ELECTRONIC RESOURCE MANAGEMENT MODULE

ERM

TASK GROUP REPORT

INDEX

Executive Summary

This report presents the findings and conclusions, a workflow analysis, and key recommendations to implement the III Electronic Resources Management module.

The management of electronic resources varies from traditional print resources. Differences include licensing, technical support, access, and the means and necessity of greater transparency across all aspects of e-resource management.

To aid in electronic resource management, both librarians and vendors have developed sets of standards and guidelines. The most broadly accepted guidelines are the Digital Library Federation and NISO's Electronic Resource Management: Report of the DLF ERM Initiative, which recommends the basic functions and structure of database approach to managing electronic resources.
Library vendors have created an array of electronic management products. Many of these have been developed by companies typically associated with library information management (IOLS vendors) as well as new services (Serials Solutions, TDNET).

After a product analysis, ASU Libraries elected to purchase III's Electronic Resources Management module (ERM). An ERM Project Team was formed to implement this product. After an initial investigation of what was required to bring ERM online, this Project Team formed various Subgroups to address significant aspects of ERM implementation.

The Workflow Subgroup developed and documented ideal workflows for selecting, licensing, acquiring, purchasing, making accessible, and maintaining electronic resources for the libraries across all ASU campuses. A comprehensive analysis of required personnel and procedures was produced.

The Coding Subgroup addressed necessary data requirements of ERM resource, licensing, and contact records.

The Public Access Subgroup evaluated and made recommendations on the public display of ERM data as issues arose from the Coding Subgroup. These recommendations are included in the Coding Subgroup report.

Marketing Subgroup surveyed library users at all levels across all campuses to determine preferences for receiving e-resource notifications and announcements.

The E-Resource Web Form Subgroup revised the current web form for use with the ERM module. The ERM web form will be used to recommend new e-resources or e-resource upgrades and serve as the basis for ERM record creation.

The Training Subgroup will be responsible for training library staff to retrieve and interpret ERM staff records and public displays once a "critical mass" of ERM records is loaded.

The Implementation Subgroup produced a timeline for populating and implementing the ERM module. This Subgroup will oversee the entire implementation process.

The following report sections will elaborate on the work and recommendations of each Subgroup.

Electronic Resources Management: ERM Workflow Redesign and System Implementation
ERM Workflow Subgroup

ERM Workflow Subgroup
Final Report

Charge: The ERM Workflow Group, a subgroup of the ERM Implementation Task Force, was charged with developing and documenting ideal workflows for selecting, licensing, acquiring, purchasing, making accessible, and maintaining electronic resources for the libraries across all ASU campuses.

Guiding Principles: The ERM Workflow Group sought to use existing processes only to inform the development of "ideal" workflows for new and renewed electronic resources, and to assign departmental responsibility for the various steps involved in making electronic resources accessible. We did not document existing procedures, only recommended procedures.

Meetings and Presentations: The group met weekly from July 2006 through February 2007. A flowchart for new electronic resources processes was presented to sponsors of the ERM Implementation Task Force, Associate University Librarians Vicki Coleman and John Howard, in November, and to the Task Force and Collections Steering Council in December 2006. A flowchart for electronic resources renewal processes was presented to the Task Force in January 2007. After each of these presentations, solicited feedback was considered by the Workflow Group and led to minor revisions of the documented processes.

Recommendations: In addition to the documents listed below which contain recommended workflows and associated maintenance activities, the ERM Workflow Group recommends that the ASU libraries hire or appoint a system-wide **Electronic Resources Management Coordinator** to facilitate communications among the various stakeholders involved in electronic resources processes: resource vendors and providers; contract specialists both within and outside the Libraries; system vendors; and departments and councils throughout all libraries. While the ERM module itself will help centralize and organize electronic resources processes, one librarian with knowledge of the "big picture" will ensure that the ERM is implemented, maintained, and interpreted for all constituencies. A recommended Job Description has been written and discussed with the Associate University Librarians.

Documents: Documents produced and presented by the ERM Workflow Group and attached herein include:

- New Electronic Resources Flowchart (flowchart and textual documentation);
- Renewal Process Flowchart for Electronic Resources (flowchart and textual documentation);
- Criteria for Electronic Resources Automatic Renewals (text);
- Maintenance Activities for Electronic Resources (list).

ERM Workflow Task Group members:

Betsy Redman, (Task Group Chair)
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New Electronic Resources Process Flowchart

The workflow process as shown in this flowchart and described in this document was conceived by the ERM Workflow Task Group as an "ideal" workflow for acquiring and making accessible new electronic resources. Members of the Workflow Task Group are listed at the end of this report. Many areas of the process represent additions to or modifications of existing electronic resources (ER) workflows.

Types of Resources

This flowchart covers acquisition and access issues for all three broad types of ERs:
- Reference sources such as indexing and abstracting services, encyclopedias, almanacs, biographical and statistical sources, dissertation and conferences proceedings databases, and other web sites;
- Electronic journals, journal packages, and services that aggregate journal content;
- Electronic books and other monographs (e.g. GIS documents, poetry, plays).

The minor points of divergence among these different types of ERs are noted in the <u>ER Process</u> sections 7, 9 and 11 below.

This initial flowchart documents the process for <u>new</u> ERs. Ongoing maintenance issues, such as renewals and SFX loads, will be documented separately.

Flowchart Elements

The flowchart is divided into three broad elements:
- Staff and/or Departments (in yellow): Who is involved in each step of the workflow process;
- Process (in blue): The workflow itself: what is being done, and when;
- Tools (in red): Documents created and/or used during particular processes.

