ERMS:

Opportunities, Challenges, Next-Gen needs

Johns Hopkins University

Campus libraries

- Milton S. Eisenhower Library
- William H. Welch Medical Library
- Peabody Institute Friedheim Library
- Paul Nitze School of International Studies Mason Library
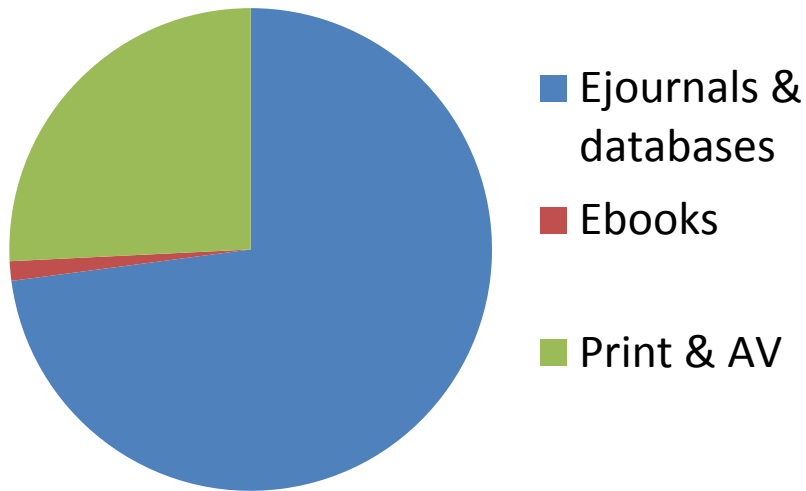- Applied Physics Laboratory Gibson Library

Online tools (mid 2000s)

- Horizon ILS (since 1998)
- SFX Link resolver (since 2005)

Mid-2000s collection: migration from print to electronic

Collection expenditure percents

- Diminishing print collections

Ejournals & databases

Ebooks

Print & AV

"If there's a simple easy principle that binds everything together, it's probably about starting with the people"

Bill Moggride pioneer of theory of interaction design (devised "Grid Compass", 1st "laptop")

Distributed vs. centralized responsibilities

- ## Centralized:
  - University wide fund supporting e-purchases, financial tracking done in Horizon ; payments in SAP
- ## Collaborative selection decisions by cross library discipline groups
- ## Distributed:
  - Ordering & licensing & tracking (97.4% done by main library; 2.5% medical,   .1% PDA)
  - ILS MARC records

How eresources managed pre ERM

- ILS order records

- Filing cabinets of license agreements

- Excel spreadsheets of titles in package

- Email folders

  - content provider, packages, consortial purchases, staff

- ToDo lists, sticky note reminders   (renewals)

- Inhouse cataloging (add URL to print record)

ERM IMPLEMENTATION:
Opportunities & Goals

ERM central knowledgebase for managing accurate esubscription, holdings & acquiring MARC records for the online catalog

Efficiencies in Technical Services workflow management

- Track subscribed eresource subscriptions
  - Title holdings coverage
  - Titles purchased in partially subscribed packages
  - Integrate acquiring MARC records
- Manage renewals
  - Reminders/notifications to stakeholders
- Central lookup for
  - Vendor contact information
  - Administrative data (accounts, passwords)
- Generate reports

Efficiencies in license management

Online, easily interpretable license data:

- License type: SERU Guidelines or full contract
- Multi-site campuses covered by license
- # seats vs. unlimited access
- ILL, Reserves, course packs use
- Walkins, remote access
- Alumni access
- License period/notice to vendor
- Lease/own status (Perpetual access)
- Post cancellation access
- DRM

Efficiencies for public services

- Overlap analysis tool - selectors make informed purchase/renewal decisions

- Communications management
  - Automated notifications about availability of new eresources or problems
  - Central knowledge base for public services to consult if patrons cannot connect to eresource

