

Electronic Resource Licensing & Management - Use Case Workshops

1. Prior to the meeting

Please select 3 to 5 points of focus from our list of 18 licensing, management and delivery Use Cases below – email david.kay@sero.co.uk with your choices. These should be your current ‘pain points’ in terms of difficulty or effort, or processes you think may be more efficient if conducted ‘above campus’. For your chosen Use Cases, consider who does what, when and with what systems and / or supply chain interactions. We will use these as the starting point for our discussion.

Agenda (4 hours required including a break)

1. Introductions (10 minutes)
2. Project positioning and objectives – ERM team (10)
3. Approach to e-journals/e-books acquisition & management – Local team (20-30)
4. Approach to requirements capture – ERM team (10)
5. Discussion and modeling of the selected Use Cases – Everyone (60 plus)
- Break? –
6. Development of Use Case & Workflow scenarios using our standard format – Everyone (60 plus)
7. Conclusion: ‘What can usefully be done ‘above campus?’ – Fill out checklist (20)
8. Next Steps (10)
 - a) Use Case – Consultants draft / Team reviews / Post agreed version – within a week!
 - b) Blog Post – Team requested to write less than half a page as an email
 - c) Synthesis Meeting – Wednesday 9 February – London venue – 1000 for 1030 to 1600 – ideally two reps

Use Case Catalogue

New e-journal subscriptions

1. Selection of a new e-journal
2. Trial of a new e-journal
3. Subscription to a new e-journal – select platform
4. Subscription to a new e-journal – finalise license

New e-book subscriptions

5. New e-book purchase/subscription – select platform
6. New e-book purchase/subscription – on demand

Changes on subscriber side

7. Renewal of a e-journal subscription
8. Cancellation of a journal title
9. Library moves from institutional to consortium subscription
10. Co-delivery of print and electronic
11. Move to e-only

Changes on publisher side

12. Journal title moves between publishers
13. Publisher changes platform

Management Information

14. Tracking and reporting outages
15. Budget and accounting for e-journals
16. Usage data

Access

17. Archival access
18. Discovery to Delivery

Possible Use Cases for Electronic Resource Management

1. Selection of a new e-journal

A new e-journal title is requested. The library has to check which platforms provided access under what license conditions and cost, establish if the necessary budget is available, and if it is decided to go ahead with the subscription, trigger an acquisition workflow.

2. Trial of a new e-journal

A trial of a new e-journal title is either requested, or offered by the supplier. The library has to establish access to the journal for the trial period, ensure that appropriate users have access and that feedback mechanisms are in place. At the end of the trial the appropriate staff should be notified, and a decision made whether to purchase the title.

3. Subscription to a new e-journal - (a) Select Platform

A new subscription to an electronic journal is required. The library has to check which platforms provide access, and whether it is available through any platforms already utilized by the library.

4. Subscription to a new e-journal - (b) Finalise License

Having a selected a platform/route of access for access to a new e-journal, the license for the e-journal has to be checked, signed and recorded/filed.

5. New e-book purchase/subscription - (a) Select Platform

The library has decided to purchase access to an e-book. The library first has to identify which vendors/platforms the book is available through, and choose the most suitable route of access, including payment model (outright purchase v. on-demand v. ...)

6. New e-book purchase/subscription - (b) On Demand

The library has access to an e-book via 'demand driven' acquisition. The access is setup so that if the e-book is accessed 4 times, it is automatically purchased outright for the library collection. The library has first budget for the book on an 'on demand' basis, and once the 4th access has occurred, change the budget/order record to an outright purchase.

7. Renewal of a e-journal subscription

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 hat access is maintained.

8. Cancellation of a journal title

The library needs to cancel a journal title (print or electronic). The library has to check what post-cancellation access they have (print or electronic), the reliability of that access, and whether cancellation impacts on any 'total spend' (or other) agreements with supplier.

9. Library moves from institutional to consortium subscription

A library decides to move from an institutional subscription to a resource (via an agent, or directly with the supplier) to a consortium subscription. They need to ensure that the consortium license meets their requirements and transfer their subscription to the consortium, recording all necessary details.

