The First S: Standards for Organizing and Distributing Information
  – Todd Carpenter, Managing Director, NISO

The Second S: Systems for Electronic Resource Management
  – Bob McQuillan, Senior Product Manager, Innovative Interfaces

The Third S: Subscriptions to Electronic Resources
  – Oliver Pesch, Chief Strategist, E-Resources, EBSCO Information Services

The Three S's of Electronic Resource Management: Systems, Standards and Subscriptions

The First “S” of Organizing and Distributing Information:
Standards

Todd Carpenter
Managing Director, NISO
NISO Webinar, January 12, 2011

Standards form the basis of commerce

Standards Aren’t a Foreign Language
Supply Chain or Library?

Three S's of Electronic Resource Management

NISO’s Organizational Structure

Ongoing work within NISO (1/2)

Business Information Topic Committee
- CORE (Cost of Resource Exchange) Working Group
- E-journal Presentation Working Group
- ERM Data Review Working Group
- I^2 (Institutional Identifiers) Working Group
- OpenURL Quality Metrics Working Group
- SUSHI (Standardized Usage Statistics Harvesting Initiative) Standing Committee

Ongoing work within NISO (2/2)

Content & Collection Management Topic Committee
- DAISY Standard Revision Working Group
- RFID in Libraries Revision Working Group
- Standardized Markup for Journal Articles Working Group
- NISO/NFAIS Supplemental Journal Article Materials Project

Discovery to Delivery Topic Committee
- NISO/UKSG KBART Phase 2 Working Group
- NCIP (NISO Circulation Interchange Protocol) Standing Committee
- Physical Delivery of Library Resources Working Group
- SSQ (Single Sign-On) Authentication Working Group

NISO on the International Stage

Actively participate internationally with ISO, EDItEUR, IFLA, ICSTI, International STM Association, the UK Serials Group, LIBER, Standards Australia, ISO Registration Authorities

Standards developed today generally are applied across a worldwide and integrated industry.
The ISO world community

Our part of ISO's Organizational Structure

Technical Committee (TC) 46
Information & Documentation
Subcommittees (SC):
4 – Systems Interoperability
8 – Performance Measurement
9 – Identification & Description
11 – Records Management

ERM Challenges and Standards

DLF ERMI Workflows

Differences between print and electronic workflow
As described in initial ERMI report

Workflow of E-Resource Management

Workflow of E-Resource Management

Image from Oliver Pesch, EBSCO
What is ONIX-PL, really?

- A structure for making the content of a license machine-readable
- An XML format
- A tool to make license terms and conditions more accessible
- Extensible so additional terms can be added to dictionary in the future
- OPEN to interpretation

Briefly: SUSHI

- Need: Simplify and automate the gathering of usage data for librarians
  - Librarians spending more time gathering data than analyzing it
- Solution
  - Server/Client system to exchange COUNTER reports
  - Easily incorporated into usage systems (on publisher side) or into ERM (on library side)
  - Client calls to server, asks for report, and server runs the report and sends it on
  - Data exchange is taking place by machine talking with machine
- Incorporated into COUNTER 3 Code of Practice in fall 2009
  - Publishers who claim COUNTER compliance MUST BE SUSHI Compliant

Briefly: SERU

- Need: Reduce the transaction costs of negotiating licenses, particularly for smaller products
- Solution
  - Framework for community-held best practices regarding delivery and management of electronic content
  - Based on a decade of growing mutual trust and experience with digital information
  - Broad consensus on issues such as authorized users, third-party archiving, improper use, systematic downloading, etc.
- Not another model license, nor a click-through or wrap

Why have lawyers arguing over small-ticket products?

