ELECTRONIC RESOURCE MANAGEMENT IN ACADEMIC LIBRARIES

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ABSTRACT

Introduction Electronic resource management (ERM) is the practices and software systems used by libraries to keep track of important information about electronic information resources, especially internet-based resources such as electronic journals, databases, and electronic books. The development of ERM became necessary in the early 2000s as it became clear that traditional library catalogs and integrated library systems were not designed to handle metadata for resources as mutable as many online products are. Electronic Resource Management in Libraries: Research and Practice provides comprehensive coverage of the issues, methods, theories, and challenges connected with the provision of electronic resources in libraries, with emphasis on strategic planning, operational guidelines, and practices. This paper primarily focuses on management practices of the life-cycle of commercially acquired electronic resources from selection and ordering to cataloging, Web presentation, user support, usage evaluation, and more.

01.INTRODUCTION :

Electronic Resource Management (ERM) is the practices and techniques used by librarians and library staff to track the selection, acquisition, licensing, access, maintenance, usage, evaluation, retention, and de-selection of a library's electronic information resources. These resources include, but are not limited to, electronic journals, electronic books, streaming media, databases, datasets, CD-ROMs, and computer software. As they attempt to maintain some control over their e-resources, librarians find themselves lost in a mire of spreadsheets and e-mail messages, and responsible for dealing with a variety of independent systems and data containers that are not integrated with each other. Too often, librarian rely on their memory alone to coordinate systems such as the acquisition module of their integrated library system, their alphabetic list for electronic journals and databases, their meta search tool, and their local link server. In addition to the initial effort of setting up information in multiple places and the potential lack of consistency between systems, considerable duplication of effort is likely to occur. Much of a librarian's success at carrying out necessary tasks is based on personal experience; however, because the knowledge and experience gained from dealing with e-resources is often vested in too few people-Sometimes only one –libraries are left at risk.

02. ERM HISTORY AND INITIATIVE

Following the advent of the Digital Revolution, libraries began incorporating electronic information resources into their collections and services for electronic technologies made access to information more direct, convenient, and timely. In January 2000, the Digital Library Federation (DLF) conducted an informal survey aimed at identifying the major challenges facing research libraries regarding their use of information technologies. The survey revealed that digital collection development was considered the greatest source of anxiety and uncertainty among librarians, and that knowledge regarding the handling of electronic resources was rarely shared outside individual libraries. As a result, the Digital

Library Federation created the Collection Practices Initiative and commissioned three reports with the goal of documenting effective practices in electronic resource management. In his 2001 report entitled 'Selection and Presentation of Commercially Available Electronic Resources', Timothy Jewell of the University of Washington discussed the home-grown and ad hoc management techniques academic libraries were employing to handle the acquisition, licensing, and activation of electronic resources.

Through the efforts of Adam Chandler of Cornell University, a web site was created to host the information emanating from that study. Furthermore, a meeting held at the annual ALA conference in June 2001 led to establishment of an informal steering group that presented a workshop on ERM standards at a may 2002 meeting sponsored by the DLF and NISO (NISO-DLF workshop, 2002). The participants, who included not only librarians but also library system vendors and serial publishers, agreed that standards are a key element for ensuring the successful development of ERM systems and that to achieve this end, a more formal and collaborate organization should be formed. As a result, the Digital Library Federation Electronic Resource management Initiative, or DLF ERMI, was established soon after as well as two reactor panels to provide expert advice.

More than 16 ERMS products were available during early stage:

1. Innovative ERM by Innovative Interface
2. TDNet ERM by TDNet Inc.
3. Web-Share License Manager by OCLC
4. SMDB by Semper Tool
5. CORAL by University of Notre Dame's Hesburgh Libraries
6. Vera by MIT
7. 360 Resource Manager by Serial Solutions
8. HERMIS by Harrassowitz
9. Hermies by Johns Hopkins University Libraries
10. Gold Rush by Colorado Alliance
11. Journal Finder by WT Cox
12. EBSCONET ERM Essential by EBSCO
13. CUFTS by Simon Fraser University Library
14. E-Resource Central by SIRSI Corp.

Integrated ERMS

1. The Semper Tool Digital Library Suit formally known as SMDB (from Sempertool)
2. Alma (from ExLibris) formally known as 360 Management Services
3. TDNet Discover (from TDNet)
4. BLUEcloud eRM (from SirsiDynix) – Powered by CORAL

03. Features of ERM

- Supporting the acquisition and management of licensed e-resources
- May be integrated into other library system modules or may be a objective system
- May have a public interface, either separate or integrated into the OPAC

Providing descriptions of resources at the package (database) level and relate package contents (e.g. e-journals) to the package record

- Encoding and perhaps publicly displaying licensed, rights such as e-reserves, course packs, and interlibrary loan
- Tracking electronic resources from point of order through licensing and final access
- Providing information about the data providers, consortia arrangements, access platform
- Providing contact information for all content providers
- Logging problems with resources and providers
- Providing customizable e-mail alerting systems (e.g. Notices to managers when actions are expected or required)
- Linking license documents to resource records
- Supports retrieval of SUSHI usage statistics.

04. Examples of ERM :

AMSL: Electronic Resource Management for Heterogeneous Data in Libraries, within the focus of the project is the development of methods and tools for the integration of library data and information from the Internet in the Linked Open Data Cloud. The goal is a scalable and usable, intelligent data management platform, normalize the diverse data from different provinces, networking and high demantified in RDF format and any other representation formats can gather. The focus kept on aligning a system complementary and data interoperability architecture concept, which is operated by system librarians. As part of the project a use case is to be realized, that provides resource management functions to ensure the efficient licensing, budgeting and management of electronic resources to the level of the smallest unit of publication.

