
Creating an Organizational Structure and Process to Manage Electronic Serials Collections

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Duquesne University

A Catholic University, founded by members of the Congregation of the Holy Spirit

- Founded in 1878
- Private, coeducational university
- Only Spiritan institution of higher education in the world
- Located in Pittsburgh, PA
- Academic Programs: 174
- Full Time Enrollment: 9,985



Gumberg Library

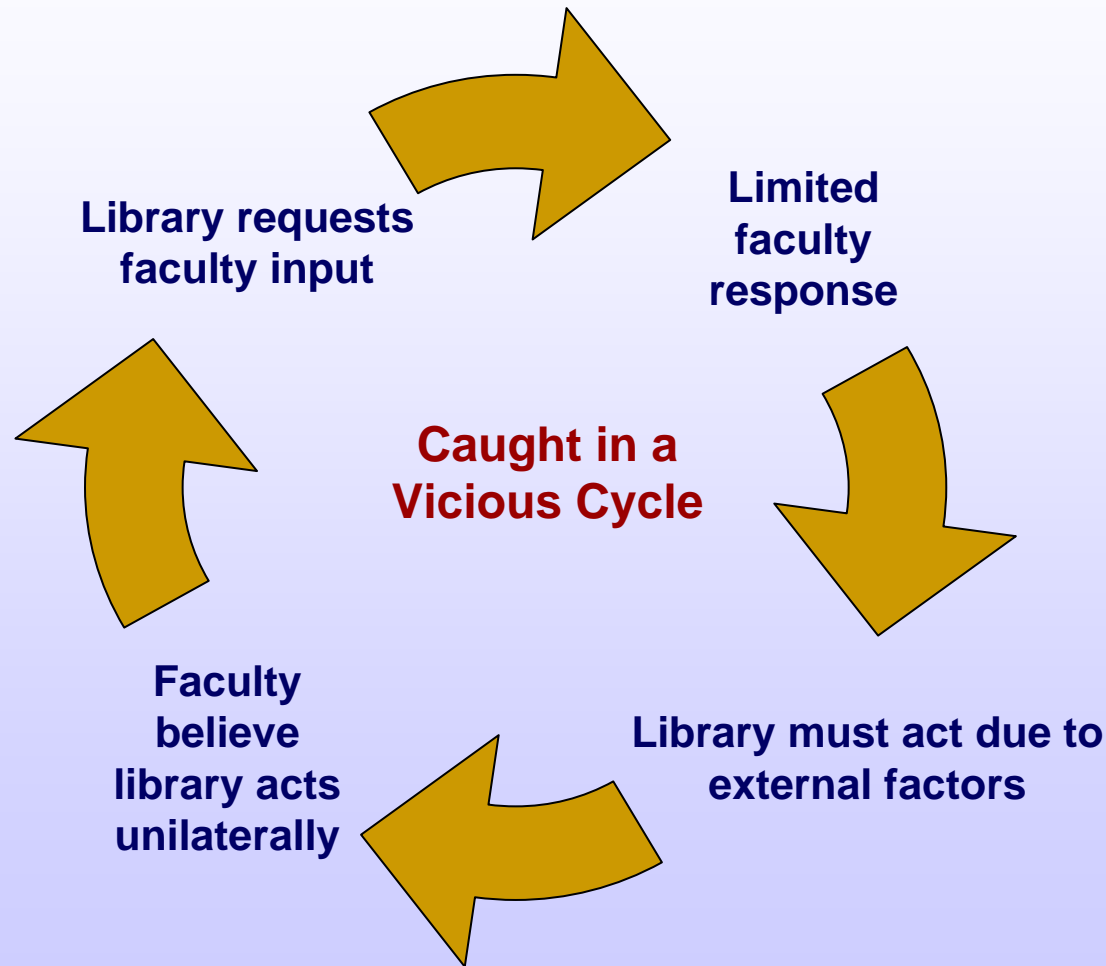
- Total Volumes:
690,904
- Current Print Journal
Titles:
1,130
- Electronic Journal
Titles:
11,448
- Research Databases:
184



History of Electronic Resources at Gumberg Library

- Relative latecomer to electronic resources
 - New money funded first round of purchases
 - Second round of purchases funded by print cancellations
 - Method of requesting faculty input was minimal; faculty response was minimal
 - Cancellation decisions were made solely based on usage data
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History of Library / Faculty Relations