10.Co-delivery of print and electronic

A publisher offers access to print and electronic versions of a journal title, but the library has to take the print copy in order to have access to the electronic copy. The order and accounting records must reflect this, including any relevant tax (e.g. VAT on e-copy).

11. Move to e-only

The library wishes to move a significant proportion of its journal collection e-only. In order to do this the library must calculate the financial impact, ascertain whether it believes the electronic access for each title is 'sustainable', which includes ensuring there will be long term access to the collection in the case of the publisher going out of business, or the library ceasing a current subscription.

12.Journal title moves between publishers

A journal title is transferred from one publisher to another. The library must be aware that this is happening, and transfer provision (and any links to the title etc.) at the right time.

13.Publisher changes platform

A publisher decides (or is forced through takeover) to move all their journals to a new delivery platform. The library must identify all affected titles, and manage the move between platforms.

14. Tracking and reporting outages

An A&I Database is unavailable for a day due to technical problems at the providers end. The library needs to record this outage, and be able to report on all such outages for the provider over a period of time.

15. Budget and accounting for e-journals

The library needs to manage their expenditure on e-journals. This may include managing both centralised and devolved budgets, calculating contributions for 'big deal' packages, managing print and electronic subscriptions together or separately, and enabling other institutional budget holders (e.g. departments) to contribute to the cost of a resource in addition to library funds.

16. Usage data

The library wishes to carry out an annual review of all their electronic subscriptions. They wish to get reports offering 'per use' or 'per download' costs for each resource, and to compare their usage with average use across similar institutions.

17. Archival access

An event (e.g. publisher ceases operation, journal cancellation) triggers a libraries access to an online archive for an electronic resource, either from the publisher, or via an archiving service (e.g. Portico). The library wishes to record access and any ongoing licensing agreements that cover their access.

18. Discovery to Delivery

The library wishes to use their electronic subscriptions information to generate an user facing list of all current titles. They also wish to use the details of their electronic subscriptions to inform their OpenURL resolver and offer users access to their electronic collections.

ERM Use Cases - Standard format

1. Use Case Description – What happens?
 - a. Activity
 - b. Volumes
 - c. Actors
 - d. Data involved
 - e. Workflows
 - f. Current Examples
2. Motivation – What are the pain points?
 - a. What are the current problems
 - b. Efficiency assessment
 - c. Economy assessment
 - d. Effectiveness assessment
3. Intended Benefits – What is the business case?
 - a. Library Service
 - b. Users
 - c. Suppliers
4. Consequences of doing it 'above campus'
 - a. What will happen?
 - b. Potential Risks
 - c. Potential Opportunities
 - d. Consequences of not doing it
5. Implementation Pointers – Things to take in to account
 - a. Mechanism
 - b. Inputs & Outputs
 - c. Standards & Protocols
 - d. Existing systems
 - e. Staffing
6. Challenges & Costs – Direct and indirect
 - a. Set up and Transition
 - b. Ongoing

ERM Indicative Above Campus Checklist – Individual Exercise

Take 10 minutes to consider

- 1) What is your current approach?
- 2) Could this be delivered Above Campus? Categories could be
 - AC = This could be totally Above Campus
 - Mix = Will be a mix of AC and Local Mix
 - Local = Must remain local
 - X = No longer needed

Function	Current Approach	Above Campus?	Comments
1. Control Spreadsheets			
2. Subscription Agents			
3. Sector Licensing			
4. Usage Statistics			
5. License Comparison Tools			
6. LMS holding metadata			
7. LMS for Finance			

8. Corporate finance system			
Function	Current Approach	Above Campus?	Comments
9. Authorization			
10. Authentication			
11. Federated discovery			
12. Aggregated discovery			
13. Link Resolver			
14. Expert Knowledge			
15. Help Desk			
16. Accountability Audit			
17. Repository			
18. ERM system			

19. Knowledge Base			
Others?			