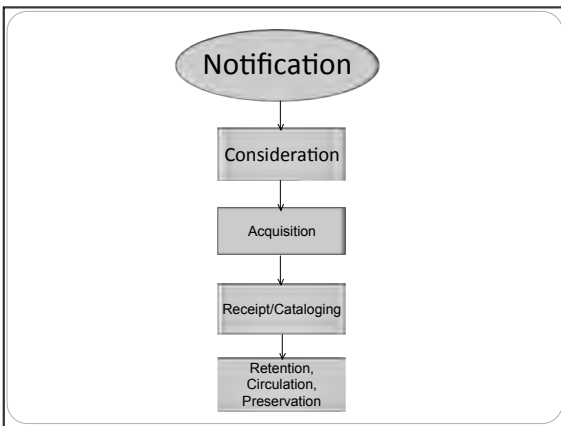
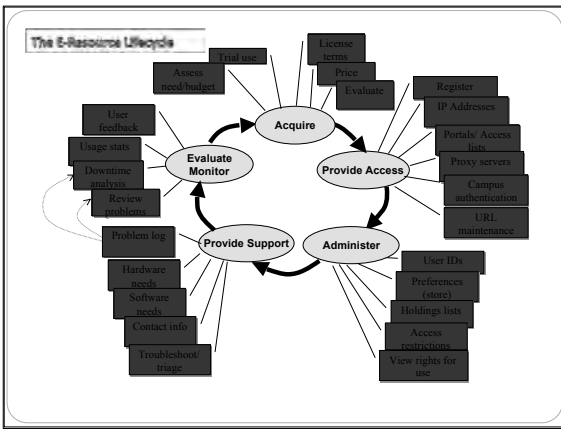
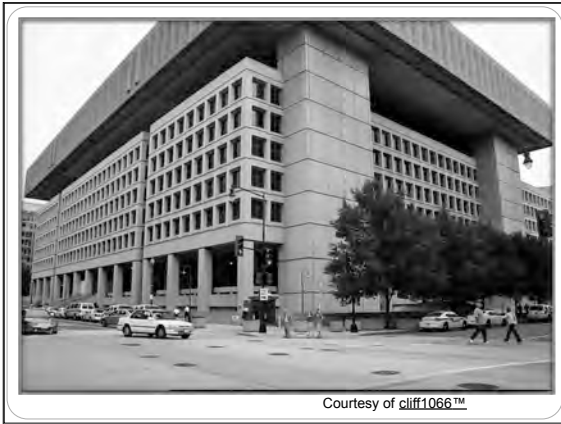


UCLA LIBRARY

## Using the ERMS to inform staffing decisions and collection management

NISO Forum  
E-Resource Management:  
from start to finish and back again  
Angela Riggio, UCLA Library  
October 7, 2010





Courtesy of cliff1066™

## UCLA LIBRARY

### Setting the stage

- UCLA Library—large, academic library
  - ca. 40,000 students (grad and undergrad)
  - ca. 2,700 teaching faculty (+ 1000s of researchers)
  - 9 million physical volumes
  - Part of California Digital Library consortium (10 UC campuses)
  - 100,000s of licensed electronic titles
  - \$10,000,000 collections budget (UCLA)
    - Print vs. electronic spending = 50%-50%

## UCLA LIBRARY

### Consortium-Palooza

- Locally: Voyager ILS
- CDL: WorldCat Local Pilot
- CDL: Link resolver—SFX
- UCLA and CDL maintain separate instances of Serials Solutions 360 Resource Manager



Courtesy of Dave Matos

## UCLA LIBRARY

### ERMS on the charts

- Purchased Serials Solutions 360 RM (Jan. '09)
- In final phase of “initial” implementation
- Decommissioning local ERMS (in phases)

## UCLA LIBRARY

### ERMS status (with a bullet\*)

- Public interface a priority; October 4: staff roll-out of new e-resources portal, which incorporates several “silos”
  - SS 360 Search API used to populate database by subject lists
  - SFX generates journal A-Z list
  - SS A-Z journal list communicates license terms to staff
  - SS→LibGuides (API generates A-Z database list)
  - IT staff currently programming a “database by title” search

**UCLA LIBRARY**

### Staffing (aka the “road crew”)



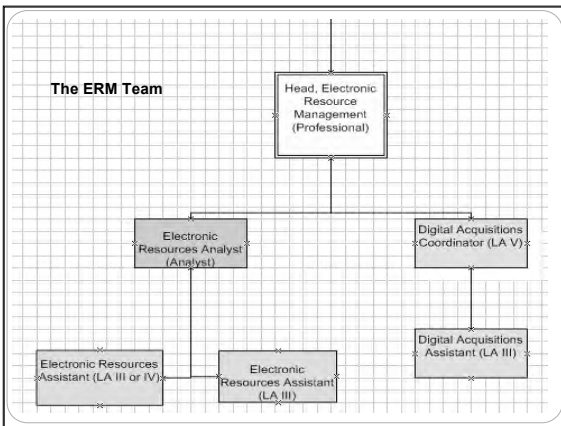
• Sarah Glasser:  
 print serials activities cut, *some* staff retrained in ERM

Courtesy of Nuk Agency

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### Staffing (on the ground)

- Digital Collections Services: 6.2 FTE
- Print Acquisitions: 27 FTE
- “Perfect world staffing”



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### Collection Management



Keeping the rock star in-check, herding cats, building excellent and balanced piles of usable objects...

Courtesy of Keene Public Library and the Historical Society of Cheshire County

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### Implications (or, there’s a short in my cable)

- Automation within the ERM system → stakeholders: cataloging, license renewal, new acquisition notification
- Automation into and outside of the ERM system: batch loading, access management
- Workflow analysis

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### Hope springs eternal (standing ovations)

- Systems are building in needs for successful CM
  - Overlap analysis
  - Communication between library units (and beyond?)
  - Usage statistics
    - Gathering
    - Analysis—cost-per-use
  - Licensing (again)

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### Growing in the right directions (multi-record deal)

- SUSHI
- COUNTER
- CORE-best practice
- KBART
- PIE-J
- IOTA
- ONIX-PL



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### Resources (biggest influences)

Duranceau, E.F., & Hefper, C. (2002). Staffing for electronic resource management: the results of a survey. *Serials Review*, 28, 316-320.

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Glasser, Sarah (In Press). Disappearing Jobs: staffing implications for print serials management. *Serials Review* (available online 15 Sept., 2010)

Koppel, T. (2008). In the Eye of the Storm: ERM Systems Guiding Libraries' Future. In Yu, H. & Breivold, S. *Electronic Resource Management in Libraries: Inside and Out* (pp. 374-382). Hershey, PA: Information Science Reference.

\*Thanks to Adam Chandler, Bonnie Tijerina, Germaine Wadeborn, Sharon Farb, and the *Journal of Electronic Resource Librarianship*.

