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Reply to 3 questions : txstate

by [Elaine Sanchez](#) - Thursday, 23 March 2006, 10:24 AM

1. What are current infrastructures for supporting electronic resources at your institution? What are the levels of problem management?

We do not have an e-resource librarian yet, so the tasks are scattered among

- o The Serials Acquisitions Librarian (license negotiation, access verification, AtoZ list management, some OpenURL product work, troubleshooting access– time for troubleshooting issues beyond access problems is less than ideal because of other demands in this position, who also handles print serials and bindery issues)
- o Computer Services Librarian (ezproxy, database page updates, database customization, openURL problems general troubleshooting) – time for individual resource troubleshooting is scarce because this person also handles hardware issues
- o One of the reference librarians keeps usage statistics
- o Serials Cataloger and his staff do the cataloging for e-journals (those determined to be relatively stable)
- o Collection Development Librarian is starting to order ebooks and handle the licensing for them)
- o Cataloging is starting to catalog ebooks
- o Electronic Resources Policy Group – discusses and makes decisions on ER policy issues
- o Electronic Resources Selection Team – prioritizes resources, makes recommendations

The Serials Acquisitions Librarian and the Computer Services Librarian handle the bulk of troubleshooting, but obviously catalogers fix any problems with cataloging etc.

As for infrastructure, we have:

- o AtoZ and LinkSource (OpenURL)
- o We are getting an Electronic Resources Management system (Innovative's) – very much needed so information can be stored in one central place, accessible to multiple people
- o Database/e-journal problem report form on the web

2. What troubleshooting feedback loops exist? What checks and balances to ensure relevant managers/customers know what is happening? How do you/would you organize problem resolution correspondence?

Database / e-journal problem report form goes to the Serials Acquisitions Librarian and the Computer Services Librarian, who correct any problems. Information is not communicated upward unless there is a major problem with the vendor/resource that cannot be immediately corrected. The ERM will have space for logging in problems, and hopefully we will be able to log problem resolutions in there. It will also have a mechanism to alert users of problems with resources.

3. What level and granularity of interdepartmental communication exists among your electronic resource handlers? Do you find face-to-face meetings necessary?

Meetings are necessary for prioritizing databases or e-journal packages purchased with library funds and for setting up policies (collection development policies, e-resource serial review policies, etc.)

This is from our serials acquisitions librarian. I'm just a cataloger, and asked her for the info, and then posted it. We are trying to get two

new positions: one for eresource acquisitions needs, and another for eresource (monographic) cataloging needs, and we hope to add metadata as well.

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Questions and issues about effectiveness and efficiency
by [Monica Pereira](#) - Thursday, 23 March 2006, 06:34 AM

The panel would like to hear from participants:

1. What are current infrastructures for supporting electronic resources at your institution? What are the levels of problem management?
2. What troubleshooting feedback loops exist? What checks and balances to ensure relevant managers/customers know what is happening? How do you/would you organize problem resolution correspondence?
3. What level and granularity of interdepartmental communication exists among your electronic resource handlers? Do you find face-to-face meetings necessary?

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Re: Questions and issues about effectiveness and efficiency
by [Kelly Smith](#) - Thursday, 23 March 2006, 08:06 AM

1. What are current infrastructures for supporting electronic resources at your institution? What are the levels of problem management?

We have SFX which is extremely helpful, but we are in need of an ERM. There is one e-resource librarian who handles all problems, basically on a case-by-case basis. It's difficult to find time to systematically check to see that resources are available.

2. What troubleshooting feedback loops exist? What checks and balances to ensure relevant managers/customers know what is happening? How do you/would you organize problem resolution correspondence?

Problems are e-mailed to e-resource librarian who handles them and then follows up with person who reported problem. No good way to alert customers to problems. Limited records regarding problem resolution are maintained in e-mail form.

3. What level and granularity of interdepartmental communication exists among your electronic resource handlers? Do you find face-to-face meetings necessary?

Only one e-resource librarian. I communicate with myself frequently. 😊

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Re: Questions and issues about effectiveness and efficiency
by [Monica Pereira](#) - Thursday, 23 March 2006, 08:14 AM

Kelly, I suspect that your situation may be more common than one realizes. What is your workflow like? How many e-resources are you managing? Is Eastern Kentucky U part of a university system? Thanks. Monica

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Re: Questions and issues about effectiveness and efficiency
by [Kelly Smith](#) - Thursday, 23 March 2006, 09:55 AM

Monica, we have about 125 journal databases, 8 e-book collections, and about 13,000 full-text online journals (including ones in aggregated databases). And we are buying more and more electronic resources every month. ECU is part of Kentucky's public university system, so many of our agreements are consortial which results in yearly changes to title lists in our databases such as Wiley Interscience. I've been doing this job for about a year, figuring out how to do things as I go, so I'm still trying to work out a way to systemize my workflow - without much luck. I basically do whatever is the highest priority at the moment and have piles of things to get to when I have time. When someone asks for statistics, I go and get them - I don't have a systematic schedule for tracking stats. When someone finds an access problem, I go and figure out what the problem is and work with the vendor to fix it - but, again, there's no systematic way to monitor these things and I don't really have a good system for keeping track of the ones that have occurred. This is all on top of the work I do relating to print serials. I would say there's a lot I need to do to become more effective and efficient! - Kelly

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Re: Questions and issues about effectiveness and efficiency
by [Melissa Holmberg](#) - Friday, 24 March 2006, 06:19 AM

1. Current infrastructures: there's me and a cataloger who works with all the print plus free online access journals. Systems maintains ezproxy, and acquisitions processes payments. Otherwise, I set up trials, arrange for faculty to evaluate, compile evaluative information, set up access for new resources (except via catalog), flag problems with access on our website, track usage stats, troubleshoot access issues (except for the free ones that the cataloger supports), work with vendors, etc. All problems go to our Electronic Resources Group (reference coordinator, systems coordinator, instruction coordinator, the aforementioned cataloger, and myself) when the others remember to send them to the group. Typically, it's either myself or the cataloger who deals with problems. Have an ERM; still trying to complete our licenses and problem reporting there. Relying mostly on it for renewals and publicizing licensing issues.

2. I think we're still working on a good process for that. Currently, we try to flag the problem on our website, send out an email to the librarians, and work with vendors to correct the problem. Other than folks reading the alert posted right below a resource, we have no way to really help anyone know what's happening.

3. We have many face-to-face meetings and much email correspondence. However, we have determined that librarians are selective in what they read or when they read it!

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