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Emery, Jill and Stone, Graham

Techniques for Electronic Resource Management (TERMS): From Coping to Best Practices

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Techniques for Electronic Resource Management (TERMS): From Coping to Best Practices
Introducing TERMS

- Librarians and information specialists have been finding ways to manage electronic resources for over a decade now. However, much of this work has been an ad hoc and learn-as-you-go process.

- The literature on electronic resource management is segmented into many different areas of traditional librarian roles within the library.

- Techniques in Electronic Resource Management (TERMS) is an attempt to create an on-going and continually developing set of management best practices for electronic resource management in libraries.
Needs assessment

- **Collection development**
  
  “Over half of the libraries tried to address ER [Electronic Resources] in some way. However, most policies contain traditional language with a section on library ER inserted into the latter portion of the document”

  **Mangrum and Mary Ellen Pozzebon (2012)**

  “a lack of established policies and procedures for assessment puts a library at risk for financial loss…”

  **Thomas (2012)**

  “Many procedures are not documented and rely on informal channels of communication”

  **Adlington (2006)**
Needs assessment

- **ERMs and workflows**
  “less like a silver bullet and more that a round of buckshot.”
  
  **Collins and Grogg (2011)**

  “[o]ver a third of librarians surveyed prioritized workflow or communications management, and they called it one of the biggest deficiencies (and disappointments) of ERMS functionality.”

  **Collins and Grogg (2011)**

  “rethinking e-resources workflows and developing practical tools to streamline and enhance various inelegant processes have become the priorities.”

  **Han and Kerns (2011)**
Techniques in E-Resources Management

- TERMS 1
  - Investigating New Content for purchase
- TERMS 2
  - Acquiring New Content
- TERMS 3
  - Implementation
- TERMS 4
  - Ongoing Evaluation and Access
- TERMS 5
  - Annual Review
- TERMS 6
  - Cancellation and Replacement Review
Learning objectives

- **Takeaway 1**: Participants will be able to list the six workflows that comprise the TERMS framework.

- **Takeaway 2**: Participants will be able to create a set of best practices for electronic resource management workflows within their individual libraries.
Program

- 9:00 a.m.  Welcome & Introduction
- 9:30 a.m.  Presentation 1 - TERMS 1 & 2
  - Group work: Mapping trials & acquisition of resources
- 10:45 a.m. Morning Break
- 11:15 a.m. Presentation 2 - TERMS 3
  - Group work: Mapping activation of resources
- 12:00 p.m. Morning Wrap-up
- 12:15 p.m. Lunch
Program

- 1:45 p.m.  Presentation 3 - TERMS 4 & 5
  - Group work: Outlining what evaluation/Analysis of Resources Needed
- 3:00 p.m.  Afternoon break
- 3:30 p.m.  Presentation 4 - TERMS6
  - Group work: Mapping Cancellation Communication Plan
- 4:15 p.m.  Looking forward – TERMS7?
- 4:45 p.m.  Wrap up/Questions
- 5:00 p.m.  Preconference Ends
Introductions and hands-on activities

- Split into smaller groups

- TERMS is designed to be used with all types of e-resource, however, today we’ll be concentrating on:
  - Databases, e.g. Lexis

- We would like your permission to share your thoughts today on the TERMS wiki
TERMS 1: Investigation of New Content
TERMS 1: Investigation of New Content

- Know what you want to achieve
- Write Your Specification Document
- Get the Right Team
- Do a Desktop Review of Market and Literature and Then a Trial Set-Up
- Talk to Suppliers or Vendors
- Make Your Choice
TERMS 1:
Know what you want to achieve

- Need new/different content
- Specialized funding request
- Need new service
- Want to fill gap in collection with demand driven option
- Investigating new platform offer
- Investigating new model of scholarship
# TERMS 1: Write your specification document