Interoperability efficiencies

- ILS acquisitions module: budgets/costs/payments

- Public interface

- Proxy

- Link resolver

ERM Population

- Contacts – output ILS vendor records

- Purchased packages & holdings

- Licenses
  - Laborious initial population
    - ONIX for Publication Licenses (ONIX-PL) standard – XML format to communicate license terms
  - JHU missing or outdated licenses for 20% of packages

Purchase MARC record service so acquiring records integrated with ERM KB management

Information supply chain workflows

Publishers

Knowledgebase providers

Libraries

to connect patrons with institution's purchased content

ERM KB
& Challenge of Publisher updates

ERM knowledgebase data as accurate as publisher data imported into it

Challenge of monthly updates of publisher data
- Dealing with package & aggregated content changes that occur during month

- Some publishers/vendors faster in sharing their updated metadata re platform/URL changes

Publisher data challenges

- Title inconsistencies (variants, earlier/later titles, title changes)

- Content coverage   (titles in/out)

- Holdings information (supply holdings based on frequency of publication schedule)
  - Timely transmission reduces library burden of checking, cleaning, maintaining holdings data
  - Ideally publishers supply library specific holdings files

New/evolving standards for improving supply chain workflows

- NISO *KBART: Knowledge Bases and Related Tools: A NISO/UKSG Recommended Practice*
  http://www.niso.org/publications/rp/RP-2010-09.pdf
    Publisher holdings metadata exchange

- NISO *PIE-J: Presentation and Identification of e-Journals* http://www.niso.org/workrooms/piej
    Presentation & Bibliographic identification of ejournals; accurate use of ISSNs & citation practice (e.g., title changes, earlier/later titles)

- NISO *IOTA: Improving OpenURLs Through Analytics*
  http://www.niso.org/workrooms/openurlquality
  Evaluate Open URL implementations across content providers

ILS interoperability challenge impacting ability to leverage ERM

When ILS not integrated with ERM:

- Inability to interface acquisitions and financial data
  - No central system to support fund management, report expenditures by category, support budget projections
  - Rely on Excel spreadsheet to track eresource costs

- Inability to push out license terms to OPAC display or reserves
  - Additional lookup by public services, Reserves, ILL staff in using separate system for license information
  - Challenge new discovery systems not interfaced with ERMs

Libraries' mental model challenge & ability to leverage ERM

Purchase "best of breed" tools

- ➢ best ERM

- ➢ best link resolver

- ➢ best federated search tool

- ➢ best proxy

JHU Challenge of Multiple Knowledgebases & keeping in sync

- Horizon ILS (orders, MARC records, budget tracking)
- SFX Link resolver (since 2005)
- Serials Solutions ERM (since 2008)
- MetaLib federated search tool
- EzProxy

Challenge in resolving patron connect problems

To get informed view of what is causing problem need to consult multiple sources

- ILS, ERM, spreadsheets, Enterprise financial system, Proxy, federated search tool as well as vendor web interface---