Briefly: KBART

Knowledge Bases and Related Tools Project, Phase II

- Joint NISO/UKSG project launched in 2008
- Phase I Report published in January 2010
- Three core problems
  - Inaccurate data leads to bad links
  - Incorrect implementation
  - Lack of knowledge
- Recommendations on data requirements, transfer format & protocols, error reporting, education

Standards for E-Resources

Adoption. Promotion. Problems?
Successes based on community pressure

SUSHI has had tremendous success in adoption since it was published in 2007

Presently 110 publishers are COUNTER 3 compliant (as of May 2010)

Key to driving adoption:
Tying SUSHI Compliance with COUNTER 3 Compliance
- COUNTER had established market credibility and demand
- SUSHI added functionality, which made COUNTER easier to use, therefore more desirable
- Relative simplicity to implement based on web services

Successes based on cost savings

SERU has had also seen significant success in adoption since it was published in 2008

Presently 131 libraries are listed on the SERU registry
Another 8 consortia
AND nearly 50 publishers and content providers

Key to driving adoption:
- Simplicity – easy to understand and narrow scope
- Real pain by both publishers and libraries negotiating licenses
- SERU provides significant cost savings and facilitates sales.

Challenges for adoption of license expression

Clearly, communicating license permissions and prohibitions to staff and users is difficult

License expression is not a simple process
- Definite cost-benefits analysis needed
  Consider:
  - Desire for ambiguity versus clarity
  - The level of detail that your organization needs
  - ONIX-PL is not an enforcement mechanism
  - Issues impacting negotiation – risks of 3rd party encoding/handling
  - The pain threshold of managing licenses badly is less than the system costs

Challenges for adoption of ERM systems

Electronic Resource Management, generally, is a complicated process

For many reasons didn’t fit within existing ILS systems

E-content management staff levels comparatively low

Many different models for managing library data
End-to-End Enterprise Systems, Plug-in, Open Source

Chicken and the egg problem: Communication

A communication structure isn’t really useful with no one to talk to. Applies to CORE & ONIX-PL.

There is no real benefit to being a first mover in adoption

Partnership is required among two providers who may not have the same goals, priorities

Squeaky Wheel

"You can’t teach an old dog new tricks."

"Oh, you fixed it! I was here before you!!"
Three S’s of Electronic Resource Management: Systems

Bob McQuillan
Senior Product Manager
Innovative Interfaces
January 12, 2011

What is an Electronic Resource Management (ERM) System?
Early challenges for libraries …

- Integrated library systems not originally designed to accommodate electronic resource data
  - Resource
  - License
  - Coverage database
  - Usage statistics

• Internal workflow issues
  - Electronic resource data in many formats and locations; not centralized
  - Data not integrated into ILS

Early challenges for patrons …

- No single search and discovery point for both print and electronic holdings
- Electronic holdings typically in separate database silo

Electronic Resource Management Initiative (ERMI)

- Workshop co-sponsored by NISO and the Digital Library Federation (DLF) in 2002
- ERMI evolved under the guidance of DLF to pull together common specifications and tools to effectively manage licensed electronic resources
- Landmark report published in August 2004

Electronic Resource Management: The Report of the DLF Initiative

“An Electronic Resource Management system is a system encompassing a wide range of functions throughout the electronic resource life cycle …”
Early ERM system challenges ...
Early ERM system challenges ...

Since 2004 ...

The Colorado Alliance of Research Libraries

Gold Rush

ExLibris

Verde® Unified Resource Management

Millennium™ ERM

Serials Solutions®

360 Resource Manager

ERM Essentials™

Open ERAM

HARRASSWITZ

HERMIS

SwetsWise eSource Manager
Since 2004 ...

Many ERM choices for different requirements

Where are we today?
Many ERM choices for different requirements

ERM System

- Bibliographic Knowledgebase
- ILS integration
- Catalog Acquisitions

- Usage statistics
- Cost per use
- Title overlap

Metadata Services
- • Report
- • Production & Services
- • Standards & Best Practices

At the same time, many challenges ...

