

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

University of Northumbria

Case study: selection of an e-journal

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People

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Use Case: Selection of a new e-journal (1)

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.

What happens?

Activity (see appendix –workflow diagram)

- Request usually comes from academics via Library Liaison Advisors (LLA) and/or new (NESLI deal) publicised or new resource comes onto market.
- LLA enters onto central wish list (Excel spreadsheet) for consideration. We are trying to take a holistic view of the collection over the whole year rather than buy on an adhoc basis.
- Digital Library Services team investigates whether we already have access (e.g. via a deal or commercial database), cost, licence terms,, authentication ; arranges a trial if required
- Once agreed the order is placed and then it gets processed through the various systems—LMS order, Serials Solutions Knowledgebase / ERM and SWETS order system
- The usual expectation is that for every new journal ordered, cancellations to the same value should be achieved, i.e there is no new money for journals and we need to manage the budget to protect expenditure on books and core reading materials
- E only format is the norm, if available
- We have included databases as well as e journals as the process is largely the same

Volumes

30–40 p.a.

Actors

Academic staff, Liaison librarians, Digital Library Services team, SWETS, publishers, platform suppliers, Serials Solutions

Data involved

Title details and price; requester (School / LLA) link to big deals, catalogue (MARC record), order record data, licence data, KB (title) record, authentication process data budget data

Workflows

Receive request

- Verify information – price, supplier, , bibliographic details, number of simultaneous users, authentication process, availability of stats
- Check licence – who are authorised users and what can they do?, technical data

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- Create open order on LMS
- Place order via SWETSWISE system, but may need to email for verification of details, or direct from publisher / supplier
- Sign and return licence
- Receive and pay invoice (may have to come before access granted)
- Set up and verify access
- Track on Serials Solutions knowledgebase (which generates MARC record on OPAC and indexing on Summon where available)

Current Examples

??

Motivation – What are the pain points?

What are the current problems

- Time consuming and repetitive process with much verification and duplication of information on multiple systems – LMS, SwetsWise, Serials Solutions KB and ERM
- Timeliness of information – NESLI deals sometimes not finalised until Nov / Dec which is very late for budget forecasting
- Multiplicity of deals and platforms – assessing these can be time consuming
- Licences are complex--big need for simplification, standardisation and ability to have them recorded easily in ERM (would this go away in a shared service?) Licences from smaller publishers are usually more problematic e.g. designed for personal users.
- Strategic issue of licences enabling resources to be made available to enable new (e.g. international) business approaches
- Authentication seems to be a perennial cause of problems –users see it a clunky esp. if off campus (and what about the use of mobile devices?)
- What's the role of subscription agents. Will any national shared service compete?

Efficiency assessment

Opportunity for efficiency gains through reduced efforts and also duplication of effort. There is lot of interrelated data

Economy assessment

Any above campus service will need to compete with existing arrangements with SWETS, SerSols etc

Effectiveness assessment

If we improved mechanics of process we could devote more effort to streamlining both the process and our collections—e.g. by limiting (and only paying for) access to relevant Schools, courses

Intended Benefits – What is the business case?

Library Service

Reduce especially duplicate, data entry. Adding ERM (licence) data retrospectively is very staff intensive and so is proceeding slowly.

Users

Quicker, trouble free access to key resources via a speedier and more streamlined ordering process

Suppliers

Potential for improved market intelligence
Supply of Onix data for licences?

Consequences of doing it ‘above campus’

Some processes of course are already ‘above campus’ –we just see a local view of the SWETS, SerSols KB and Discovery systems. If the subscription agent and KB services could be better integrated in an integrated above campus way there could be significant benefits

What will happen?

Aggregating data about subscriptions (including usage data) and licences across UK has potential to simplify local processes – e.g. if another Library has already negotiated additional authorised users via a NESLI model licence with a supplier

Potential Risks

Service will need to be robust and reliable and clearly better/cheaper than existing fragmented landscape.

Potential Opportunities

Value in aggregation data to enable comparison and benchmarking across other institutions. Also opportunity to ensure licence terms are simplified and can meet needs of working internationally and with partners (cf Points made by Jane Core in overview document).

Could make SCONUL returns much easier!

Consequences of not doing it

Continue duplication and inability to take advantage of services derived from wider aggregations of data and service—e.g. benchmarking

Implementation Pointers – Things to take in to account

Mechanism

Some could be achieved by simply sharing data (and enabling it to be easily loaded into local systems).