## User Experience

<table>
<thead>
<tr>
<th>Req No.</th>
<th>Requirement</th>
<th>Notice</th>
<th>Total</th>
<th>Score</th>
</tr>
</thead>
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<td></td>
<td></td>
<td>/10</td>
</tr>
<tr>
<td>1.2</td>
<td>How can the PDF be accessed? E.g. download, save copy and paste, print. What are the copyright vs. DRM restrictions?</td>
<td></td>
<td></td>
<td>/10</td>
</tr>
<tr>
<td>1.3</td>
<td>To what extent is the look and feel of the interface user-friendly?</td>
<td></td>
<td></td>
<td>/10</td>
</tr>
<tr>
<td>1.4</td>
<td>How intuitive are the scheme to navigate? E.g. between sections/chapters</td>
<td></td>
<td></td>
<td>/10</td>
</tr>
</tbody>
</table>

Product: 
Company: 

Patron Driven Acquisition - supplier platform review
TERMS 1: Get the Right Team

- ER Person
- Subject team or liaison
- Budget holder
- Faculty
- IT personnel
TERMS 1: Desk top review and trial

- Fiscal responsibility
  - Check the product hasn’t already been purchased
  - Use overlap tool available from the vendors

- Multiple platforms
  - Is there a preferred choice?

- Trial
  - 1 month is not enough!
    - Sponsored trials?
  - Timing and dissemination are crucial
  - Record the feedback

http://www.flickr.com/photos/dalboz17/209945979/
TERMS 1: Talk to Suppliers/Vendors

- Review pros and cons with the provider
- Begin negotiation for price
- Ask for consortia pricing
- Be firm on specifications
TERMS 1: Sustainability

- What kind of resource are you buying?
- Does it need to be sustainable?
- How do you measure sustainability
  - Publisher platforms vs. aggregators
  - Post cancellation access
  - LOCKSS, CLOCKSS or Portico
TERMS 2: Acquisition
TERMS 2: Acquisition

- Compare specifications
- Negotiate license
- Review the license
- Renegotiate the license
- Sign the agreement
- Record metadata
TERMS 2: Compare Specifications

- Purchase order needed for invoice?
- DDA-need a deposit account?
- Contract that outlines purchasing terms?
- Request a license for review
- Annual review process?
- Discounts for multiyear deals?
TERMS 2: Negotiation Points

- Definition of site
- Definition of users
- Remote access
- IP authentication
- Article-level linking
- Mutual indemnification
- Privacy clauses
- Provision of usage statistics
- Content transfer
- Use of third party discovery tools
- Funding out clause
- Venue definition
- Perpetual access clause
- Price cap allowance
TERMS 2: License Review

- Have changes incorporated into a “clean copy”
- Always make sure to have an out-clause
- Re-read entire document
- Pay close attention to addendums

“In the case of a significant decline in financial support to (X library) by their main funding source, (X library) reserves the right to cancel significant portions and potentially cancel this subscription with 30 day notification.”
TERMS 2: Re-negotiate license as needed

- Negotiation lasts up until signature
- Do not be afraid to pick up the phone
- Do not feel pressured/rushed by demanding patrons/faculty
TERMS 2: Signing Authority

- Know your signing authority/signatory at your organization
- Do not feel obligated to pursue products/resources signed for by others on campus
TERMS 2: Record Administrative Metadata

- Payment terms/time periods of access
- License terms
- Funding sources
- Provider & contact information for troubleshooting
## TERMS 1&2: Hands-on activity

**Patron Driven Acquisition - supplier platform review**

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TERMS 1&2: Hands-on activity

- Top fourteen deal breakers for academic institutions

1. Definition of site
2. Definition of users
3. Remote access
4. Access should be IP
5. Ability to provide access and connectivity to other resources
6. Indemnification should be mutual
7. Restrictive privacy clauses
8. Usage statistics
9. Content transfer
10. Third party discovery tools
11. Loss of funding out clause.
12. Venue should be applicable to your location
13. Ability to maintain perpetual access to content.
14. Price cap allowance
TERMS: Morning break

http://www.flickr.com/photos/grahamstone/4946289210/sizes/o/in/photostream/
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TERMS 3: Implementation

