Three S’s of Electronic Resource Management: Subscriptions

Oliver Pesch
Chief Strategist, E-Resources
EBSCO Information Services
Subscriptions…

• The challenges
• The changing role of the subscription agent
• Benefits for customers
• Standards and how they can help
The challenges
This...

Life cycle of a resource

Claiming

Provide Support

Evaluate Monitor

Provide Access

Administer

Order

Pay

Evaluate

Catalogue

Check-in/shelve

Assess need/budget
Became this!

Life cycle of a resource
Transitioning from Print to Online

Life cycle of a resource

Became this!
Gaining Access

Life cycle of a resource
Became this!

Transfer of Journals
Changes in Format

Life cycle of a resource
Became this!

Handling Packages

Life cycle of a resource
Measuring Usage and Value of Content

Life cycle of a resource
The agent’s changing role
Traditional opportunities for efficiency

Libraries

- Single title file
- Orders
- Invoices

Subscription Agent

Publishers

- Renewals
- Claims
- Payments

Orders

Renewals

Claims

Payments
Evolving opportunities for efficiency

- Capturing data
- License details
- Access & Registration data
- Order Activation
- Influence processes
- Feeding other systems
- Updating ERM systems
- Holdings list
- Package Renewal

Libraries

Publishers

Subscription Agent

EBSCO
Other complementary services

• Leveraging the captured data and knowledge of content and customer’s subscriptions

• Access services
  – A-to-Z
  – Link resolver
  – MARC

• Management tools
  – ERM
  – Usage consolidation
Benefits for customers

• Streamlines workflows…
  – Saves time
  – Reduces cost

• Supports better informed decisions…
  – Key data elements readily available

• Improve access for end users…
  – More timely activation of subscribed content
  – More accurate holdings and coverage
  – Better integration of full text
Standards
Standards

• Exchanging title lists (publisher to agent)
  – KBART, ONIX-SPS
• Exchanging holdings lists (agent to library; agent to knowledge base vendor)
  – KBART, ONIX-SOH
• Exchanging cost information (agent to library)
  – EDI, CORE
• Exchanging license terms (publisher to agent; agent to library)
  – ONIX-PL
• Exchanging usage data (publisher to library)
  – COUNTER, SUSHI
Thank You

Oliver Pesch
opesch@ebsco.com