Dashed lines, with arrows, link the "Staff and/or Departments" and "Tools" to individual "Process" steps.

Some "Process" steps indicate "Time Element" in a small circle. These are steps in the process in which time is a particularly important factor and delays may be costly in terms of accessibility, transparency, price, or relevancy to the collection and/or current research needs. Timeframes are provided in the <u>ER Process</u> section, below.

ERM Coordinator

In many areas of the flowchart, the ERM Workflow group has indicated an "ERM Coordinator" position in the "Staff" section. We strongly recommend such a position be created to provide general oversight of the ER process and communicate with vendors about products and options. The Task Group has drafted a proposed Position Description, included in this packet.

The ERM Workflow group's workflow analysis and recommendation for an ERM Coordinator are consistent with suggestions of the R2 report. On pages fourteen through eighteen, the R2 consultants make the case to separate decision making and processing functions in Collection Development. They argue "the task for selecting appropriate content has been conflated with the acquisition of it…this has caused some degree of frustration among selectors, and some disengaged from the process."

To accomplish this separation they suggest that the electronic resources coordinator and contracts specialist positions be moved to a new "E Acquisitions Unit" in Technical Services. This would allow key process functions—licensing, negotiating fees, and implementing products (maintaining links, communicating availability, and managing access) to be separate from critical decision making.

Our workflow analysis and recommendation for an ERM Coordinator fit this design well. The ERM Coordinator, as we have proposed, will manage the technical aspects of electronic resource development. This will allow the collection development unit (now Collections & Scholarly Communications) to focus exclusively on selecting, licensing, and evaluating electronic resources.

ER Process

This section is best read while consulting the "New Electronic Resources Process Flowchart." It refers to specific boxes in the "Process" (blue) section of the flowchart.

1. <u>Start: Awareness of product</u>. Anyone in the University may receive news of a new ER, through communication from a vendor or any number of discovery mechanisms such as professional journals, web pages, and listservs. As with other order requests, requests for new resources should be communicated to the appropriate selector/area specialist. The Collections and Scholarly Communications Office (CSCO) may be the appropriate "selector" for broad, generalized resources such as some aggregator databases, collections of e-books, etc.

2. <u>Request submitted</u>. By the "selector" via a web-based "New ER Recommendation" form to be developed by the Collections Steering Council (CSC). The Task Group endorses that selectors, as subject specialists in their respective areas, be granted authority to enter recommendations without a higher level of "approval" required. Complex proposals with a variety of options (e.g. IOP's Packages B, C, D, F, H, I, P and Z plans in 2007) may require more than one "ER Recommendation" if multiple options are to be considered.

   In some instances, after individually researching or previewing a potential new ER, a selector may decide not to recommend the resource for purchase; however, entering that decision into the ERM could prove useful to others who might also consider that resource. The "New ER Recommendation" form will allow selectors to designate an entry as "informational only." The ERM Coordinator enters such submissions into the ERM noting reason the selector rejected from further consideration, but will not forward to the CSC for further review.

3. <u>Resource & contact records created</u>. Migration of data from all "ER Recommendation" forms to Innovative's Electronic Resources Management (ERM) module, preferably via electronic crosswalk.
   a. Quality assurance check by ERM Coordinator to ensure all recommendations entered in ERM.
   b. Time element: See 4b below.
   c. Selector/recommender may access Resource record to view updates.
   d. Contact record for vendor sales contact entered now; additional contacts (licensing, tech support, billing) may be added later.