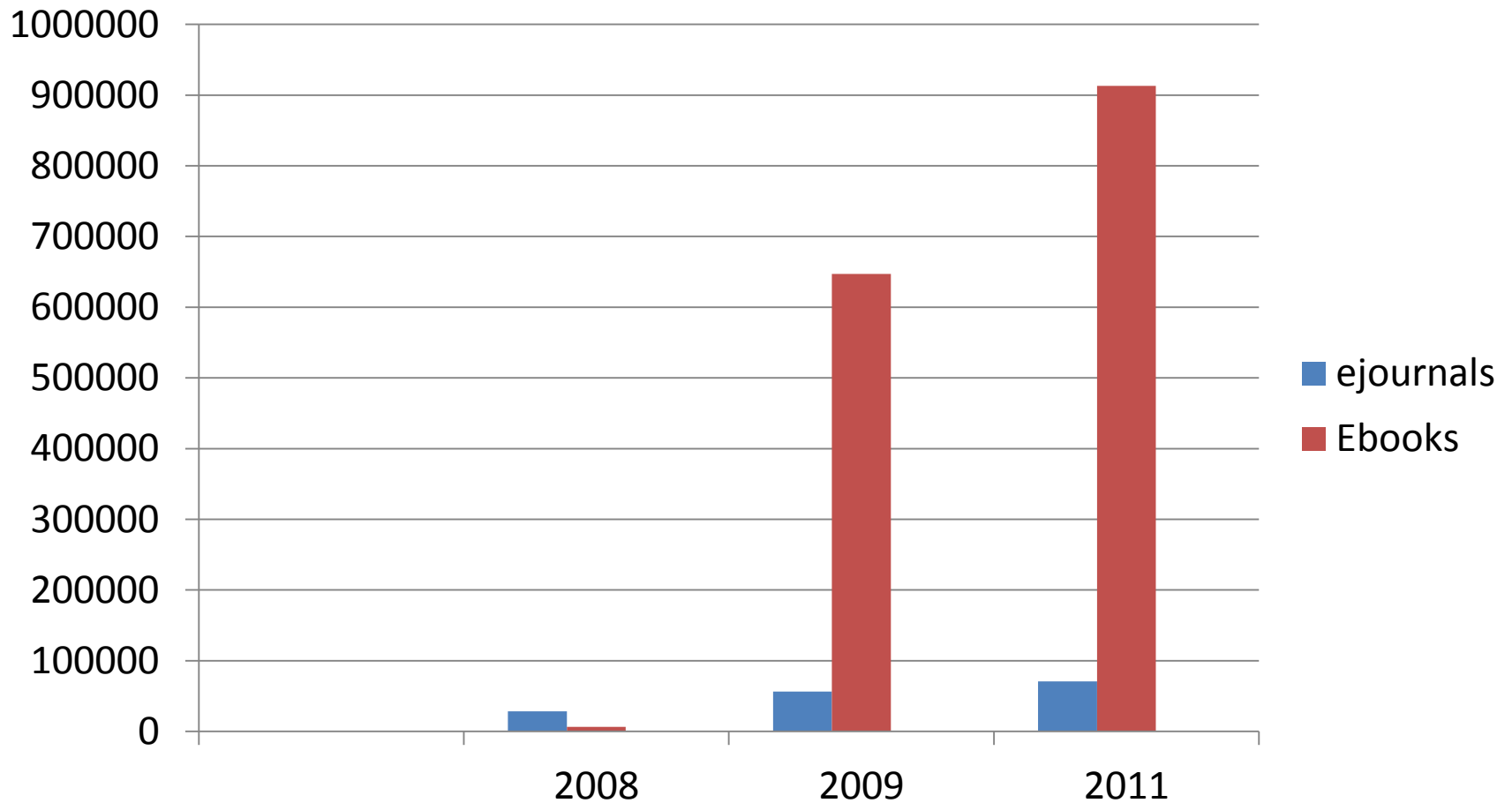- and paper files/spreadsheets

Challenge of managing ebooks
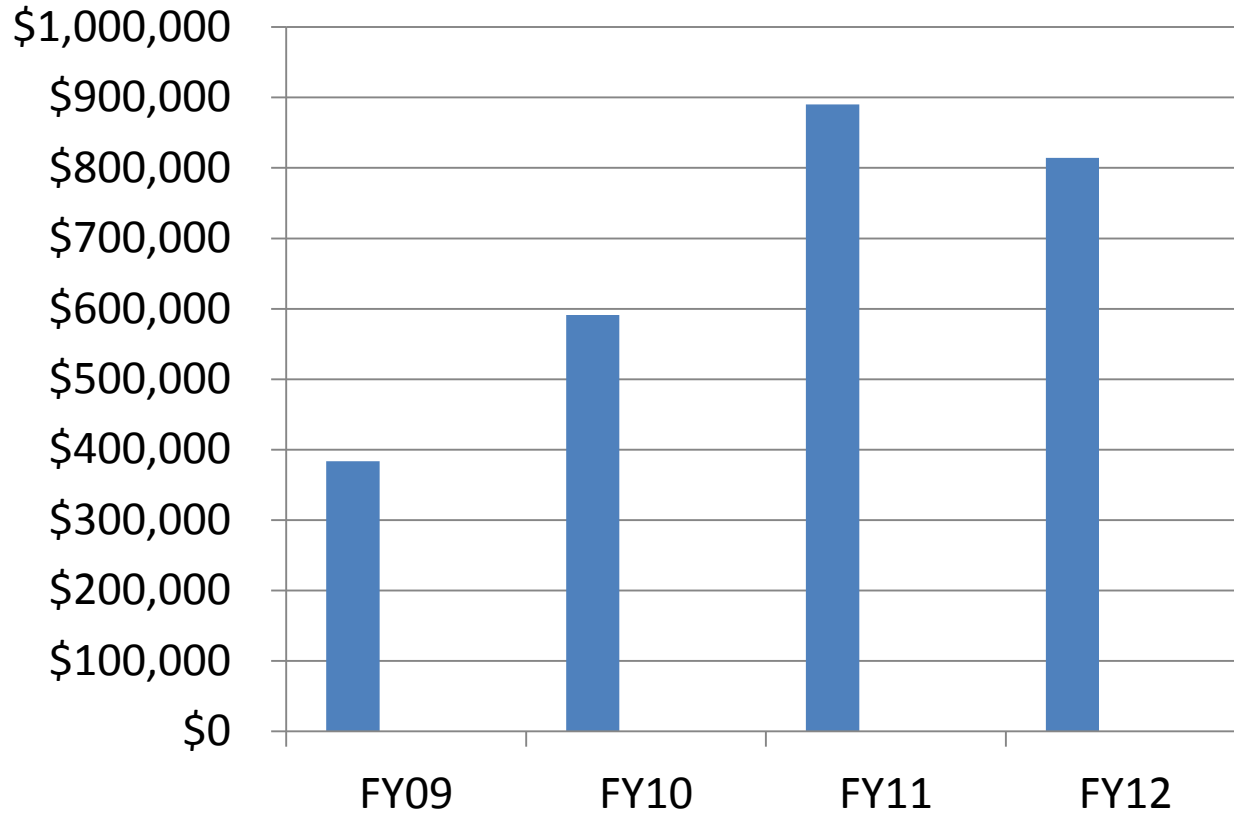
"Ebook" definition

Content in purchased commercial packages
   that are not serials, or streaming music/videos:

- Letters & diaries
- Oral histories
- Posters & ephemera
- maps
- scores
- Books

JHU: Mid-2000s vs. 2011 eresource titles

Challenge: Ebook annual spend continues to increase

Challenge: Ebook workflows

- Robustness of KB
  - Package there but no analytic titles
  - Incomplete & give misinformation to searcher (e.g., mixed packages; partially purchased packages)

- Access issues
  - No single place to obtain MARC records for all subscribed publisher content
  - MARC records from content providers, not ERM vendor
  - Some vendors do not have MARC records, only title spreadsheet of purchases

Challenge: Managing ebook MARC records

- Publisher updates content but only supplies MARC records irregularly/annually

- Vendor notification when records available
  - Some send emails, have RSS feeds
  - Others, no notification of record availability of when updates are available (count # loaded vs. # available on Website)

- Publisher license restrictions prohibit sharing records with others (e.g., OCLC, other KBs)

Challenge: Quality of MARC records

- Batch editing prior to loading into ILS
  - Define set of "required fields"
  - Some lack 001 needed for overlay (delete all bibs then reload new file
  - Some have non-unique 001 (need to add suffix to make unique)

- Provider neutral records may not be available

Challenge: Different skills sets needed by Technical Services staff

For pre-load record manipulation,   develop facility with:

- MARC Edit

- Excel

- Developing ILS load profiles

- Local scripts, macros

Reliance from other colleagues expertise :
MARCEDIT-L, BATCH-L

Challenge: Track ebook MARC records

- Multiple spreadsheets
  - titles "to be loaded spreadsheet
  - "vendor commercial record availability" spreadsheet

    FTP URL where files posted/password, MARC record contact, timeframes for when records available; if package will be updated & approximate period for doing so; record cost

