Using the ERMS to inform staffing decisions and collection management

NISO Forum
E-Resource Management: from start to finish and back again
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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%

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

ERMS on the charts

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

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
Staffing (aka the "road crew")

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

Staffing (on the ground)

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

The ERM Team

- Head, Electronic Resource Management (Professional)
- Electronic Resources Analyst (Professional)
- Electronic Resources Analyst (Library Assistant)
- Digital Acquisitions Coordinator (Library Assistant)
- Digital Acquisitions Assistant (Library Assistant)

Collection Management

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

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

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

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

Resources (biggest influences)


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