

Managing Conditions of Access

The library needs to be able to record and easily retrieve the “conditions of access” associated with each resource. While this will mainly refer to information contained in the license, there may be related information such as cost of offering access to specific sets of users, definitions of terms such as “authorised users” and other information that forms part of the contract.

As electronic resources are acquired and managed by the institution the related contractual, financial and license agreements also need to be managed, and form part of the agreement between the institution and the supplier as to the conditions of access around the resource. Although the institution acknowledges the importance of the details of the agreement, from a customer service perspective the priority is to get access to the resource, leaving the recording and management of agreements to take second place.

However, at any point the institution may need to answer questions around these conditions of access, whether this is who is allowed to use the resource; what restrictions are in place on specific types of use; what access rights are post cancellation; or knowing if the institution is actually getting access to the resource as specified by the agreement.

Problem description

The library is often called upon to answer questions related to the terms of usage of a particular resource. There is no uniform manner in which usage details are stored, which means that staff typically need to consult many sources of information to determine if a particular use for a resource is allowed under the terms of the license and any other agreements which may be in force. This process is time consuming and error prone. In some cases, elements of the terms might be unwritten. “Sources” of usage currently include files in filing cabinets, spreadsheets and telephone calls to suppliers.

Examples of questions that are asked of the library staff regarding the usage of a resource might include:

- Can we include items from this resource in our virtual learning environment?
- Can we offer access to this resource to non-UK resident students?
- What will be the financial implications of moving a resource to e-only from an existing print or print + electronic subscription?

It should also be noted that the primary problem as reported by librarians is that there are simply too many sources of information to consult; compounded by some sources being hard copy only without any capacity for electronic query.

Goal

A proposed solution to this problem is a cloud based “data factory” which stores the relevant data and makes it available to all institutions. This single service or data store would be authoritative, reliable, robust and consistent. Data could be fine tuned for local view; and data could also be offered for local download for subsequent manipulation or integration with institutional data sources.

The service will hold cross institutional (common) data, whilst providing an interface for institutions to upload other relevant information as necessary.

The challenge is not so much the creation of the service as the design of the data that it will serve. A starting point is likely to be found in ONIX-PL (<http://www.editeur.org/21/ONIX-PL/>), which is a format used to describe license information.

Use case (Business Process Modelling)

Actors:

Library staff:

- Record the initial usage agreements.
- Respond to questions regarding terms and conditions of usage.

Academic staff:

- Need to know of a specific resource can be used in a specific manner.

Senior Managers:

- Need to be aware of costs in implementing strategies (e.g. can a course be offered internationally without renegotiation of licenses).

Business Objects:

Agreement Data – this is the data which is to be recorded by the library. Crucially getting this part right will determine the utility of the endeavor. Agreement data will include:

- License terms
- Financial information
- Contents of the resource
- Post cancellation access

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Changes to this data can be recorded by library staff; note that (currently), suppliers can make changes to this data without informing other parties to it.

It is assumed that the agreement is made between one or more parties (most commonly, an institution and a single supplier). As stated, the design of this data object is of critical importance. This model does not specify this data design.

Query Object – this is the data that defines the parameters of a question to be asked of the central data service. This business object will need to be designed alongside the agreement data object (above).

Processes:

Create Agreement Data:

- Library staff acquire a new resource.
- The Agreement data covering the acquisition is uploaded to the central service.

Update Agreement Data:

- Agreement terms change (for whatever reason).
- Library staff update the agreement data.
- Suppliers update the agreement data.
- Details of the change are retained for audit.

Answer question:

- User requires information regarding the usage terms for a particular resource.
- Library staff consult the central service.
- Library staff consult local information.
- Library staff collate agreement data and provide answer to the questioner.

Maintain local data

- Library staff download agreement data from central service.
- Downloaded data is locally processed.

Functionality

Create (Add)

An add request needs to be made to the central data service. The Add request contains:

- The agreement data business object, as defined in the BPM section.
- The authentication details of the institution.

Behaviour:

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1. The request is validated to ensure that it comes from an actual institution.
2. If the agreement data already exists, it is rejected.
3. The agreement data business object is added to the data store.

Update(Replace)

An update request needs to be made to the central data service. The update request contains:

- The agreement data business object, as defined in the BPM section.
- The authentication details of the institution.

Behaviour:

1. The request is validated to ensure that it comes from an actual institution.
2. If the agreement data does not already exist, it is rejected.
3. The existing agreement data is updated to reflect the changes in the supplied agreement data.

Answer Question(Search)

A search request needs to be made to the central data service. The search request contains:

- A search business object, as defined in the BPM section.

Behaviour:

1. The request is validated to ensure that it comes from an actual institution.
2. The search object is used as the parameter in a search of all data contained within the central data service.
3. Results are returned to the requester.

Maintain Local Data (Read)

A read request is made to the central data service. The service responds by returning the agreement data that is pertinent to the institution. It is assumed that institutions can only download their own agreement data.

