ERM: Improving Workflows for Staff and End-Users

Laura Wrubel, George Washington University
PTPL 88th Annual Meeting, October 12, 2012
Past environment

- ILS (Ex Libris Voyager)
- Link Resolver (Ex Libris SFX)
- Journals List (WRLC-developed)
- Databases List (Ex Libris Metalib)

- Catalog/AquaBrowser
- Find It
- EJTF
- Aladin Databases

ERM (Serials Solutions 360 Resource Manager)
SFX KB vs. 360 Resource Manager KB

- Databases and Provider/Vendor names
- Flavors of journal packages
- Default years of coverage
- Data currency and updating model
Getting closer

ILS (Ex Libris Voyager)

Link Resolver (Ex Libris SFX)

Journals List (WRLC-developed)

Databases List (LibGuides)

ERM (Serials Solutions 360 Resource Manager)
From SFX to 360 Link

Mapping one KB to the other

- Aggregators at database level only
- Focus on subscription e-journals and purchased e-books
- Reviewed package/database one by one
- Used Excel VLOOKUP formula for matching titles across KBs
- Avoided manual comparisons, but sometimes necessary
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#TARGET blue = FREE (confirm that Omit proxy is also checked)
Wrote a perl script which checked 360 Link API for holdings for that ISBN/ISSN

Able to check 30,000+ links

Problems found included:
- Records that needed to be withdrawn/suppressed, multiple links for the same item
- Full text needing to be turned on for 360 Link
- OpenURLs needing syntax fixes
Where are we now?

- Switchover in August
- Redirecting SFX URLs to 360 Link (apache redirect)
- Using a URL that is not dependent on a vendor (apache proxy)

http://uz4ug4lz9g.search.serialssolutions.com/?sid=GW:Catalog&isbn=0198607687

http://findit.library.gwu.edu/go?sid=GW:Catalog&isbn=0198607687
Where are we with staff workflows?

- ILS (Ex Libris Voyager)
- Link Resolver (Serials Solutions 360 Link)
- Journals List (Serials Solutions E-Journal Portal)
- Databases List (LibGuides)
- ERM (Serials Solutions 360 Resource Manager)
Where are we with staff workflows?

- Fewer handoffs
- Some clunkiness in processes remain
- Training and re-org easier as systems more consistent across teams.
- ERM reports basis for e-resource status meetings
- Still working on ERM as resource for collection development librarians
Workflows for students and faculty
Customizing link resolver screens

- Tradeoffs linking customizability.
- Rewriting screen using jQuery. Based on work by Grand Valley State University
Search criteria:

Article: Information management at a bank using agents: Theory and practice
Author: Dignum, F.
Journal: Applied artificial intelligence
ISSN: 0883-9514
Volume: 14
Date: 2000
Issue: 7
Page: 677
DOI: 10.1080/08839510050119244

Citation: Email or Export/Save
Always check the citation for accuracy. Click this link for more information.

Content is available via the following links

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More full text options

Search the Aladin Catalog
By Journal Title By ISSN

Request through Interlibrary Loan
Place a Request ILL Information

Search Google Scholar
Search Results:

Article: Reading As If For Life  
Author(s): Reed, Charles M.  
Journal: Vital speeches of the day  
ISSN: 0042-742X  
Date: 11/15/2001  
Volume: 68  
Issue: 3  
Page: 81

Links to full text

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Additional options for finding this item:

Check for the journal or book in library catalog: ISSN Title

Questions?

Ask a Librarian

Use of most electronic resources at the George Washington University is limited to current students, staff, and faculty, and is subject to limitations (read more).
You are looking for:

Reed, Charles M. (11/15/2001). Reading As If For Life. Vital speeches of the day, 68 (3), p. 84. (ISSN: 0042-742X) [send to RefWorks]

Full Text Online from ABI/Inform Complete Plus [details]

Show 6 More Results

Not available anywhere? Request a copy from another library

Found a problem? Let us know!

Check Himmelfarb Library options
Link resolver screens

- Tradeoffs linking customizability.
- Rewriting screen using jQuery. Based on work by Grand Valley State University
- Next steps: more use of 360 Link API
- Opens up link resolver/ERM data to other applications
Other tradeoffs

- Data portability and access
  - Export formats
  - APIs
- Vendor lock-in
  - Internal vs. external integration
  - Open source options (GoKB, KB+, CUFTS)
  - Next generation ILS’s
Thanks!

Questions?