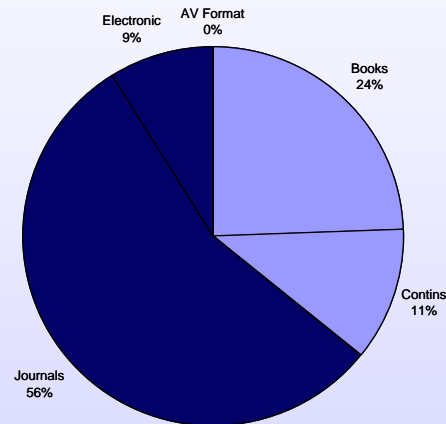


Collective Wisdom: Challenges

A Changing Environment

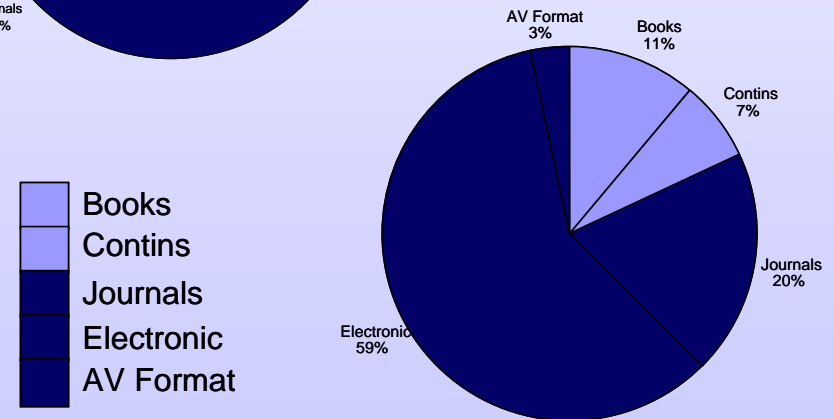
- Enrollment growing
- University adding new programs
- Demands for new electronic resources greater than budget
- Electronic resource budget exceeds one million dollars
- **A new approach is needed!**

1995 Purchases



Books vs. All Other Formats

2005 Purchases



Breaking the Cycle: New Directions for Communication with Faculty

- Utilize more active and participatory methods
- Take advantage of multiple opportunities for communication (two-way)
- Build trust between faculty and library
- Develop organizational structures to facilitate and improve communication with faculty
- A core organizational value is to engage faculty in the decision-making process

Electronic Resource Review Committee (ERRC)

- Committee includes:
 - technical services
 - reference
 - information technology
- Charged with reviewing all library electronic resources and making recommendations

Getting Started:

Review of Electronic Subscriptions

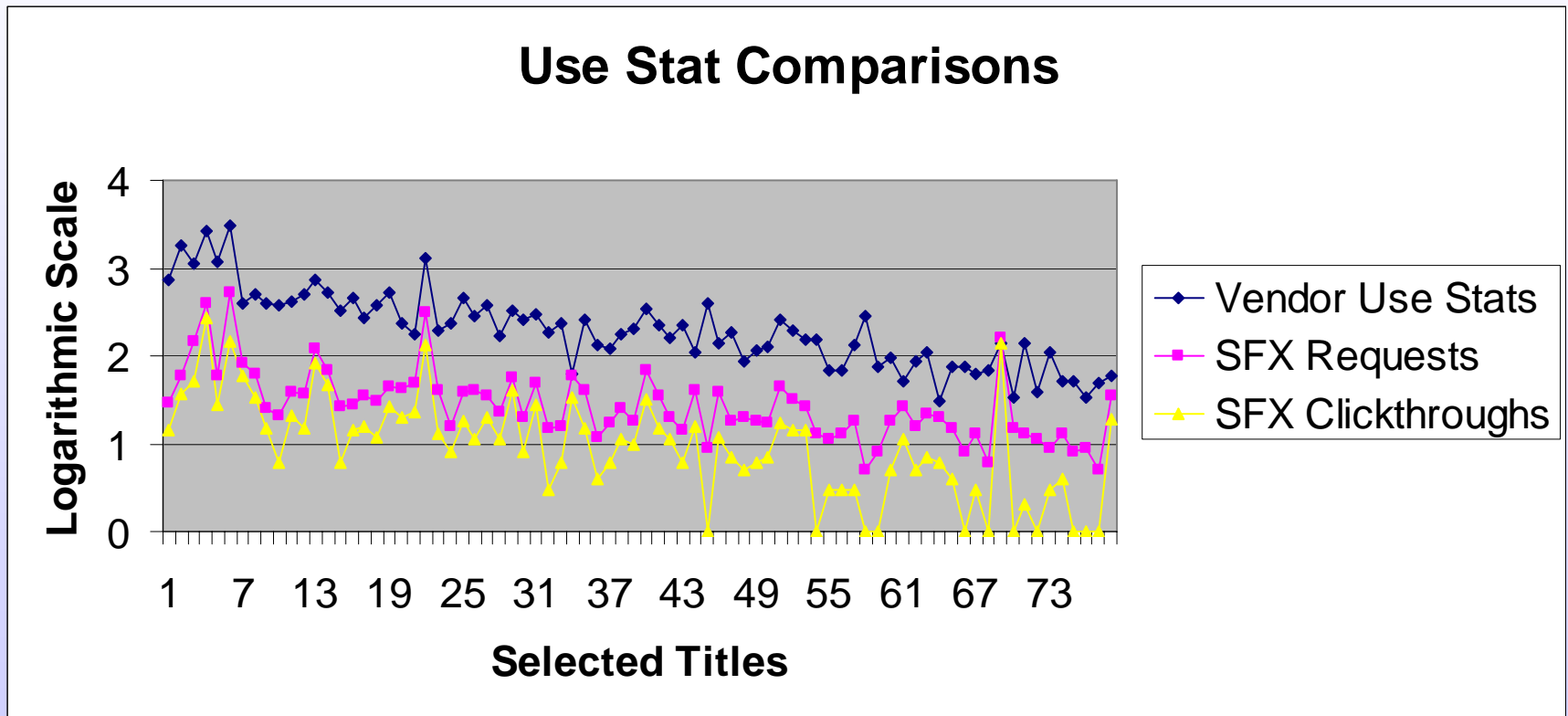
- Initial focus on “pick and choose” subscriptions
- Developed comprehensive lists with descriptive and use data

