

UC Electronic Resources Management Planning Meeting
Campus/CDL Survey
Electronic Resources Management at UC Berkeley

Please complete the following questions as thoroughly as possible. We especially encourage you to solicit opinions from staff who will be unable to attend the Planning Meeting on March 11-12. We assume that the survey response will represent the consensus view from your campus, so if there are differences of opinion within your campus, please note accordingly.

Submit the survey via return e-mail (stefw@ucr.edu) or fax (909/787-3720) to Stefanie Wittenbach, Chair, Program Planning Committee **no later than Wednesday, March 3rd**. Survey data will be compiled and distributed for discussion at the Planning Meeting on March 11th. Thank you!

1. Who is involved in an official capacity with electronic resources? Please list job titles and reporting structure for the position (e.g., electronic resources librarian in the Cataloging Department).
 - Electronic Resources Librarian (reports to head of Collections)
 - Electronic Resources Outreach Librarians (FTE librarians at subject specialty libraries)
 - Collections Core Services staff (acquisitions): Electronic Resources Acquisition Program Manager (LAV 75%) + Assistant (_Asst.II 50%), CDL Acquisitions liaison + UC-eLinks liaisons
 - Electronic Resources Acquisition Program Manager (LA V, 75%) - Tech Svcs Dept/Collection Core Services Division/Payments Unit
 - Assistant to Electronic Resources Acquisition Program Manger (_Asst. II, 50%) - Tech Svcs Dept/Collection Core Services Division/Payments Unit
 - UC eLink liaison + various e-resource project work (Principal Admin. Analyst/Division Head) - Tech Svcs Dept/Collection Core Services Division. Reports to AUL & Director of Technical Services.
 - CDL Aquisition Liaison + UC eLinks liaison (Sr. Admin Analyst, 75%) - Tech Svcs Dept/Collection Core Services Division/Payments Unit
 - UC eLinks assistant (_Asst. II, 50%) - Tech Svcs Dept/Collection Core Services Division/Payments Unit
 - Collection management reports (Admin. Analyst, 25%) - Tech Svcs Dept/Collection Core Services Division/INNOPAC Management Unit
 - Original cataloging: Serials/Media/Electronic Media Cataloger
 - Serials/Documents Division: 3+ catalogers
 - Systems staff: several
2. What tools, software or systems are you currently using to manage electronic resources decision-making, acquisitions, licensing, cataloging, maintenance, and access issues? (e.g., keeping track of license details, print subs. associated with the package, statistics, providing patrons with an e-journals directory, etc.)
 - Acquisitions module (print and electronic): Innopac

- Ejournal directory (for science journals): homegrown system using GLADIS/Sitesearch
 - Ejournal directory (for all subjects): in process, will be derived from SFX
 - Electronic Resources Database (for public use): text files/PERL scripts; working on an update which will be an Access database.
 - CDL collection development web pages
 - SFX Knowledge Base
 - Paper files (UCB license agreements)
 - Excel spreadsheets
3. What aspects of any tools, software, or systems that you currently use to manage electronic resources work well or sufficiently? What if anything would you recommend to others?
4. What isn't working? What parts of electronic resources management are not well covered by your current system? Where are your greatest points of pain?

There is no comprehensive listing of UCB purchased databases so it is unknown if they are cataloged. Therefore, the titles (serial or monograph) available within the databases are not cataloged and not made available to users. Individual titles (serials and monographs) also have not comprehensive list created, so it is unknown if they are cataloged or not. "Free" resources are also not recorded systematically or cataloged.

For serials, there is no management information available for coverage or title changes. For databases there is no information available for title additions or deletions or for any other serial information.

Imprints, ISSN's and title changes for e-journals are not maintained so searches for publishers/ISSN's and even titles result in incomplete and inaccurate information. Getting payment information from INNOPAC is labor and time intensive. Data in general must be manually reconfigured for collection management reports.

Lack of an integrated online catalog with an integrated library system. Upload/download glitches occur sporadically so the two systems do not always contain the same information. Special program requests are required from Systems for searches for data only available in Gladis.

Poor technical Infrastructure - for instance information is maintained on staff PC's running on different Windows, and other software versions causes sharing or application access problems.

5. What are your campus' greatest needs in terms of electronic resources management and related systems?

One single database containing all information for each publication purchased (or selected if it is a free resource) that anyone could consult to see where in the "workflow" the item is at any time. Also, this should record each step towards user access (decision-making, acquisitions, licensing, cataloging, maintenance, and access issues, etc...) has actually been taken.