  - "total records loaded" spreadsheet

- Setting WorldCat holdings (WCP workflow or at time records ordered from OCLC)

Challenge: Managing Patron on Demand ebooks

- New workflows:
  - Load Discovery records into Catalog
  - Track Short Term Loans
  - Track Purchases (auto-purchases, firm order purchases)
  - Obtain MARC records for purchased titles (e.g. WorldCat Cataloging Partners)

2012 : Potpourri of systems & Workflows

Combination of ERM & external tools

- Communication tools
  - Group acquisition email account (selection requests sent to main library to order)
  - University wide email list (notify all of availability of new title/package; problems)
  - Regular email exchange between selectors, publishers/consortia/vendors
- Spreadsheets (e.g., cost tracking, record loads)
- Financial (Institution's enterprise system)
- ILS acquisitions module
- Discovery (OPAC, federated search, OCLC)
- Statistics (e.g., Scholarly Stats)
- Separate workflows for PDA

Eresource management in future

Move away from static, standalone ERM model

GOAL: Manage eresources from acquisitions to activation to discovery

– One workflow doesn't fit all

  • Granularity needed for complex sites

  • Need flexibility to accommodate local workflows

– Communications/notifications to everyone involved with an eresource

Emerging "holistic" eresource management model

Development of webscale, unified system to manage acquisitions, eresource tracking, licensing, financials, and discovery (Alma, Webscale Management, Intota, Kuali OLE)

       -replacing standalone, separate static

       ERM

 to provide "complete" picture (no longer consult multiple places)

Next-gen workflow approaches

✓ Ability to push out data (e.g., package updates, use data)

✓ Ability to push out institutional specific holdings (e.g.. Kbart files or, MARC records used for discovery) to multiple systems used by library

✓ Ability to push out MARC records dynamically as update occurs or libraries contribute when not there

Next Gen Interoperability

More integration of systems for eresource procurement, management and access

(book vendor & subscription agent systems, PDA, ILS, link resolver, integration of license information into ereserves, course packs, ILL, discovery systems, LIB GUIDES)

✓Robust APIs (eliminate "black box" approach)
✓Ability to batch exchange files with other system

HOW ARE WE GOING TO GET THERE?

Expand partnership with publishers, vendors
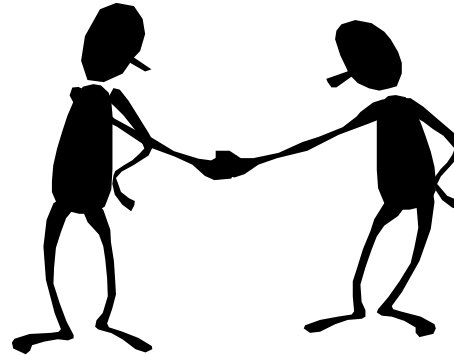
Publishers

- ✓ Timely vendor updates (package/aggregated content changes, platform changes, URLs changes, mergers, etc.)
- ✓ No license restrictions on sharing metadata/holdings
- ✓ Quality of metadata distributed

Partnerships with Discovery system Developers

- Eresource metadata/access point consistency
  - in discovery system, OPAC as well as in the backend management system

- Push out license terms to link resolver, A-Z list, discovery/access systems, LIB GUIDES, eReserves

Expand partnerships with standards community

NISO

- ✓ Open Discovery Initiative (http://www.niso.org/workrooms/odi/)

    Best practices for next gen discovery searches based on indexed search

- ✓ Guidelines for pushing out individual institutional holdings/coverage metadata

- ✓ Guidelines for pushing out consortial purchase metadata

  - Discounted prices
  - Unique content collections for consortial members

- ✓ Recommended practices for implementing CORE (Cost of Resource Exchange) – handling bundled titles vs. packages

- ✓ Best Practices for SUSHI (Standardized Usage Statistics Harvesting) implementation

Next gen eresource management outcomes

Dynamic exchange of eresources data between publisher, vendors, library

- Timely connection of patrons with purchased content
- More efficient use of our limited staff resources