| Title | ISSN | Vendor usage stats | SFX requests | SFX clicks | Costs | V + All SFX \$/use |
|--|-----------|--------------------|--------------|------------|------------|--------------------|
| American Journal of Health System Pharmacy | 1079-2082 | 1781 | 58 | 37 | \$780.00 | \$0.42 |
| Annals of Internal Medicine | 0003-4819 | 1126 | 143 | 51 | \$750.00 | \$0.57 |
| New England Journal of Medicine | 0028-4793 | 2662 | 400 | 274 | \$2,875.00 | \$0.86 |
| Journal of the American Geriatrics Society | 0002-8614 | 1168 | 59 | 28 | \$1,085.00 | \$0.86 |
| J A M A | 0098-7484 | 2995 | 525 | 147 | \$3,200.00 | \$0.87 |
| Nurse Educator | 0363-3624 | 405 | 82 | 60 | \$480.00 | \$0.88 |
| Medicine & Science in Sports & Exercise | 0195-9131 | 507 | 61 | 34 | \$580.00 | \$0.96 |

Analyzing the Results

- Possible sources of usage stats
 - Vendor Usage
 - SFX Requests
 - SFX Clickthroughs
- Comparisons of statistical sources showed surprising level of congruence
- Decided to use all three!

Comparison of Usage Stats



Deciding What to Communicate

- Calculated cost per use using combined usage statistics
- Compared to average document delivery cost to develop a cancellation “hit list”
- “Hit list” used only for internal discussion

| Title | ISSN | Cost | V + All SFX \$/use |
|--|-----------|-------------|-----------------------|
| Analytica Chimica Acta | 0003-2670 | \$7,138.18 | \$111.53 |
| Brain Research -Subscription to all sections | 0006-8993 | \$18,786.40 | \$113.86 |
| Fuel | 0016-2361 | \$2,442.09 | \$116.29 |
| Chemistry and Physics of Lipids | 0009-3084 | \$2,497.71 | \$118.94 |
| Journal of Molecular Spectroscopy | 0022-2852 | \$2,525.01 | \$168.33 |
| Cellular Immunology | 0008-8749 | \$3,229.83 | \$169.99 |

Communicating the Results

- Listed journals and associated costs per use
- Ranked from least to most costly per use
- Spreading the word
 - Published on library website
 - University Library Committee
 - Faculty-librarian liaisons
 - Word of mouth

Encouraging Faculty Participation

- Librarians maintained positive attitude in all communications
- Stressed common goal: more closely align spending with student & faculty needs
- Faculty encouraged to:
 - Respond to librarian liaisons
 - Attend ERRC-sponsored discussion



The Faculty Response

- Faculty reached many of the same conclusions as ERRC
- A few faculty urged cuts that seemed draconian!
- Reasons for keeping low use journals:
 - Accreditation
 - University prestige
 - Research
- **More journals needed!**



Problems Encountered

- Insufficient stats for selected existing titles
- Only STM faculty participated
- Faculty concerns:
 - “Don’t Touch My Journals” Syndrome
 - New types of electronic resources needed
 - More electronic everything!