4. <u>Data gathering</u>. ERM Coordinator collects information about each ER recommendation through contact with vendor, e.g. estimated price for site license; IP authentication; other options available.
   a. Add additional information gathered into ERM Resource and Contact records as needed.
   b. Time element: Steps 3 and 4, Resource and Contact records created, additional data gathered and input into ERM within two weeks.
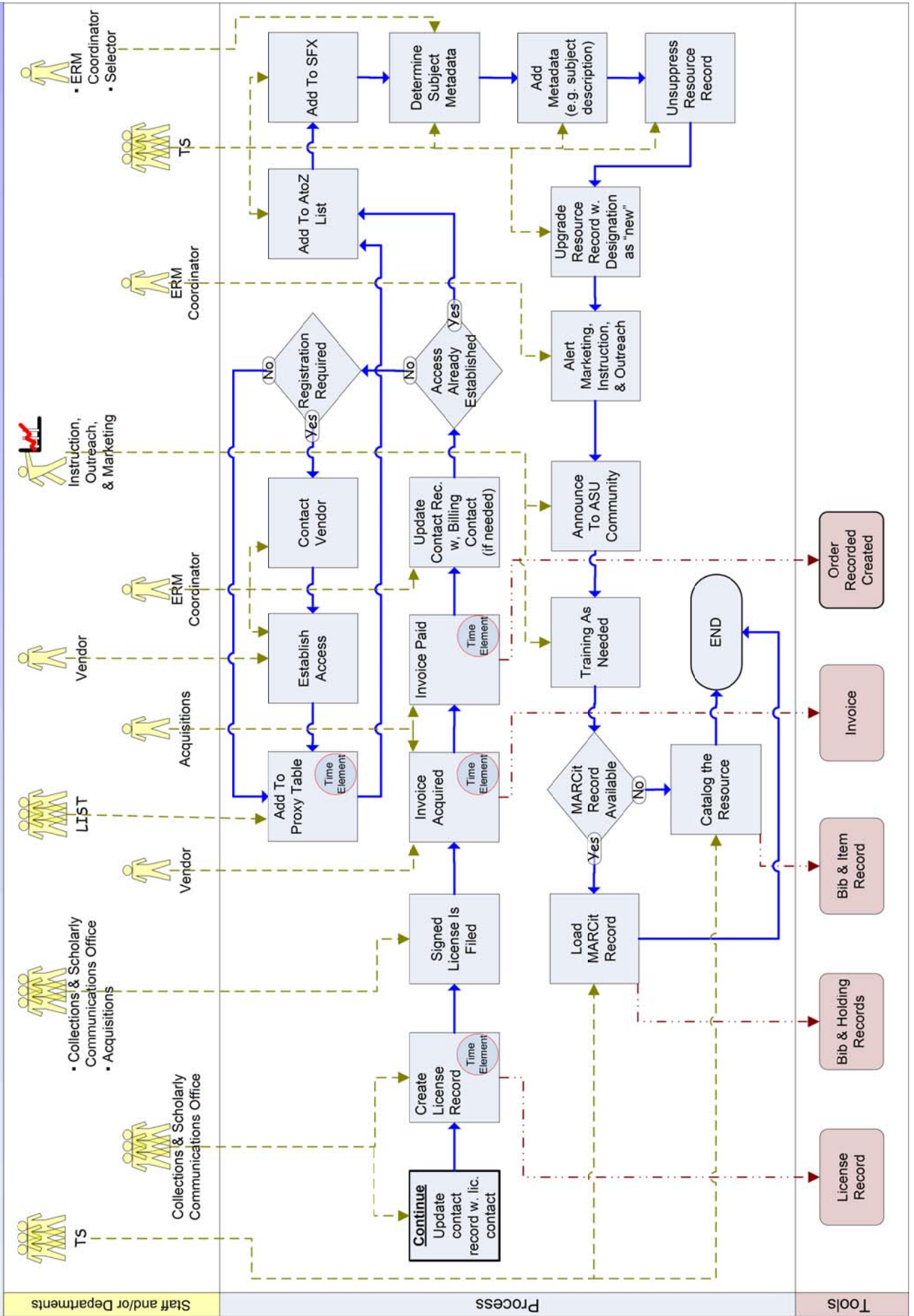
5. Review of request through Update record with date. Collections Steering Council (CSC), using predetermined criteria, reviews ER recommendations and decides to proceed immediately toward purchase, reject, or recommend trial or further information gathering before purchase decision is made.
    a. ERM Coordinator is a member of CSC.
    b. Selectors for recommendations being discussed may be invited to CSC meeting.
    c. Time element: CSC meets every two weeks; decision about whether to proceed, deny, or request trial for each ER made within two meetings (analogous to first reading and second reading of revisions to bylaws and policies in various governing bodies).
    d. ERM Coordinator updates Resource record with decision (proceed or deny) and date.
    e. Each request prioritized with other ERs being considered within same meeting and with other ERs currently being worked on.
    f. ER trials discussed in 6 below. If decision is to purchase without trial, skip to 7. Trial loop. If CSC determines that a trial should be conducted before a decision to purchase is made, it will recommend that the trial be internal (library staff only) or external (University-wide).
    g. ERM Coordinator works with vendor to establish access and determine time trial will run. If vendor or publisher requires a license be signed prior to trial, ERM Coordinator works with CSCO to arrange acceptable trial terms.
    h. Time element: Trials should be established within one week of decision to trial (pending arrangement of trial terms, if necessary).
    i. ERM Coordinator notes trial status in ERM Resource record. Duration:
        1. Internal trials (library staff and select others only) should be completed within one month.
        2. External trials (campus-wide across all ASU campuses) may be dependent on vendor policy, but should extend for no longer than one year.
    j. Trial is announced and ensues. Instruction, Outreach and Marketing collects feedback and forwards to ERM Coordinator.
    k. ERM Coordinator reviews and summarizes feedback for next CSC meeting.
    l. CSC reviews feedback summary and decides to purchase or reject product.
    m. Resource record is updated with CSC's decision to purchase or reject.

6. License and/or registration through Signed license is filed. Using priorities set by CSC, CSCO negotiates license with vendor.
    a. CSC notifies CSCO of any special services (e.g. MARC records) to be negotiated with license.
    b. Time element: CSCO updates CSC on license progress for each ER within 30 days.
    c. If license has not been completed by the time CSCO updates CSC, CSC reviews ER again and may grant additional 30-day extension or terminate discussions. If CSC decides to continue negotiations, request is again prioritized and returned to CSCO for further negotiation. ERM Coordinator updates Resource record with CSC's decision and information on status of license negotiations.
    d. For packages of ejournals or ebooks, list of titles included in license is obtained by CSCO and forwarded to Technical Services (TS).
    e. CSCO notifies TS that license has been completed.
    f. CSCO creates and updates ERM Contact and License records as licenses are negotiated and completed. Time element: License record should be completed within two working days of receipt of co-signed license.
    g. CSCO forwards completed co-signed licenses to TS license file.

7. Invoice acquired through Update Contact record. TS contacts vendor to have invoice sent (or obtains invoice from CSCO if vendor has already sent at conclusion of licensing process).
    a. TS creates III Order record and pays invoice.
    b. TS updates Contact record with Billing Contact if applicable.
    c. Time element: Invoices received must be paid within 30 days. Late in fiscal year, multiple contacts with vendor may be necessary to get invoice in time for fiscal year payment.