A campus ERM should include:

- The ability to place, track and maintain electronic orders, including acquisition, fiscal and administrative information (CDL or campus initiated order, licenses, accounting, contacts, statistics, publisher, package affiliation, web access providers, etc.)

- The creation of MARC records when one does not exist, or updating bibliographic information when appropriate.
- Maintain list of web providers and update web providers with UCB IP changes (unless/until different authentication system developed.)
- Updating 856s, coverage, title changes, as needed
- Updating SFX records as needed - (ideal: automatically, matching vendor and preferred target information to SFX Knowledge Base, or providing worksheet for staff to evaluate for activation or creating parser)
- An A-Z serials list for public use (automatically integrating SFX resources with non-OpenURL compliant e-resources).

An ideal campus ERM service would be able to import information from multiple sources (CDL/SCP for centrally licensed materials; vendor data for locally licensed materials) and then manage these as a whole.

Data imported from a CDL managed ERM service would include:

- Acquisition (fiscal and administrative) information for centrally licensed materials
- Bibliographic and holdings updates that could be used to automatically update the campus ERM and catalog records
- Holdings and URL information to automatically update SFX records

Data imported from serial vendors for locally licensed materials would include:

- Bibliographic and holdings updates that could be used to automatically update the campus ERM and catalog records
- Holdings and URL information to automatically update SFX records
- Some acquisition information (e.g., vendors know what packages to which a library subscribes, etc.) Clearly accounting and other administrative information will have to be input by the library for locally ordered materials.

A campus library ERMs then could provide an A-Z lists for their patrons (or, would it be better to do this centrally from SFX?). They would also have all the administrative information they would need for generating reports (e.g., used in routine management, serial cancellations, etc.). As important, much of the routine maintenance for bibliographic records and URL updates would be done automatically.

6. What are your immediate, mid-and long-range top priorities for electronic resources? management and related systems?

From the Cataloging perspective:

- Immediate: create a current list of all purchased electronic resources to check if they have been cataloged.
- Mid-range: Decide general policies and institute a comprehensive procedure for cataloging electronic resources and begin cataloging them.
- Long-range: Catalog all electronic resources and respond to all problems within a set time period.

From the Acquisitions perspective:

- Immediate: Enter UCB purchased e-resources into SFX and identify those that are not in the SFX Knowledge Base for further evaluation. Stay current with consortial commitments

especially in connection with current serials cancellation projects. Troubleshoot patron access problems.

- Mid-range: Develop a system to help track/handle troubleshooting patron access problems that would also include some statistical reporting capabilities. Address staff training needs for all aspects of e-resource management for technical staff to AUL level.
- Long-term: Plan for adequate staffing, training and systems to maintain e-resources and be able to generate customized reports quickly.

7. What are your campus' current plans for addressing your campus' top priorities and needs?

8. Are you considering purchasing systems or products for electronic resources management?

9. What are your campus' greatest needs with regard to shared/system-wide electronic resources management?

The SCP program is doing a great job. However (from the cataloging point of view), they need to maintain consistency in their language and "hooks" so the campuses can do more of the work programmatically.

From the SCP program, we get high quality cataloging for electronic materials, including URL updates. The single-record rule for e-journals causes problems, as we may not be able to just "replace" existing records that have print attached (we have to at least keep the print holding statements). Also, we do not get any administrative information, SFX updates or an A-Z list from SCP.

Communication and training for all staff levels is needed with whatever shared/system wide electronic resources management tools are chosen. We have limited staff and resources to keep up with training and would need centralized or pooled expertise assistance to use available tools efficiently and develop strategies for mining/maintaining information on an ongoing basis.

10. In your opinion, what are the greatest barriers to implementing a UC-wide ERM system?

Currently campus operations require two separate workflows for ERM. The first for SCP records imported via the CDL and the second for electronic items subscribed to locally.

Consensus on needs and procedures. Cost of ERM System. Differences in campus library systems. Differences in campus priorities and staffing with regard to electronic resources.

Mining necessary data for initial start up will be a challenge in our decentralized, double system environment.

11. Anything else you'd like to share?

Certain vendors such as Serials Solution and TdNet offer services that provide a library with new MARC records (e.g., when subscribing to a new title or package) or updates for existing records (e.g., bibliographic & URL changes). One also offers a service for automatic SFX updates. Both

provide A-Z title lists for patron use. Obviously, neither can provide some of the more important ERM administrative information such as licensees, cost, contacts, etc.

We need continuing, comprehensive training programs for many aspects of shared e-resources management for technical through AUL level staff.