TERMS: Techniques for Electronic Resource Management

- Investigate
- Acquire
- Implement
- Evaluate
- Review
- Cancel/Replace
TERMS 3: Implementation

- Test
- Market
- Train and Document
- Do a Soft Launch
- Assess Feedback
- Launch
TERMS 3: Test

- Does the URL work?
- Has authentication been set up?
  - On and off campus?
- Is it in the knowledge base/link resolver, federated search etc.
- Have other points of access been checked?
- Are there MARC records?
  - Do they need editing?
TERMS 3: Marketing plan

- Essential to have a marketing plan of some sort
- Who are the main group(s) of users?
- Have they been told?

http://www.flickr.com/photos/18946008@N06/2220871410/
TERMS 3: Train and document

- Use the free training
- You’ve paid for it
- Webinars
- Face to face training
- Train the trainer
- Documentation

- Libguides
TERMS 3: Soft launch

- A short lead in time may create problems down the line

- Depending on the scale and type of resource
  - PDA may only be a soft launch
  - A platform may a soft launch to gather feedback
  - A new system may need alpha and beta stages

http://www.flickr.com/photos/seven_resist/7522567846/
TERMS 3: Assess Feedback

- After soft launch or between acquisition and feedback
  - Questionnaires
  - Surveys
  - Focus Groups etc.

- Compare this to evaluation in TERMS 4
TERMS 3: Launch

- Depending on the scale and type of resource
  - Timing is important regardless
  - Subscriptions: as soon as the guides are ready
  - Major changes at the beginning of an academic year?

- Check the marketing plan
  - Who is your audience?
#6terms

## TERMS 3: Hands-on activity

**Marketing Matrix:** Enter actions, responsibilities and timings into the appropriate boxes.

You are encouraged to modify this table to suit your needs. You are not expected to use all the boxes: if you prefer, list the actions in the Appendix and put their numbers in the matrix.

| Marketing channel | Customer group | Undergraduates and taught postgrads, part-time and full-time | Academics and researchers | Support staff including library staff | Partner Colleges | Potential members of the university (staff and students) | Members of the public, including visitors and professional community | Users with disabilities |
|-------------------|----------------|-------------------------------------------------------------|---------------------------|-------------------------------------|------------------|----------------------------------------------------------|..................................................................................|..................................................|
| Website           |                |                                                             |                           |                                     |                  |                                                          |                                                                                      |                                    |
| Plasma screens    |                |                                                             |                           |                                     |                  |                                                          |                                                                                      |                                    |
| Email messages    |                |                                                             |                           |                                     |                  |                                                          |                                                                                      |                                    |
| Text messaging    |                |                                                             |                           |                                     |                  |                                                          |                                                                                      |                                    |
| VLE               |                |                                                             |                           |                                     |                  |                                                          |                                                                                      |                                    |
| Within school/service e.g. posters, roadshow, information skills training | | | | | | | |
| Student inductions |                |                                                             |                           |                                     |                  |                                                          |                                                                                      |                                    |
| Staff induction   |                |                                                             |                           |                                     |                  |                                                          |                                                                                      |                                    |
TERMS: Morning wrap-up

TERMS: Techniques for Electronic Resource Management

- Investigate
- Acquire
- Implement
- Evaluate
- Review
- Cancel/Replace
TERMS: Morning wrap-up

- Any questions before lunch?