CORAL: It is an Electronic Resources Management System consisting of interoperable modules designed around the core components of managing electronic resources. It is made available as a free, open source program.

ERAMS: (e-resource access and management services) are a way of thinking about library management to help libraries optimize the access, usage, data, and workflows of electronic library collections in the physical and digital library data as an area that still needs to be addressed in commercial ERM systems.

05. BEST PRACTICES IN ERM

Now-a-days, speedy access to e-resources is crucial for users in any libraries. Library requires good tools beyond what ILMS offer for managing the diversity of e-resource collections. Librarians require details usages data as they attempt to manage escalating demands in an environment of decreasing budgets. Thus many libraries are implementing ERMS to manage and administer the e-resource products. Some of the institutions/university

libraries who have already implemented ERMS are as follows: John Hopkins University – HERMSE Massachusetts Institute of technology – VERA North Carolina State University – E-Matrix Penn State University, Cornell – ERLIC Simon Fraser University and University of Prince Edward Island – CUFTS viii. University of Wisconsin – ERMes ix. University of Notre Dame Hesburgh – CORAL University of California, Los Angeles – ERDb University of Pittsburgh – Innovative Interfaces' electronic resource management system

06. Features and Benefits of Implementing ERMS

i. Effectively and efficiently manage digital collections workflow (life cycle) i.e. from evaluation, selection, and acquisition, renewal/review/ cancellation, access to troubleshooting.

ii. To keep track licenses agreement, and manage online subscription, coverage data and A-Z holdings etc.

iii. One-stop solution – facilitates to view all information related to particular e-resources without having to consult multiple files / spreadsheets.

iv. Analyze the cost per use, usage statistics, and licensing information. It can also examine cost benefit analysis of the Library.

v. Allows users to search the multiple databases simultaneously and get the combined results in a uniform format.

vi. A central system of monitoring the management of link resolution with vendor, negotiation license with content provider, evaluation of trial subscriptions, subscription management, centralized acquisition, budgeting and ordering etc.

vii. Evaluation and monitoring module provides usage statistics, users' feedback, and downtime analysis which support for renewal/review/cancellation of e-resources.

viii. Information alerts through e-mail, login popup windows remind the librarian for renewal of resources before termination of license agreement. Notification from content provider to librarian and vice versa if there is a change of eresource URL and/or IP address. Through this alert service is a different kind of notification that have also been made to users like new addition of resources to the library, downtime notification, if any etc.

ix. Enable search of A-to-Z list available in the library. Search by title, author and subject etc direct the full text article via OpenURL resolving standard. This makes a single interface for all of the different units of information of eresources life cycle. For example, Librarians, will be able to know the purchase details such as coverage, cost, subscription period and usage statistics of e-resources. Library staffs dealing with acquisitions and periodicals could know license agreement, pricing, discounts and payment terms. Cataloging staff could know the date of subscription and access methods. Reference and other public services staff can be acquaint of new e-resources and usage restrictions and rights. With the availability of contact information, staff could contact the content provider/technical support for any technical problems and users for any information alerting service. Thus, ERMS streamlines workflows

and disseminate the information, hence eradicate the necessity of reentering data once more. As defined by (Sadeh and Ellingsen 2005) ERMS is a "central control tower".

x. ERMS administration control restrict the library staff to read, update, create or delete the authorization of eresources workflow. Staff cannot do anything beyond security restriction as defined by administrator.

xi. Library staff will get opportunity to learn new tools, technology and standards by implementing ERMS in the library. xii. Implementing ERMS require staffs from different department to work together closely. Thus, the inter relationships between staff among various library departments improve. It provides opportunities for all to have all pieces related to e-resource management fit together.

07. Use of the Electronic Information Resource:

The license should permit fair use (fair dealing, etc.) of all information for educational, instructional non-commercial and research purposes. The following considerations regarding fair use, user statistics and liability for unauthorized use should be addressed in any licensing agreement which a library, its governing institution, or its consortium signs Interlibrary loan (ILL) - Interlibrary loan should always be permitted. At a minimum, FAX or postal dispatch of photocopies of printed electronic articles should be allowed. Use of secure ILL, document transmission systems, such as Ariel or other similar protocols, for lending to other libraries should be allowed. Pay-per-view – Service to access articles which are not available in the library's print or online collections.

It should be possible for the library to purchase the article and send it to the patron via email. Pay-per-view is not a replacement for ILL. Viewing, downloading and printing - Authorized users should be allowed to view and print copies and to download electronic copies of single articles from the e-resource for private use, in line with "fair use" (fair dealing, etc.) provision in the applicable governing copyright law. Course packages - Use of the information content from the e-resource should be permitted in course packs and other material of an educational nature, as compiled for a restricted set of authorized users. Course reserves - Electronic copies of articles or a discrete portion of the information content from the e-resource should be permitted to be included in a library's course reserves (print or digital), as requested by an instructor for a restricted set of authorized users in conjunction with specific courses. User statistics - The information provider should provide statistics for each library's use directly to the library participating individually or as a member of a consortium. In the case of a consortium, aggregated statistics for the consortium should be delivered to the consortium's administrative. Liability for unauthorized use – The license should reflect realistic expectations regarding the library's ability to monitor and trace unauthorized use

08. CONCLUSION

The primary goals of e- resource management are to organize and share information. Many libraries have purchased commercial ERM systems to assist them in meeting these goals, while many others have not taken this step yet, because they found these systems either costly

or wanting. Librarians have demonstrated that they are able to adapt all kinds of systems, from database software to a simple paper calendar, to better manage their e- resources. The solution does not necessarily need to be expensive or technologically advanced to be effective. Depending on the needs assessment, a well- organized filing

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