The read request contains:

- The authentication details of the institution.

Behaviour:

1. The request is validated to ensure that it comes from an actual institution.
2. The agreement data for that institution is returned to the requester.

Service arrangement

Create

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Description: this function needs to validate that a request to create new agreement data has come from a real institution. If so, and if the agreement data does not exist, it is created on the system.

Orchestration:

- Call Authenticate
- Call Add

Service Name: Authenticate

Actions:

- The central data service needs to satisfy itself that the request received has come from a bona fide party to the agreement. The model is silent on how this is achieved. It is suggested that institutions and suppliers are given simple usernames and passwords in a user accounts database.
- If the request fails authentication, the request should be rejected.

Service Name: Add

Target Data Source: Agreements database

Target Business Object: Agreement data

Actions:

- If agreement data already exists in the agreements database, then this request should be rejected.
- Put the agreement data into the database; do not modify the values of the agreement.

Update

Description: this function needs to validate that a request to create new agreement data has come from a real institution. If so, and if the agreement data exists on the system, it is updated.

Orchestration:

- Call Authenticate
- Call Replace

Service Name: Authenticate

Actions:

- The central data service needs to satisfy itself that the request received has come from a bona fide institution. The model is silent on how this is achieved. It is suggested that institutions are given simple usernames and passwords in a user accounts database.
- If the request fails authentication, the request should be rejected.

Service Name: Replace

Target Data Source: Agreements database

Target Business Object: Agreement data

Actions:

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- If agreement data does not exist in the agreements database, then this request should be rejected.
- Modify the values of the existing agreement data in the database.

Answer Question

Description: this function provides data to the query submitted. The results of the query will ultimately be processed further to answer an original source question.

Orchestration:

- Call Authenticate
- Call Search

Service Name: Authenticate

Actions:

- The central data service needs to satisfy itself that the request received has come from a bona fide institution. The model is silent on how this is achieved. It is suggested that institutions are given simple usernames and passwords in a user accounts database.
- If the request fails authentication, the request should be rejected.

Service Name: Search

Target Data Source: Agreements database

Target Business Object: Query object, Agreement data

Actions:

- The system executes the search query and returns all agreement data that matches the terms of the query.

Maintain Local Data

Description: this function needs to validate that a request to download agreement data has come from a real institution. If so, all agreement data pertinent to the institution is returned.

Orchestration:

- Call Authenticate
- Call Read

Service Name: Authenticate

Actions:

- The central data service needs to satisfy itself that the request received has come from a bona fide institution. The model is silent on how this is achieved. It is suggested that institutions are given simple usernames and passwords in a user accounts database.
- If the request fails authentication, the request should be rejected.

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Service Name: Read

Target Data Source: Agreements database

Target Business Object: Agreement data

Actions:

- The system returns all agreement data objects that relate to the institution identified.