Thanks to Char for the photo!
http://www.flickr.com/photos/kstatelibrarian/9050728837/sizes/o/in/photostream/
TERMS 4: Ongoing Evaluation & Access
TERMS 4: Ongoing Evaluation & Access

- Types of Evaluation
- Check the Implementation
- Ask Your Users
- Check Changes to Coverage of Resources or Platform Migration
- Track Downtime and Availability
- Communicate with the Vendor
TERMS 4: Types of evaluation

- COUNTER stats
- Impact Factors
- Altmetrics
- Web page stats, discovery stats, OpenURL stats
- User feedback
TERMS 4: Check the implementation

- Around 1 month in...
  - Check the access points including remote access

- ...then afterwards on a monthly, quarterly or half yearly basis

http://www.flickr.com/photos/vestman/387170258/
TERMS 4: Ask your users

- Use evaluation tools such as:
  - LIBQUAL+, National students Survey results (UK) or other survey techniques

- Record comments and access queries
  - Comments pages
  - Emails
  - Student panels

http://www.flickr.com/photos/gabenl/2617316249/
TERMS 4: Changes to coverage/platform migration

- Annual content migration
- A&I fulltext databases
- Tools from jisc: [http://adat.crl.edu/](http://adat.crl.edu/)
- Tools from CUFTS: [http://cufts2.lib.sfu.ca/MaintTool/public/compare](http://cufts2.lib.sfu.ca/MaintTool/public/compare)
TERMS 4: Track Downtime/Availability

- Publisher reported
- Patron reported
- Spot checks
TERMS 4: Communicate with the vendor

- Keep a dossier of correspondence
  - Problems, troubleshooting etc.

- Talk to the community
  - Listservs
  - Shared notes on KB+ or consortia pages

- User Groups
  - Find out if there is one
  - Talk to colleagues at regional and national meetings
  - Feed back ideas

http://www.flickr.com/photos/lenore-m/467996341/
TERMS 5: Annual Review

TERMS: Techniques for Electronic Resource Management

- Investagate
- Acquire
- Implement
- Evaluate
- Review
- Cancel/Replace
TERMS 5: Annual Review

- Schedule
- Confirm ongoing costs
- Usage statistics
- Report to stakeholders
- Make choice
- Renew or cancel
TERMS 5: Set a Schedule

- August-October
- November-January
- February-April
- May-July
TERMS 5: Confirm costs

- Statements
- Renewal Notices
- Upgrade access
- Content upgrade
- Multi-year options
TERMS 5: Usage Statistics

- Need to contextualize
- Multi-year statistics works better
- Raw COUTNER data is confusing
TERMS 5: Example of resource report
TERMS 5: Example of usage workflow

- COUNTER compliant resources
- Non-COUNTER compliant resources
- Resources currently included in SerSol 360 Counter (see Word doc)
- 360 Counter resources list

ECR Workflow: Usage Statistics

- Record Management
- In-House Statistics Gathering
- Monitor the RST list for access info
  - Add/update admin login info in the E-Resources Platform Manager system
  - Contact vendors as needed for problem solving
- Gather stats from vendors directly
  - Save usage data in the IRMC folder
  - Receive requests from Iblms
  - Supply stats to requesters

360 Counter Administration & Maintenance

- Coming soon...
- All usage stats will be consolidated & archived in one place on the L drive.

- For COUNTER res.
  1: supply admin login info to SS
  2: submit the DRS form twice a year (Feb. & Aug.)
  3: add cost data into 360
  4: generate consolidated usage reports
  5: save stats in the IRMC folder

- For Non-COUNTER res.
  1: convert the file to the COUNTER standard
  2: upload the file into 360 Counter
TERMS 5: Make choice/renegotiate or cancel

- Talk to provider
- Renegotiate
- Process renewal
- Cancel
## TERMS 4&5: Hands-on activity

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<th>Title</th>
<th>Vendor/Platform</th>
<th>Call #</th>
<th>2011 Costs</th>
<th>2012 Costs</th>
<th>2013 Costs</th>
<th>Cancel $</th>
<th>Transfer $</th>
<th>Impact Factor</th>
<th>Significance</th>
<th>Usage 2011</th>
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TERMS 6: Cancellation & Replacement
TERMS 6: Cancellation & Replacement

