What Value Do ERM Systems Bring to Libraries?

Norm Medeiros
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“My interest in the new technologies in technical services in libraries arises from the simple belief that technology, if intelligently applied, can bring three important benefits. It can improve the efficiency of our service to library users; it can enable us to spend our limited resources more sensibly; and it can improve the nature of the work of all employed in the library. The last of these advantages is too often ignored.”

-Michael Gorman

Electronic Resources Librarian
Responsibilities include:

Negotiation and administration of new and existing licensing for electronic resources
Consulting with University Counsel to resolve license and contract issues
Researching license agreements in order to place new subscription orders
Developing and maintaining guidelines for standard licensing terms
Monitoring subscriptions in relation to existing license expirations and renewals
Reviewing the impact of current licensing on post cancellation archival access
Collecting usage statistics
Arranging for trials
Registration and activation of electronic subscriptions
Troubleshooting e-access problems reported by patrons and other library staff

“You get no more out of an ERM than you are willing to put in.”

-Donna Ekart
What is electronic resource management, really?

Discrete tasks that form an intricate matrix of processes that rely on timely, appropriate information exchange among distributed staff.

“In theory, ERMs are a winner. Yet in practice, we have discovered that ERMs do not immediately solve all the problems we expected.”

-Jill Grogg
1. The system should support both management of, and access to, electronic resources without creating duplicate systems and duplicate data entry.

2. The system should provide the capability for the input of complex data in one place as well as enable the use of that data in many places, either by integrating functionality or by normalizing data to allow for easy import or export.

3. The system should be designed to allow for global updating and have enough customization capability/flexibility to allow for the addition of fields.
4. It should have the capacity to display records for both public and staff, with versions of the display tailored to the appropriate category of user.

5. It should be interoperable with other systems and be able to share data with OPACs, Web portals, and link resolvers.

“Interoperability is the biggest lie in automation today. The word is thrown around as easily and meaninglessly as friend. Interoperable is, at best, an adjective for standards-based systems, and, at worst, a hack to cover up the fact that different systems are not meant to speak to one another.”

-Andrew Pace

6. It should be able to store, access, and search for information and be able to generate reports.

“The ideal ERM system would bring together information I need when I make cancellation and swap decisions. I would like to have usage statistics and cost per download appear automatically in my ERM. And I would like a place to note low usage so I can pull those titles out easily when reviewing titles to drop. I would like the ISI impact factor and the rank the journal holds in the ISI subject breakdown. I would like to have a place for the Eigenfactor and other journal-ranking systems. I would like to include interlibrary loan information. I would like to include whether a journal is indexed in Medline as well as its language of publication.”

-Susan Klimley
1. The system should support both management of...
2. The system should provide the capability...
3. The system should be designed to allow...
4. It should have the capacity to display...
5. It should be interoperable...
6. It should be able to store, access...

**Report Card**

**Success Stories**
- Resource Administration & Management Functions
- SUSHI
- Training program for license mapping
- ONIX-PL
- CORE

**CORE: Cost of Resource Exchange**

CORE defines an XML schema to facilitate the exchange of financial information related to the acquisition of library resources between systems. The two systems may be within the same organization, e.g., an ILS and an ERMS, or from two different organizations, e.g., a subscription agent and a library.

“Future ERM systems will have to be different. No longer will it be sufficient for the ERM to be a system on the outside looking in -- a standalone system, separate from the e-resource supply chain and, in many cases, the library’s other library automation tools. No longer will it be sufficient for the ERM to merely be the place where information generated elsewhere is recorded and external tasks are monitored. To be effective, ERM systems must become a part of the e-resource supply chain.”

-Oliver Pesch

www.niso.org/workrooms/core
Resources