8. <u>Establishing access: Registration through Upgrade Resource record with Designation as "New."</u> (Note: If the resource was trialed, steps a and b were already done during trial loop sequence in 6 above.)
   a. If necessary, ERM Coordinator contacts vendor to register ER and establish access. Maintenance of database administrative access, user id's, passwords, subscription id's, etc. centralized in CSCO.
   b. LIST adds proxy configuration.
   c. TS adds full-text e-journals and e-journal aggregators to E-Journals A-Z list and SFX. Other types of ERs (reference ERs and e-books) may also be added to SFX, pending future policy decisions.
   d. ERM Coordinator and/or Selector assign subject(s).
   e. TS enters subject metadata and brief description of resource into Resource record.
   f. TS unsuppresses Resource record to be viewable in OPAC (may already be done if ER was trialed) and updates status to "New."
   g. ERM Coordinator tests all applicable links (A-Z list; SFX; OPAC; proxy) and forwards notice of availability of ER to Instruction, Outreach and Marketing.
   h. Time element: Once vendor makes the ER accessible to the Libraries, steps a through g to establish all access points should be completed within three working days.

9. <u>Announced to ASU community and Training</u>. Instruction, Outreach and Marketing announces availability of new resource through predetermined communication methods and establishes training sessions (for library staff and/or ASU courses) as needed.

10. <u>MARCit! records loaded or Resource is cataloged</u> by TS.
    a. For full-text e-journal packages and aggregators and potentially for e-books, TS loads, reviews and maintains MARCit! records on a regular basis.
       1a. MARCit! load creates III Bibliographic and Holdings records for each individual title within the ER, and links them to the Resource record.
       2a. Additions and deletions to packages are electronically reported and handled by TS as appropriate.
       3a. MARCit! load workflows will be flowcharted separately.
    b. For reference ERs or other non-full-text materials, TS catalogs the ER, with III Bibliographic and Item records created and linked to Resource record.

12. <u>End</u>. Process for new ERs ends with MARCit! load or cataloging of the ER. The ERM Workflow Subgroup will document renewal and maintenance activities in additional flowcharts.

New Electronic Resources Process Flowchart

Staff and/or Departments

- Anyone University Wide (if external)
- Instruction, Outreach, & Marketing
- Lib Staff & ERM Coord
- Anyone University Wide
- Selectors (broadly defined)
- TS
- ERM Coordinator
- Vendor
- LIST
- CSC
- ERM Coordinator
- Collections Steering Council
- Instruction, Outreach, & Marketing
- ERM Coordinator
- Collections & Scholarly Communications Office (CSCO)
- Vendor

Process

- START — Awareness Of Product
- Request Submitted
- Resource & Contact Rec. Created (Time Element)
- Data Gathering (Time Element)
- Review of Request (Time Element)
- Prioritization
- Recommend for purchase — Yes / No
- Go To CSC — Yes / No
- Update Record w. Date
- License and/or Registration (Time Element)
- Successful — Yes / No
- Confirm licensed content (e.g. titles, holdings)
- Continue to P2
- Reject — Yes / No
- Update Resource Record w. Reason
- END
- Prepare For Trial
- Contact Vendor
- Establish Access (Time Element)
- Announce To Community
- Update Resource Record w. "trial"
- Unsuppress Resource Record
- Add To Proxy Table
- Trial Type — Internal / External
- Add Metadata e.g. subject
- Announce to Library Staff
- Collect Feedback (Time Element)

Tools

- Signed License
- CSC Criteria For Review: License, Cost, Value
- Product Information Template
- ERM Resource & Contact Record
- ER Web Form
- CGI Response Selector

New Electronic Resources Process Flowchart

Staff and/or Departments

- TS
- Collections & Scholarly Communications Office
- · Collections & Scholarly Communications Office
- · Acquisitions
- Vendor
- LIST
- Acquisitions
- Vendor
- ERM Coordinator
- Instruction, Outreach, & Marketing
- ERM Coordinator
- TS
- · ERM Coordinator
- · Selector

Process

- **Continue** Update contact record w. lic. contact
- Create License Record (Time Element)
- Signed License Is Filed
- Add To Proxy Table (Time Element)
- Establish Access
- Contact Vendor
- Add To Proxy Table
- Invoice Acquired (Time Element)
- Invoice Paid (Time Element)
- Update Contact Rec. w, Billing Contact (if needed)
- Registration Required — No / Yes
- Access Already Established — No / Yes
- Add To AtoZ List
- Add To SFX
- Determine Subject Metadata
- Add Metadata (e.g. subject description)
- Unsuppress Resource Record
- Upgrade Resource Record w. Designation as "new"
- Alert Marketing, Instruction, & Outreach
- Announce To ASU Community
- Training As Needed
- MARCit Record Available — Yes / No
- Load MARCit Record
- Catalog the Resource
- END

Tools

- License Record
- Bib & Holding Records
- Bib & Item Record
- Invoice
- Order Recorded Created

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Electronic Resources Management: Workflow Redesign
ERM Workflow Subgroup

Criteria for Electronic Resources Automatic Renewals

Technical Services will review and pay renewal invoices for electronic resource subscriptions without review by the Collections and Scholarly Communications Office or the Collections Steering Council unless one or more of the following conditions applies:

- Cost has increased by more than 10% or $5,000 (whichever is greater), unless reason for cost increase is clear (e.g. adding another campus site to the license; adding more concurrent users; pre-approved graduated price increases);

- Platform has changed;

- Number of concurrent users has increased or decreased without CSCO authorization;

- Initial purchase of resource was not understood to be a subscription pricing model;

- Contract is currently under negotiation and/or due to expire. Contract expiration dates will be tracked in ERM with alerts to CSCO and TS at least six months prior to renewal date);

- CSCO or CSC has notified TS that they wish to review the resource prior to renewal for usage, cost, alternate products available, content change, concurrent user adjustments, or any other reason. TS must be notified in writing of this need for CSCO or CSC review more than three months prior to current subscription term's expiration;

- Other conditions apply upon receipt of renewal notice or invoice that TS deems necessary and sufficient to request CSCO or CSC direction.