- Consult with stakeholders
- Notify provider/vendor
- Notify patron base
- Notate records
- Investigate open access options
- Evaluate replacement options
TERMS 6: Consult with stakeholders

- Get the wider view
  - Share your reasons for the decision

- If there is a vocal minority
  - Talk to the Dean
  - Review board

- Include usage reports and other access issues

- Discuss post cancellation rights

http://farm1.staticflickr.com/10/16427383_3dfe49724c_o.jpg
TERMS 6: Notify provider/vendor

- Inform the vendor as soon as possible
- Explain why you are cancelling
  - Let them know if it is down to cost
  - You may get a better deal!
- Don’t burn you bridges!
- Understand you post cancellation rights

http://farm5.staticflickr.com/4115/4865344581_f770820a11_o.jpg
TERMS 6: Notify patron base

- Annotate holdings records
- Provide a cancellation list
- Do this in advance to give your patrons notice and allow them to remove notes and saved searches
- Offer alternatives if possible
TERMS 6: Notate records

- Mark the items in your ILS, ERM etc.
  - Reason for cancellation

- Review post cancellation
  - To ensure there are no dead links
  - Titles often re-appear

- If cancelled in advance
  - Set up a reminder to cancel access

http://farm6.staticflickr.com/5179/543039866_2f01afe40_o.jpg
TERMS 6: Explore OA Options

- DOAB
- DOAJ
- Digital Humanities Now
- University Presses
- Repository Publishing

http://www.flickr.com/photos/24343741@N06/409306395/
TERMS 6: Evaluate replacement options

- Now start all over again!
TERMS 6: **Hands-on activity**

Shared by staff at Texas A&M University
TERMS: Afternoon break
TERMS: Looking forward
TERMS: Workflow Developments

- We hope you can further develop this back at your home institution
  - Talk about these workflows with your team
  - Identify the pressure points in the system

- To help you manage the change needed to adopt to new systems and work practices
TERMS: Alternative workflows

- You can merge some of the 6 TERMS to suit your needs
  - Huddersfield merges 1&2 and 4&5 for some workflows
  - Stetson University College of Law goes one stage further

Thanks to @blawndlibrarian at Stetson University College of Law
TERMS: Alternative workflows

Thanks to Liam Earney at Jisc Collections
TERMS 7: Preservation?

- Is preservation/post cancellation an issue?

- What happens if a database is cancelled?

https://www.flickr.com/photos/respres/2645346053
Techniques in E-Resources Management

- TERMS 1
  - Investigating New Content for purchase

- TERMS 2
  - Acquiring New Content

- TERMS 3
  - Implementation

- TERMS 4
  - Ongoing Evaluation and Access (incl. annual review)

- TERMS 5
  - Cancellation and Replacement Review

- TERMS 6
  - Preservation
TERMS: Afternoon wrap-up

TERMS: Techniques for Electronic Resource Management

- Investigate
- Acquire
- Implement
- Evaluate
- Review
- Cancel/Replace
Future Considerations

- E-Book Management
- New Forms of Scholarship
- Article Publishing
- Article Processing Charges
- Next-Gen Library Management Systems/Library Service Platforms
- Web Scale Management
- Workflow Versions

http://www.flickr.com/photos/chrisinplymouth/4408009361/
Where to find us

- TERMS Tumblr blog
  - http://6terms.tumblr.com

- TERMS Facebook group
  - https://www.facebook.com/groups/174086169332439

- 6TERMS on Twitter
  - https://twitter.com/6terms

- TERMS Wiki: Main Page
  - http://library.hud.ac.uk/wikiterms/Main_Page

- Library Technology Reports
  - http://dx.doi.org/10.5860/ltr
References


- This presentation: http://eprints.hud.ac.uk/17790
TERMS: Afternoon wrap-up

- Any further questions?

http://www.flickr.com/photos/grahamstone/7765912666/sizes/o/in/photostream/
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