Financial reality ... budgets are shrinking and shifting

- • 60 to 70% annual budgets on electronic resources vs. print
- • Increasing pressure to maximize use of electronic resources

At the same time, many challenges ...

- Many libraries struggle with the same workflow issues
At the same time, many challenges …

• Many libraries struggle with the same workflow issues

  • Many still spend more time and energy controlling traditional paper resources which make up a smaller portion of the budget

As a result …

• Library staff duties are evolving

Where do we go from here?

• Library staff duties are evolving
  • “Big picture” is shifting
    – Print and electronic?
    – One system vs. interoperable products and services?
    – What are the most critical areas and priorities?
    – Do these fit into long-term objectives?

What libraries can do …

• Identify gaps and opportunities for increased efficiency
What libraries can do …

- Identify gaps and opportunities for increased efficiency
- Get involved with stakeholders
  - Patrons
  - System vendors
  - Subscription/publisher services
  - Other libraries
  - Standards organizations

What ERM system vendors can do …

- Solicit library feedback
  - Conferences, user groups, customer support, email, listserv etc.
- Partner with other stakeholders
  - Standards organizations and interest groups
  - Other product and service providers
- Adopt industry standards and best practices

ERM Data, Standards & Best Practices Review

- Ivy Anderson (co-chair, California Digital Library)
- Tim Jewell (co-chair, University of Washington)
- Jeanne Downey (University of Houston)
- Deberah England (Wright State University)
- Harry Kaplanian (Serials Solutions)
- Rafal Kasprowski (Rice University)
- Tim McGeary (Lehigh University)
- Bob McQuillian (Innovative Interfaces)
- Angela Riggio (UCLA)
ERM Data, Standards & Best Practices Review

NISO working group to undertake “gap analysis” regarding ERM related data, standards and best practices.

- Deliverable will highlight current work that provides solutions for specific areas of ERM use, identifies gaps where work has not been done, and recommends appropriate further work
  - Report to be delivered to the NISO Business Information Topic Committee and made publicly available

ERM Data, Standards & Best Practices Review

- Consult with vendors, libraries using ERM systems and other stakeholders for additional feedback
- Describe challenges libraries face with current ERM systems
- Identify gaps in interoperability and best practices
- Make recommendations regarding future of ERM data dictionary

Why Standards?

- ERMI was not a standard
- Libraries want:
  - Simplified license agreements
  - Workflow tools and best practices
  - Authority control for products and vendors
  - Interoperability and data transport
  - Holdings data for ebooks and ejournals

ERM Data, Standards & Best Practices Review

- Standards mapping with ERMI
  - Working from related standards and best practices
  - Determine correspondence, overlap
  - Compare meanings and uses
  - Determine whether ERMI data dictionary should address, or relevant standard (w/revisions) sufficient to address ERM needs
  - Discovery of gaps in existing standards

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**Why Standards?**

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Why Standards?

- Reduce re-keying
- Reduce maintenance cost & disruption
- Durability of data
- Avoid supplier lock-in
- Easier development path
- Platform for collaboration
- Whole system economies

Source: “The Business Case for Standards” (JISC)

For More Information

ERM Data, Standards & Data Review Working Group

http://www.niso.org/workrooms/ermreview

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Three S’s of Electronic Resource Management: Subscriptions

Oliver Pesch
Chief Strategist, E-Resources
EBSCO Information Services

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January 12, 2011

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
The agent’s changing role

Traditional opportunities for efficiency

Libraries Publishers

Subscription Agent

Single title file

Orders Renewals

Libraries Publishers

Claims

Libraries Publishers

Orders Renewals

Subscription Agent

Single title file
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

- Exchanging title lists (publisher to agent)
  - KBART, ONIX-SPS
- Exchanging holdings lists (agent to library; agent to knowledge base vendor)
  - KBART, ONIX-SOH
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

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Questions?

All questions will be posted with presenter answers on the NISO website following the webinar:

www.niso.org/news/events/2011/nisowebinars/erm/