CSCO is authorized to approve reasonable increases in price or concurrent users, or other minor changes in the contract, without requiring CSC oversight before renewal.

Renewal Process Flowchart for Electronic Resources

The renewal process for existing electronic resources subscriptions and standing orders is documented in the "Electronic Resources Renewal Process Flowchart." This written document elaborates on the tasks and tools involved in electronic resources renewals and should be read in consultation with the flowchart.

Types of Resources

All electronic resources covered by the Renewal Process Flowchart constitute a subscription purchasing model; that is, an annual cost is charged by the provider to continue or renew online access. Most, but not all, of these resources will be serial in nature, and include:

- Electronic journals and journal packages which must be renewed for an annual subscription term each year following the print journal model;
- Serials such as reference sources which are updated following the print serial or looseleaf model;
- Ebook packages purchased on a subscription basis, for which we must pay each year to maintain access to the same, different, or additional books in the package, or which carry an annual maintenance fee (see next type below);
- Resources for which we pay a one-time fee to purchase to own, but which carry nominal annual maintenance or updating fees to continue online access and updating through the provider. If cancelled, we receive an archival document (CD-ROM or other) containing the resource as it exists at that moment in time.

Steps in the flowchart would be carried out for all types of subscription purchasing models noted, regardless of actual resource content.

Flowchart Elements

As in the "New Electronic Resources Flowchart", the flowchart is divided into the three broad elements of Staff and/or Departments involved (in yellow); the process itself (in blue); and the tools or documents used in performing the process (in red). Also as before, the words "Time Element" in a small circle in a process step means that the timeframe for completion is especially relevant to avoid late charges and/or lapses in or terminations of online access.

ER Renewal Process

This section is best read while consulting the "Electronic Resources Renewal Process Flowchart." It refers to specific boxes in the "Process" (blue) section of the flowchart.

1. Start: Invoice/Renewal notice forwarded to Technical Services. Invoices and renewal notices may be received via postal mail, email, or fax. Most come directly to Technical Services. Those received by library personnel outside Technical Services should be forwarded to an acquisitions librarian. Invoices are usually marked as such and include a vendor payment address, bill to address, resource name, cost, and typically a subscription period (e.g. 1/1/07-12/31/07).

2. Identify product. Technical Services identifies the product being invoiced via the ERM/ILS system (or by contacting the vendor, if necessary for identification).

3. Review for accuracy and policy/price changes. Technical Services uses documented "Criteria for Electronic Resources Renewal" to determine whether the resource qualifies for automatic renewal without further clarification or review.

At this stage, several decisions dictate the flowchart path the renewal process will take (Steps 4-6 below):

4. <u>Clarification needed?</u>
   a. <u>No</u>: If no further clarification or review is needed from the vendor, CSCO, or CSC (as dictated by the documented renewal criteria and/or consultation of the ERM resource record), the process skips to "Meets Auto-Renewal Criteria?" decision (Step 6 below).
   b. <u>Yes</u>: If clarification from the vendor and/or CSCO is needed before the process continues, TS will next check the resource record to determine whether the CSC has required review before renewal anyway (Step 5 below).

5. <u>CSC Review?</u>
   a. <u>No</u>: If the CSC has not previously requested that the resource be reviewed before renewal (as recorded in the ERM resource record), TS will contact the vendor and/or CSCO to clarify or resolve whatever issue(s) may prevent automatic renewal. The process then moves to "Meets Auto-Renewal Criteria?" decision (Step 6 below).
   b. <u>Yes</u>: If the CSC has requested that the resource be reviewed, the process skips to "Update Resource Record" (Step 7 below).

6. <u>Meets Auto-renewal criteria?</u>
   a. <u>No</u>: If contacting the vendor and/or CSCO does not satisfy requirements for automatic renewal as identified in the "Criteria for Electronic Resources Renewal," TS skips to "Update Resource Record" (Step 7 below).
   b. <u>Yes</u>: If responses from the vendor and/or CSCO satisfy automatic renewal requirements, the process skips to page 2 of the flowchart, "Renewal Signature Required?" decision (Step 9 below).

7. <u>CSC Review loop, Part 1: Update Resource Record through Renew? decision.</u>
   a. <u>Update resource record.</u> TS updates the ERM resource record indicating the nature of the issue(s) requiring CSC review.
   b. <u>Investigate and prepare for review.</u> The ERM Coordinator contacts the vendor, selector, CSCO, and/or any other interested parties to document the issue(s) requiring CSC review. This may include checking usage statistics, getting additional price quotes or options from the vendor, and/or testing of a new platform or interface.
      <u>Time element</u>: ERM Coordinator investigation and preparation for CSC review is completed within two weeks of notification from TS that review is required.
   c. <u>CSC Review.</u> The ERM Coordinator presents these findings to the CSC for discussion.

8. <u>CSC Review loop, Part 2: Renew?</u> and <u>Renegotiate?</u> decisions: CSC decides whether to renew existing resource, renew with changes or upgrades and renegotiate, or cancel (not review).
   a. <u>Renew, no renegotiation</u>: If the CSC (including the ERM Coordinator) decides the resource subscription may be renewed without change, the process skips to page 2 of the flowchart, "Renewal Signature Required?" decision (Step 9 below).
   b. <u>Do not renew as is, renegotiate</u>: If the CSC decides the resource should be renewed but with changes (e.g. upgrade number of users; change platform; expand an abstracts service to abstracts with full text), the resource may be considered a "New" electronic resource, depending on the type of change. The process moves to the "License and/or Registration" step in the separate flowchart for New Electronic Resources. (Note: If new licensing is not required, ERM Coordinator, CSCO, and TS cooperate to request new invoice revised to reflect changes (e.g. increased number of users; expansion to full text service, etc.)
   c. <u>Do not renew or renegotiate</u>: If the CSC decides not to renew or renegotiate a resource, the following cancellation steps 1- 6 will be completed:

1c. <u>Notify vendor</u>: ERM Coordinator notifies vendor of ASU's intent to cancel.
   <u>Time element</u>: Should be done prior to expiration of current subscription term, or as soon as possible thereafter, to avoid late fees for non-payment of pending invoices.