SUM diagram

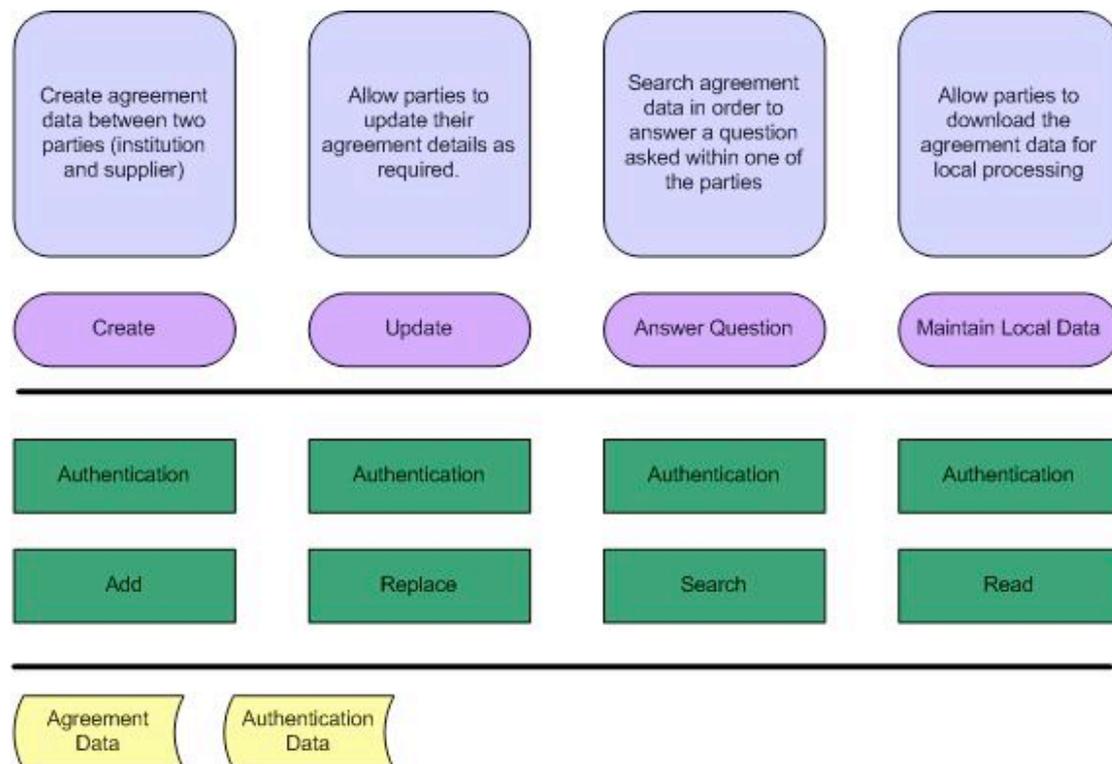
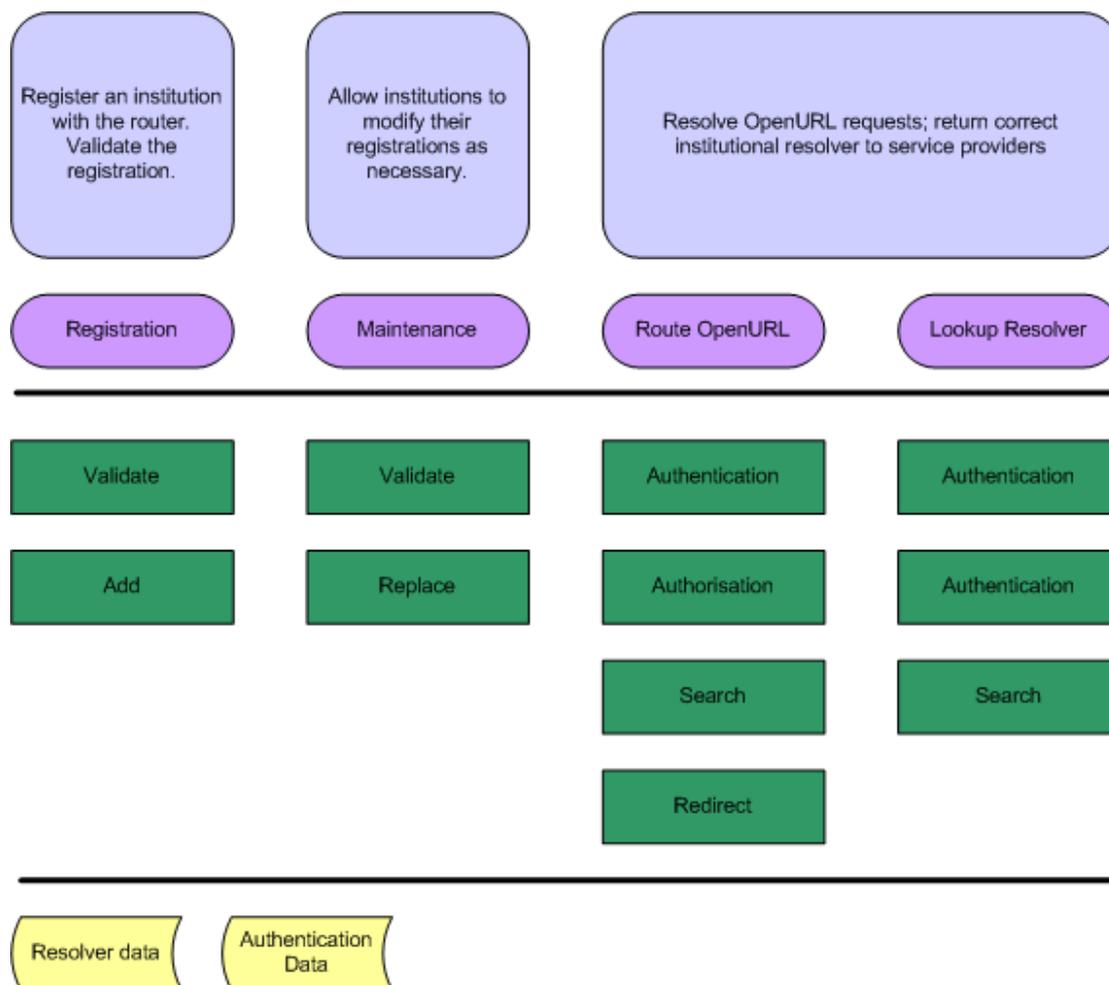


Figure 1: Managing Conditions of Access SUM

Service Usage Model diagram



Notes:

- Include a caption near bottom of graphic (for example: "Ordering e-journal subscriptions: Service Usage Model ")
- Include as a separate file the original graphics file (so it can be edited)
- Include also one large PNG or JPEG version of the diagram (at least 1200px wide), with a filename-string such as: ordering-e-journals-SUM.png (no spaces in filename)