Inputs & Outputs

Essentially a single input (journal title) which spawns the appropriate output to manage the KB/resolver, ERM (licensing systems), order and catalogue

Standards & Protocols

Process may drive adoption more widespread adoption of standards and protocols around KB (KBART?) licensing (ONIX PL) etc

Existing systems

Implication for LMS, SWETS, ERM, authentication, and discovery service

Staffing

Challenges & Costs – Direct and indirect

Set up and Transition

How do we 'extricate ourselves from existing arrangements is such a way to make a smooth transitions. What about the ERM investment already made in terms of system but mostly time invested (or about to be invested).

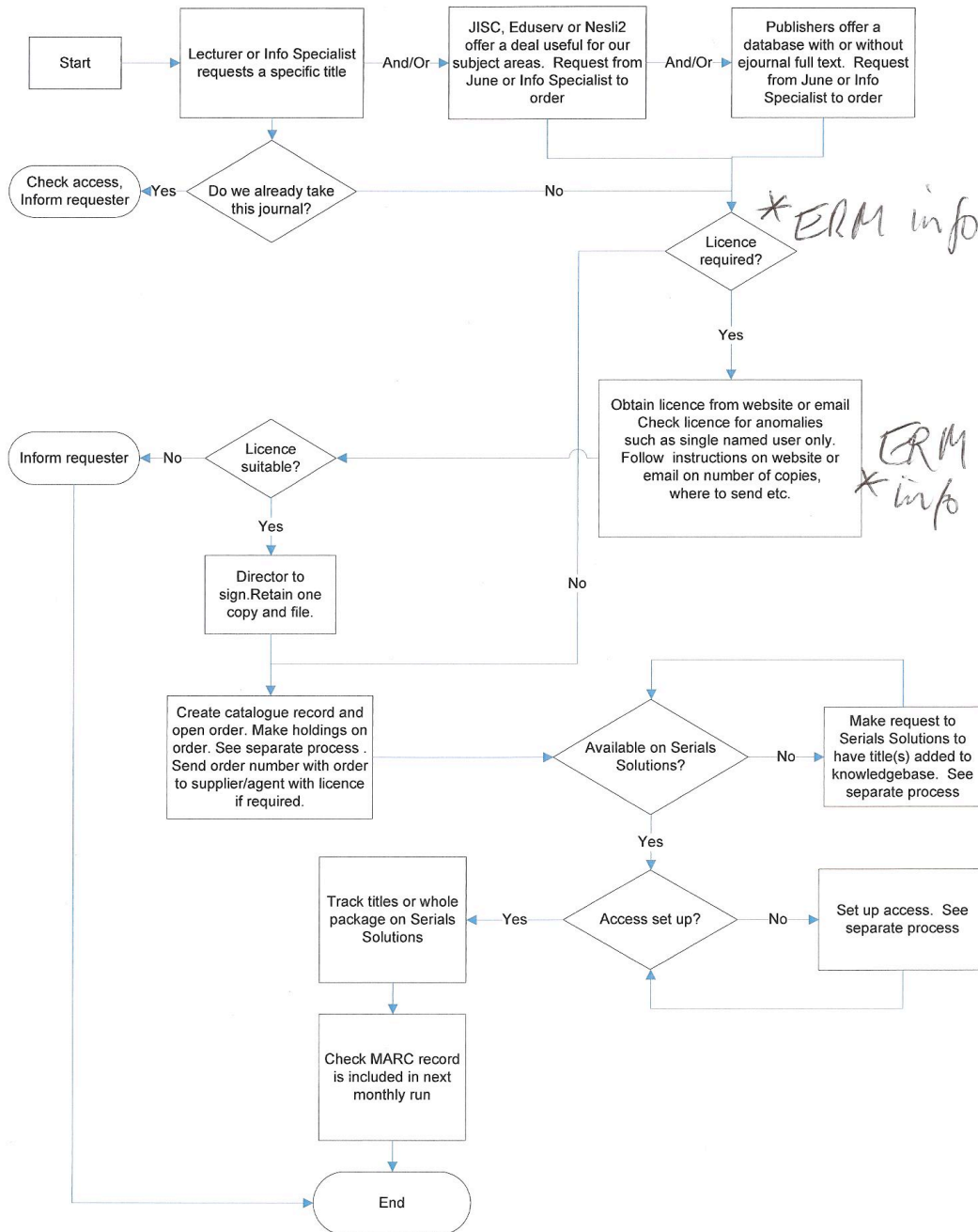
Ongoing

Does it do enough of the service to make it a good ROI?

APPENDIX: Workflow diagram (provisional-work in progress)

Electronic Journals processes

** to input/add*



** ERM info*

*ERM * info*