2c. <u>Update records with reason for rejection</u>. ERM Coordinator updates ERM resource record and adds reason for cancellation; TS changes status of order record.

3c. <u>Update proxy table</u>: Upon expiration of the current subscription term, LIST removes proxy configuration.

4c. <u>Update SFX and SerialsSolutions records</u>: Upon expiration of current subscription term, TS removes SFX target and/or SerialsSolutions links.

5c. <u>Notify ASU community</u>: Instruction, Outreach and Marketing notifies the ASU community at large that electronic access to a resource has been discontinued.

6c. <u>End</u>: Process ends here for cancelled (non-renewed) electronic resources.

9. <u>Renewal signature required/Sign and fax renewal notice.</u> For resources that are renewed, if the renewal document is a renewal notice requiring confirmation before an invoice is issued, TS signs and sends renewal notice to the vendor.

10. <u>Get and pay invoice.</u> Technical Services receives and pays the invoice to renew the resource for continued access through another subscription term.
   <u>Time element</u>: Within usual payment terms (net 30 days for most invoices).

11. <u>End.</u> The Electronic Resources Renewal Process ends upon payment of the renewal invoice.

Electronic Resources Renewal Process Flowchart

Staff and/or Departments

- Vendor
- CSCO
- Selectors
- ERM Coordinator

TS

Instruction, Outreach, & Marketing

- ERM Coordinator
- Selector

TS

CSC

LIST

- ERM Coordinator
- TS

CSCO

ERM Coordinator

Process

START Inv./Renewal Notice Forwarded To TS

Identify Product

Review For Accuracy & Policy/Price Changes

Clarification Needed — Yes → CSC Review? — No → Contact Vendor and/or CSCO

CSC Review? — Yes

Clarification Needed — No

Meets Auto-renewal Criteria — Yes / No

Update Resource Record

Investigate & Prep. For Review (Time Element)

CSC Review

Renew — Yes / No

Update Records & Add Reason For Rejection

Re-negotiate — Yes → License and/or Registration (Time Element)

Re-negotiate — No → Notify Vendor (Time Element)

New Resource Flowchart Page 1

Continue to P2

Notify ASU Community

Update SFX & SS Records At Contract Expiration

Update Proxy Table

END

Tools

Renewal Notice

Invoice

Renewal Criteria

Resource Record

ERM Flowchart (new resources)

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Electronic Resources Renewal Process Flowchart

Staff and/or Departments	Process	Tools

Staff and/or Departments: TS

Process flow:

Continued From P1 → Renewal Signature Required?
- Yes → Sign & FAX Signed Renewal Notice → Get Invoice
- No → Invoice in hand?
  - Yes → Pay Invoice (Time Element) → END
  - No → Get Invoice → Pay Invoice

Tools:
- Renewal Notice
- Invoice
- Invoice

Electronic Resrouces Management Workflow Redesign
ERM Workflow Subgroup

Maintenance Activities for Electronic Resources
3/26/07

Once the ASU Libraries system adds a new electronic resource to our A-Z list of electronic journals (SerialsSolutions), our link resolver (SFX), and/or our online catalog, ongoing maintenance activities may be required by a variety of departments. The ERM Workflow Group decided not to flowchart each of these potential maintenance activities, as they can vary widely depending on the type of resource, whether it is purchased or free, changes in publisher/provider initiatives or purchasing models, and so forth. However, the Workflow Group lists below the most regular maintenance activities and has suggested where responsibility for dealing with these issues should lie.

Many of these maintenance activities will be worked on by more than one department, depending on the precise nature of the maintenance issue. The ERM Coordinator would coordinate the necessary interdepartmental tasks and alert appropriate staff to non-routine maintenance needs. The ERM Coordinator would also serve as the "go to" person for ER providers and library staff when ER maintenance issues arise.

Abbreviations key:
CSC   Collections Steering Council
CSCO Collections and Scholarly Communications Office
ER   Electronic Resources
ERM   Electronic Resources Management
IOM   Instruction, Outreach and Marketing
LIST   Library Information Systems and Technology
TS   Technical Services

- ER renewals (See ER Renewals Process Flowchart): TS; CSCO; CSC; LIST; IOM; ERM Coordinator

- License renewals

    * Maintenance of current online and printed licenses, both archival and current. Includes replacement and retention of superseded licenses in accordance with records management requirements: CSCO; TS; LIST
    * Digitization of licenses and linking to ERM records: LIST
    * Updating license records in ERM as licenses change: CSCO

- MARCIt! loads, including monthly checking/cleanup of new and removed titles and other system-generated alerts of fallouts: TS

- HelpStar tickets on e-resources

    * Access issues: LIST; TS; CSCO; ERM Coordinator
    * Holdings issues: TS

- Statistics gathering and reporting

* Collections and usage stats for regular national (e.g. ARL), state, and institutional bodies reporting and upon request: CSCO

* Checking provider- or vendor-compiled package title lists against SFX/SerialsSolutions/ERM: CSCO

