

# NASIG Newsletter

Vol. 26, no. 2

May 2011

eISSN 1542-3417

## Serials & E-Resources News

### Report from ALA MidWinter

Eugenia Beh, Texas A&M University Libraries

#### Electronic Resources Management as a Public Service: Delivering Quality Content at the Right Time, in the Right Places

On Saturday, January 8th, 2011, from 10:30 a.m.-12:00 p.m., the ALCTS Continuing Resources Section, Electronic Resources Interest Group (ERIG) held its ALA Midwinter program entitled, "Electronic Resources Management as a Public Service: Delivering Quality Content at the Right Time, in the Right Places." Donna Scanlon, the electronic resources coordinator from the Library of Congress discussed the development of the Library of Congress' Electronic Resources Online Catalog, which recently became available to the public. Her presentation entitled, "The Long Road to ERM: Are We There Yet?," provided a timeline of the Library's steps towards creating the catalog, beginning with the development of a PHP/MySQL database and a website dedicated to online databases and e-resources in the 1990s to becoming a beta site for Innovative Interfaces' standalone electronic resources management system in 2003. Athena Hoepfner and Ying Zhang from the University of Central Florida Libraries then discussed the University of Central Florida Libraries' e-resources support team model and the creation of the E-Resources Access Team in their presentation, "eResource Access Support: Go Team!" The team, which consists of members from the Acquisitions, Cataloging, Public Services and Systems departments, was established in response to the growing number of e-resources and the limited number of staff who handle

e-resources. Elizabeth Babbitt, electronic resources librarian from Montana State University, also addressed resolving e-resources access issues, albeit through the use of a discussion forum rather than a support team, in her presentation, "Right Here, Right Now – Using a Discussion Forum to Resolve Electronic Resource Access Issues." Finally, Andrew McLetchie, senior data analyst at ITHAKA/JSTOR, addressed the use of actionable knowledge derived from business analytics and intelligence data to enhance users' experience in the final presentation, "Business Analytics & Intelligence: Leveraging Data to Enhance User Experience."

#### LITA Electronic Resources Management Interest Group Open Source Electronic Resource Management Systems

The LITA Electronic Resources Management Interest Group met on Friday, January 7, 2011 to discuss the topic of open source electronic resource management systems. The presenters consisted of Ben Heet, senior technical analyst at the University of Notre Dame; Beth Camden, the Goldstein Director of Information Processing at the University of Pennsylvania; Andreas Bidenbach, manager of eProduct operations for the Americas at Springer; Oliver Pesch, chief strategist for EBSCO's e-resource access and management services; and Tim Jewell, director of information resources and scholarly communication at the University of Washington. Ben Heet gave an overview of CORAL (Centralized Online Resources Acquisitions and Licensing), the University of Notre Dame's approach to an electronic resource management system. Beth Camden discussed the Quali OLE Project, a community-

source library management system that was designed to break away from print-based workflows. Andreas Biedenbach, Oliver Pesch, Bob McQuillan, and Tim Jewell delivered updates on KBART, IOTA, CORE and the NISO ERM Data Standards Review, respectively. Andres Biedenbach reported that Phase II of the KBART (Knowledge Bases and Related Tools) working group involves extending KBART to e-book, consortia, and open access data, in addition to pushing for broader adoption. Oliver Pesch discussed the progress of the IOTA (Improving OpenURLs through Analytics) working group, which is currently focused on addressing the completeness of links from citation sources generated by the OpenURL standard. The group is not yet looking

at the accuracy of the links, nor are the members attempting to change the standard itself; instead, they are working on developing a completeness index for measuring the quality of links generated by OpenURL. Bob McQuillan gave a quick update on the CORE (Cost of Resource Exchange) standing committee's progress, whose present goal, like the KBART working group, is to push for broader adoption. Finally, Tim Jewell delivered a brief update on the ERM Data Standards review working group, mentioning that he will deliver a report on whether data standards can help with some of the known problem areas with current ERMS at the 2011 NASIG Annual Conference in St. Louis.