- Strengths & weaknesses of statistics
Review & Renewal of Resources...

- Renewal for another year
- Relevancy
- Value for money
- Notification
- Multiyear contract
- Cancellation of the resources
- Decide taking stakeholders in to confidence
- Consult Committees
- Heads of Institutions
Review & Renewal of Resources

- Other renewal consideration
  - Changes - information provider, Operating platform
  - Access provision, Access to back files, Content available
  - Pricing
  - License terms
ERMS
Electronic Resource Management Systems (ERMS)…

Commercial Publishers & Systems
- Serials Solutions - 360 Resource Manager
- EBSCO - ERM Essential
- ExLibris-Verde
- Innovative Interfaces-ERM
- Others
  - OCLC,
  - TDNet
  - Collorado Alliance
  - Swets
  - Harrassowitz
Electronic Resource Management Systems (ERMS)

Open source- homegrown

- **CORAL**: Centralized Online Source Acquisition
  - License [http://erm.library.nd.edu/about.html](http://erm.library.nd.edu/about.html)

- **ERMes**: [http://murphylibrary.uwlax.edu/erm/](http://murphylibrary.uwlax.edu/erm/)

- **CUFTS**: [http://research.sfu.ca/cufts/](http://research.sfu.ca/cufts/)

E-Resource Collection Development Policy
Policy should include

- Technical feasibility
- Functionality & reliability
- Vendor support
- Supply
- Licensing
- Format
- Other issues
Collection Development Policy for E-Resources

- Development of a written & approved policy
- Traditional collection development criteria used in
  - Subject
  - Level
  - Target audience etc are applicable
- Use along with traditional collection development policy
- Policy serve as guidance & assistance
Technical Feasibility

- Availability, e.g., remote access, stand-alone access
- Authentication, e.g., IP [Internet Protocol] filtering or login password
- Hardware and software compatibility and capability
- Storage and maintenance, e.g., remote hosting or local hosting
- Platforms which facilitate access to e-resources
Functionality & Reliability

- Search and retrieval functionality, e.g., truncation, browsing, search history, transliteration
- Exporting and downloading, e.g., printing, e-mail, downloading to a machine, and downloading to an electronic device
- Sorting and ranking abilities for database results. For example: author, title, date, relevancy, facets, etc
- Interface, e.g., system intuitiveness, navigation, help and tutorials.
- Integration
- Reliability and availability, e.g., response times, 24/7 access.
Vendor Support

- User training and support
- Trials and product demonstrations
- Technical support and system notification process
- Statistical reporting
- Customization, e.g., branding
- Provision of bibliographic data, e.g., MARC records
- Data security and archiving policies
Supply

- Purchase model, e.g., purchase, subscribe, pay per view, rental
- Pricing models, e.g., selective v. big deal
- Access options, i.e. single user, multiple users
- Archiving and post termination rights
- Maintenance fees
- Cancellation rights
Licensing

- Model/Standard license
- Governing laws
- Liability for unauthorized use
- Definition of authorized users
- Definition of authorized sites.
- Fair Dealing (or “Fair Use”) Provision
- Termination
- Refunds
- Period of agreement
- Compliance with the governing laws of the library’s or consortium’s legal jurisdiction (province, state, country)
- Language of the license
Format Preference & other issues

- Provide guidance in format preference
  - Currency
  - Values for many
  - Accuracy
  - Completeness
  - Duplication

- Review & renewal
  - Format, Obsolescence, Platform reliability etc

- Should help in ensuring
  - Consistency, Appropriateness of resources
  - Reducing risks & potential liabilities
Keeping Updated
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- Education - a professional development
  - Formal education
  - Continuing education
  - Vendor webinars
  - Vendor tutorials

- Professional Conferences & Meets
  - INDEST-AICTE Annual meet & conference
  - CALIBER PLANNER Conference
  - ER& L http://www.electroniclibrarian.com
  - Charleston conference http://www.katina.info/conference
Keeping Updated

- Email listing
  - LITA –L [http://lists.ala.org/sump](http://lists.ala.org/sump)
  - Liblicense [http://www.library.yale.edu/~license/](http://www.library.yale.edu/~license/)
  - Serialist [http://www.urm.edu/~bmaclennn,serialist.htm](http://www.urm.edu/~bmaclennn,serialist.htm)
  - ERIL – L [http://listserve.binghamton.edarchives/eril-l.html](http://listserve.binghamton.edarchives/eril-l.html)
  - AUTOCAT [http://www.cwu.edu/~dcc/autocatFAQ-2.html](http://www.cwu.edu/~dcc/autocatFAQ-2.html)
  - LIS-Forum

- Building a network of other professionals
- Reading literature
- Using web as a resource
- Blogs
Core Competencies for Electronic Resources Librarian

- **NASIG Task Force 2012- draft copy**
  - Extensive knowledge of e-resources life cycle
  - Technology: providing access to e-resources
  - Research skills to handle data
  - Communication skills
  - Supervising & managing
  - Trends & professional development
  - Personal qualities
Recent Developments

- **TERMS: Techniques for Electronic Resource Management**
  - Investigation of new content for purchase or addition
  - Acquisition of new content
  - Implementation
  - Ongoing evaluation and access
  - Annual review
  - Cancellation and replacement review

*Library Technology Reports* Feb 2013 issue devoted to this topic
Developing TERMS: techniques for electronic resource management
Challenges & Opportunities
Challenges & Opportunities

- Evolving field – will continue to change
- Formats & services- driven by library users
- Evaluate products from time to time
- Keep an open communications with publisher, vendor & Libraries
- Find innovative ways to optimum use of money
- Potential future products & formats in the horizon
- Make use of Consortia
- Promote use of quality Open Access resources
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Questions if any please?
Thank you!