* Vendor maintenance issues

  * Changes or updates to vendor software or web site: LIST; ERM Coordinator
  * Authentication or configuration: LIST
  * Changing Serials Solutions URLs if necessary: TS
  * Changing SFX URLs if necessary; TS; possibly LIST
  * Database outage notices from vendors: ERM Coordinator, LIST

* Vendor relations issues

  * Sales or courtesy contacts from vendors: ERM Coordinator
  * Training: ERM Coordinator; IOM
  * Marketing of new resources or vendor services: ERM Coordinator; IOM

* Cancellation of ER orders

  * Cancellation of ERM resource, license, order and/or checkin records as needed: ERM Coordinator; TS
  * Removal from proxy configuration: LIST
  * Removal from SFX/SS lists (for ERs selected in those resources): TS
  * Closing holdings or deleting bibliographic records for cataloged ERs: TS

ERM Codes Subcommittee Report
April, 2007

The Code subcommittee was charged with the responsibility for specifying details of ERM product configuration. The III ERM system includes fixed and variable-length fields, which appear in resource, license, and contact records and can be defined by ASU Libraries. Coding in fixed and variable length fields enhances the provision of relevant resource information in OPAC displays and enables retrieval of lists of records by coded criteria for library staff to facilitate electronic resource management. The team members reviewed the III Manual for various records and fields, documents received from The Ohio State University Libraries and The University of Washington Libraries, and the Data Element Dictionary developed by the Digital Library Federation (DLF) Electronic Resource Management Initiative as guiding documents for clarity and understanding. We also considered recommendations from ASU's ERM Public Access Group, a subcommittee of the ERM implementation committee for public display fields, which have been incorporated in this report. Moreover, we constantly sought feedback from members of the ERM implementation committee as well as public services staff from all the campuses to meet their needs. We have also tried to anticipate future needs and have incorporated them in our fields, to streamline the process of acquiring various statistics related to electronic products for reports such as ARL and ARL Supplemental statistics.

Please find the attached document [ERM Record Field Tables on page 40], which includes recommended codes and definitions including drop-down menus for about 100 various fixed and variable-length fields.

Team Members:
Smita Joshipura (Chair)
Marcia Anderson
Phil Konomos
Fred McIlvain
Kit Minnifield
Betsy Redman
Hollie White

ERM PUBLIC ACCESS SUB GROUP

Charge: ASU Libraries across different campuses currently have implemented differing discovery mechanisms for Electronic Resources. These discovery mechanisms use different controlled vocabularies to associate subject terms with the corresponding electronic resource. With the implementation of the Innovative Interfaces, Inc., Electronic Resource Management module (ERM), such discovery mechanisms will be part of the Integrated Library System and redundant finding aids will be phased out over time.

Guiding Principles: This work group is being formed to evaluate current discovery mechanisms and controlled vocabularies for Electronic Resources at ASU Libraries and other institutions. Key considerations of this work will include:

- Recommending features to incorporate in the ERM public display to facilitate electronic resource discoverability;

Analyzing standards based controlled vocabularies and recommending a single taxonomic scheme that may be applied centrally.

Recommendations: The recommendations of the Public Access Sub Group are integrated into the Coding Sub Group report.

Group Members:
Hollie White, Chair, Law Library
Deg Farrelly, Fletcher Library
JoAnn Mulvihill, Social Sciences Services
Linda DeFato, Humanities Services
Joe Altimus, Technical Services
Marcia Anderson, ERM Implementation co-chair
Philip Konomos, ERM Implementation co-chair

The subcommittee was charged with the task of investigating marketing practices in academic libraries for electronic resources and making recommendations based on the results of the investigation. The first step was conducting a review of the literature which led to the development of a user survey. The next step was attempting to contact other libraries to find out how (or whether) they were marketing their new electronic resources to their users. The only library that returned our call was Colorado State University Library. The staff member who spoke to Ellen mentioned the 'News' feature on the library home page and also mentioned the University of Wyoming Library blog as a good method for conveying news about resources or services. The recommendations that we are submitting are based on our conclusions after reviewing the literature, looking at practices in other libraries and analyzing the results of the user survey.

Our recommendations include marketing new databases, changes in database access, temporary service interruptions and downtimes, canceled databases (internal only), and trial databases. This is based on feedback and recommendations from several ASU librarians.

Literature Review

A review of the literature was conducted to determine what other libraries were doing about marketing electronic resources to their users. The committee members were a little surprised to realize that there isn't a comprehensive body of work on the subject – indeed; marketing electronic resources appears to be a relatively new practice in libraries. The search was conducted in the standard databases that index library publications and yielded a total of 22 articles that were specifically about marketing electronic resources in academic libraries. Blogging was the most popular marketing method discussed in many of the articles reviewed. Several articles also mentioned the value of making the library webpage a marketing tool. All of the articles emphasized the importance of libraries having more than one venue for notifying users of new resources and of tailoring the notification to the users' particular needs. It was clear that while blogging is generating quite a bit of interest among librarians, there is still need for more traditional forms of news dissemination as well. In addition to blogs, other electronic notification methods mentioned in several articles include RSS feeds, point-of-need information such as putting links in course management sites maintained by faculty, and email notifications such as listservs. Some of the articles that discussed the use of blogs as marketing tools mentioned the ease of setting up and maintaining one, and the importance of regular postings if the blog is to be successful as a marketing device. Based on this literature review, it was concluded that we need to use a variety of methods for marketing new resources. User surveys were utilized as a market research tool which led to the decision to conduct our own user survey.

Survey Results

Purpose
We hoped to find out if our users were interested in receiving notices when new electronic resources are added to the collection and if so, what their preferred customized and non-customized alerts methods are.