Decisions

- Faculty and ERRC recommended keeping selected low-use journals due to critical qualitative factors
- Cancel selected titles and reinvest in new subscriptions based on:
 - Faculty requests (existing and new)
 - ILL requests
 - Vendor reports (non-subscribed title hits)
- Concurrently renegotiated contracts with vendor partners, guided by analysis of users' needs

Collective Wisdom: Success Stories

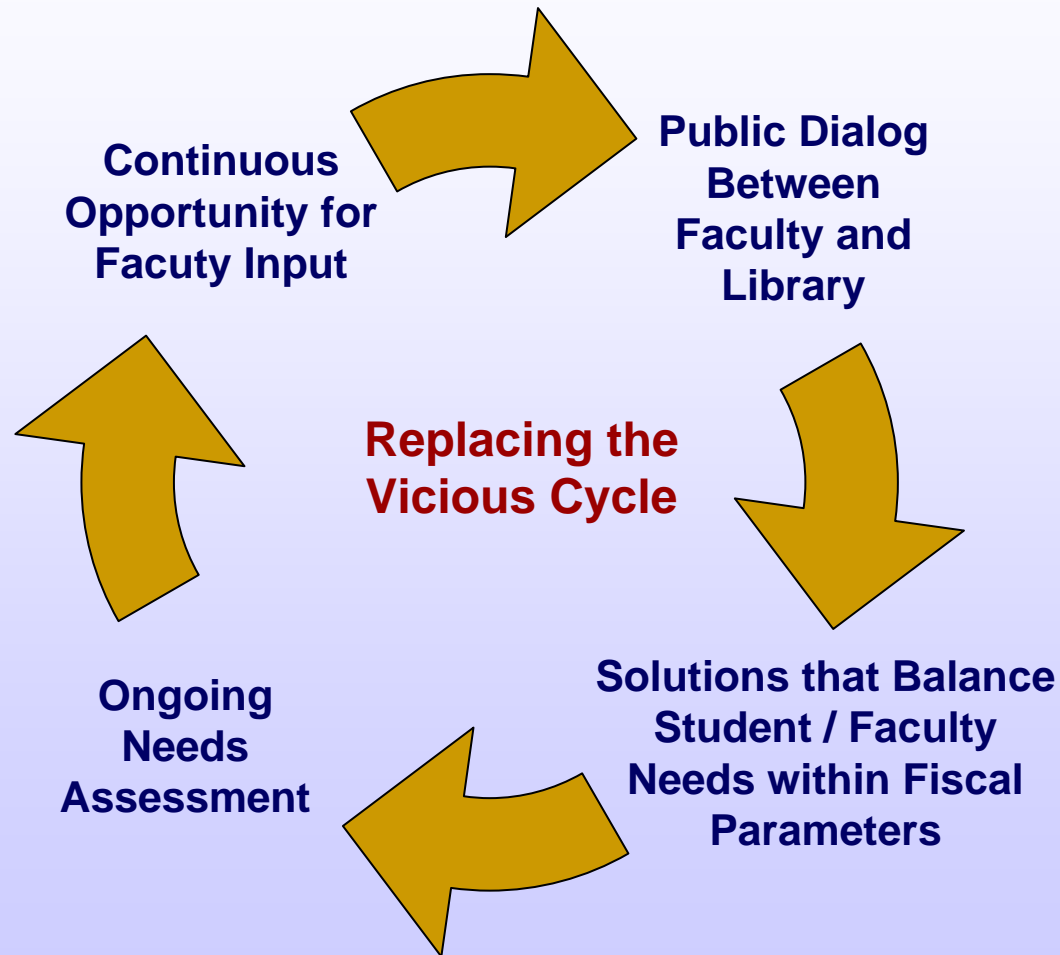
Results

- Duquesne gained access to most titles requested:
 - Added more than 800 new titles
 - Library maintained journal spending level
- Faculty participants and the library were able to achieve a win-win scenario
- Faculty perception of the library is improving

Long Term Goals

- Develop a better faculty-library relationship by:
 - Encouraging two-way communication
 - Improving trust in the library
 - Building a partnership
 - Better meet student and faculty needs by:
 - Collaborating with faculty to craft fiscally responsible solutions
 - Developing structures to ensure regular faculty and student input (needs assessment)
-

Developing a New Cycle



Developing Challenges

- Demands for:
 - More electronic everything!
 - Nontraditional resources
 - Electronic reference books and collections
 - PDA software
- Assess all print subscriptions and consider moving to electronic
- Rethink budgeting process to allow flexibility as resource types change

Collective Wisdom: The Future

The end of the beginning...

- “Now this is not the end. It is not even the beginning of the end. But it is, perhaps, the end of the beginning.”

Winston Churchill



Questions?

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