

E -Resources Workflow – Make Your Life Easier

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Abstract:

When the surrounding world put greater demands on the libraries, and the resources don't always grow at the same pace, we are looking at ways to simplify our processes working with E-resources. We have experienced that it's difficult to make systems to interact each other. Implementing new systems and tools bring challenges. This can lead to complex relations and lack of interaction between the different systems. In Uppsala we try to streamline and simplify the processes involved in the management of E-resources. What makes it more efficient for librarians working with the systems, and how does the systems affect the user experience?

What is our reality? Are we up to date in the library world today? Try to step out of your own reality and watch yourself and the library you work at from the outside for a moment. How would you appear?

Uppsala University is one of the oldest and most prestigious universities in Sweden. The university and subject libraries are spread out geographically all over the city area.

At the university Library, we have a multitude of systems working together. The systems, both those which we operate ourselves as well as those we buy, should interact with each other. How can we plan for the future at best? Should libraries have developers of their own who are ready to develop when the libraries says go? Or should we buy the services we need? We are investing heavily in systems that were central in the library world many years ago, but now it's time to shift focus.

The library catalogue, our circulatory system, is in big need of upgrading. Why, might one wonder, when we have discovery tools, e-books and e-journals. But in our world still printed books play an

important part for some, and quite large, sections of the university, so we will continue to have a circulation system for a while. However, time is actually catching up on us with respect to barcodes, chipping books and to lending and returning machines that are in need of replacing.

We procured and implemented Summon, our discovery tool, for about a year and a half ago. We're starting to get used to it now, after a few adjustments and adaptations. For example, the service MARC Updates is absolutely essential for us. As for many other libraries, there are several papers written in Sweden about it; the toughest for librarians was probably to get used to the new approach. And to be honest, I think that there still are many employees who do not really understand the difference between a catalogue and a discovery system.

When we began the implementation of Summon there were many systems in use. We had bought Summon by Serials Solutions, link resolver from Ex Libris, and the Electronic resource management system called ERM Essentials delivered by EBSCO. The gut feeling was that it would not be easy to get them in sync. How do we identify where the problem is when our resources are not reachable? How much time will it take to troubleshoot? May we, in the E-resource team, be understood by our colleagues there when it takes time to identify the problems? Is it professional to work in this way? And one of our big wishes – that is: to see Digital Restrictions Management in the search results via ERM system – will never work as long as we do not use systems that synchronize fully with each other .

You start to immediately think: aha maybe we should go for an all-inclusive? Is there a system that can contain all the things we need? Do you dare to invest in such a system? It can in a way settle accounts with the past, and reward us for letting go and for daring to invest in something that gives us a new path towards more efficient ways of working.

The idea is that we should dare to put more of our eggs in one basket. In our library world it can be hard to let go of control and dare to bet big on one single, often very costly supplier. It can sometimes be helpful to learn from smaller colleges and universities, that have to think differently and that do not have the same leeway either financially or in terms of staff. This is where this kind of directions can quickly be found to be the solution.

Hopefully, the new comprehensive solutions for systems offered to us will be as good as we hope. If so we will be able to meet our customers and users in new ways. The information required to use the systems are clearly visible in the system itself, and we can more easily manage data and collect statistics, that hopefully will be more reliable, and provide good information for renewals or terminations of our resources.

Can we dare to be dependent on one single vendor / supplier? Yes, if we can network both within countries and internationally. Then we can influence and push development. We want to be smart and create new partnerships. Libraries have always been good at helping each other. We will try even harder than today to get the most out of the systems we are buying.

So, come on all you who have comprehensive solutions to sell! Libraries are ready, but we have high standards, so you have to live up to them. Be responsive and we will work together in the best way! Establish good relationships with your vendor and with other libraries near and further away, and life will be much easier!