

**SCONUL ERM Project:  
Electronic Resource Licensing & Management – Use Case  
Workshops**

University of Swansea

**USE CASE NOTES  
(Use case 7 –Renewal of an e–journal subscription)**

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## **Renewal of a e-journal subscription (7)**

The library has to become aware of the need to renew a subscription to an individual e-journal title. The necessary paperwork has to be completed so that access is maintained.

### **What happens**

#### Activity

Biggest activity is to renew the 2,000 subscription and biggest part of that is invoicing. Most (75%) is via SWETS and related to calendar year—so get invoices in November time. (SWETS have already paid publisher) . The library maintains a hard copy record card for each dept. Around March this is used to prepare subscription list --put into Excel spreadsheet --which goes out to depts. Library asks for decision back by Sept. Library SWETS which subs to renew and they pay publisher and invoice library in November. SWETS produce list of subs ---SWETS makes life a lot easier and saves a substantial amount of staff time

#### Volumes

Around 2,000 subscriptions (more title of course)

#### Actors

Mark Hughes (overview-financial commitments) Ann's team of three (workflow and data) , +partners --SWETS and publishers

#### Data involved

Cards carry vol, year, and price . Goes onto Voyager so money deducted from fund. In summer price and full title information on card gets transferred on Excel with total by dept. Mark Hughes uses this for commitments

#### Workflows

Cards—spreadsheet—depts.---back to library---to sets—invoice SWETS to library---update LMS—pass to university finance

### **Motivation—what are the pain points**

#### Current problems

Limited staff resources: essentially it's a one woman band on invoicing—getting them paid on LMS (4-5 page invoices) takes time. This process gives the departmental breakdown and indeed SWETS invoices are helpfully broken down by departments.

Not using EDI so increases the need for keying data

Mark's pain point is passing it all to finance—every invoice paid on Voyager has a payment slip to authorize payment to finance.

#### Efficiency Assessment

SWETS mediating makes it much more efficient (saves approx 2 staff?). It would

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be nice to be able to re-use data better. EDI would make efficiencies

### Economy assessment

SWETS get paid 5% for handling—could a national shared service be competitive?

### Effectiveness assessment

Each institution is replicating a very similar process and there are opportunities for sharing info on what subs are in place across a number of institutions

### **Intended benefits– what’s the business case**

#### Library service

It’s all about efficiency: We want to stop rekeying data onto multiple systems, linked to this is integration and the maintenance of a single systems of record

#### Users

They want continuity of services—no interruption/denial of access because subs are renewed

#### Suppliers

Potential efficiency gains could be used to improve their margins?

### **Consequences of doing it ‘above campus’**

#### The proposition

Maintenance of a central Knowledge Base (KB) of subscriptions. A shared service to compete with subscription agent function to find the best platform and pricing, place orders with publishers and deliver invoices to library.

#### What will happen

Creations of a knowledge base (kb) data that becomes the institutional KB/ resolver or automatically feeds the institutional KB/Resolver. An agency that manages the relationships with the publishers in order to determine best platform pricing and to pay the publishers and manage invoicing

#### Potential risks

Continuity of service, sustainability, risks to finance accountability, audit. Will any competing national service have as good coverage as say current subscription agents like SWETS?—or be able to do it cheaper?

#### Potential opportunities

Opportunity for a shared service is a renewal alert service like JISC.  
Potential to be more comprehensive because it is a UK HE service  
EDI plus whereby (like ‘shelf ready books’) a notification from the library to renew

a sub delivers an order record (inc bib data) back to the LMS, as well as updating the KB

Recommender services for library staff –people who renewed this also renewed that

### Consequences of not doing it

Part of it is being done above campus already. SWETS is a shared service and SWETS is probably saving 2 library staff member a year. Some updating of ExLibris KB is done on a shared basis by SFX users. So the potential of not doing it is less efficient use of staff resources—i.e. cost

## **Implementation pointers**

### Mechanism

Complex mix of systems and service is involved with need for interoperability standards

### Inputs and outputs

Renewal reminder is output by shared service. Subscription renewal notification from library goes in and out comes updates to KB/resolver (to enable access), order record for LMS, and invoice

### Standards and protocols

EDI and standards for order records for loading into LMS

### Existing systems

KB and various manual/Excel based systems. Finance –module in Voyager and finance systems (QL)

### Staffing

## **Challenges & costs**

### Set up and transition

Complexity of systems and mutual interactions could mean complex set up and transition challenges

### Ongoing

Would have to demonstrate clear staff saving costs so this would mean not having too many exceptions that would have to be handled 'manually' by local staff