Survey Administration
The survey was open from January 29th to February 13th, 2007.   The survey was created on SurveyMon-

key.com and was distributed in a variety of methods, primarily by announcements on library web pages and in campus papers. To encourage people to take the survey we included a drawing for Schlotsky's and Starbucks gift certificates.

The distribution method gave us a statistically significant but non-representative sample of our users.

Number of respondents and breakdown by campus and user type

The total number of responses to the survey was 762. Four of these were users who did not select a user type. See below for breakdown by user type and campus.

Breakdown by campus and user type

Campus	Undergraduate Students	Graduate Students	Faculty	Staff	Library Staff	Community members	Total
Downtown	2	15	1	0	4		22
Polytechnic	11	13	2	4	3		33
Tempe	49	257	39	17	43		405
West	217	30	16	3	12		278
Total	279	315	58	24	62	20	758

The high number of graduate students responding from the Tempe campus may have been due to the fact that an announcement was placed on the graduate listserv for that campus. We are unsure about the reason for the high number of undergraduate student responses from the West campus.

Faculty and Staff who filled out the survey were asked to provide their department affiliation in hopes that we might find different preferences by department. However we did not get a statistically significant number of responses to this question and therefore were unable to draw any conclusions.

Findings

Current knowledge
90.7% of people who took the survey reported that they use our online resources.

We asked those users how they currently find out about online resources. The question had four possible answers: from a colleague or friend; from the librarian; from the libraries' new and trial databases page; and a fill in the blank "other." 240 people indicated that they found out from a colleague or friend; 212 from a librarian; and 120 from the new and trial DB's page. However, the highest response (248) was to the option "other".

The "other" responses indicate that whether a resource is "new" is not relevant because resources are sought at the point of need.

There were 25 responses that were not categorized since they either stood alone or no category could be derived from them. An example is a question about why we no longer had a specific database. Others were

specific, detailed examples of how people would like to be notified.

How users currently find out about new online resources

- From a colleague or friend.
- From a librarian.
- From the Libraries' New and Trial Databases page.
- Other
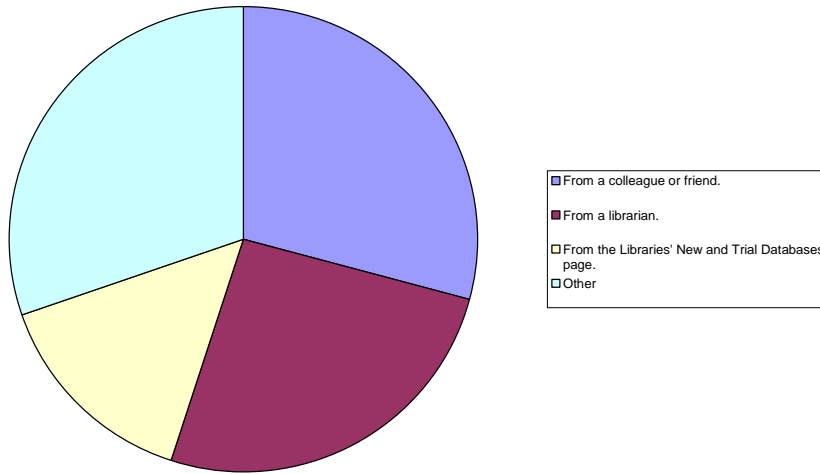
Other ways users currently find out about new online resources

- Some type of announcement
- Instructors
- Librarians
- Point of need
- Serendipity
- I don't
- Misc. (unable to classify)
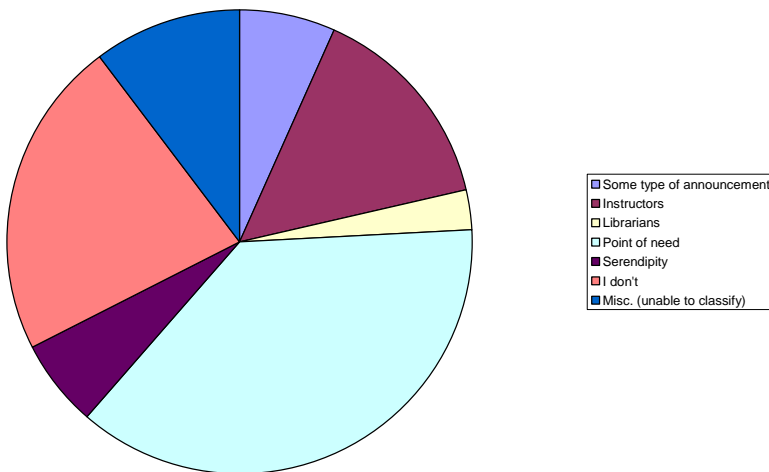
Interest in receiving alerts

Overall, 58.2% indicated interest in receiving customized alerts when new online resources are added to the collection. 26.9% were not interested. 14.9% did not know if they would like to be notified. The only group that indicated less than 50% interest in receiving notification was undergraduate students.

Interest in receiving customized notification by user type

Type	Interested in receiving notification	Not interested in receiving notification	Not sure if they want to receive notification
Undergraduate students	34.3%	40.8%	24.9%
Graduate students	68.1%	20.9%	11%
Faculty	89.7%	6.9%	3.4%
Staff	63.2%	31.6%	5.3%
Library Staff	70.9%	21.8%	7.3%
Community	57.1%	14.3%	28.6%
Total	58.2%	26.9%	14.9%

Customized alert methods
Across all user groups and campuses, respondents expressed a preference for e-mail announcements. Second ranking was Library announcements on department web pages, and third was by finding out directly from a librarian.

Preferred Customized Alert Methods - All User Types
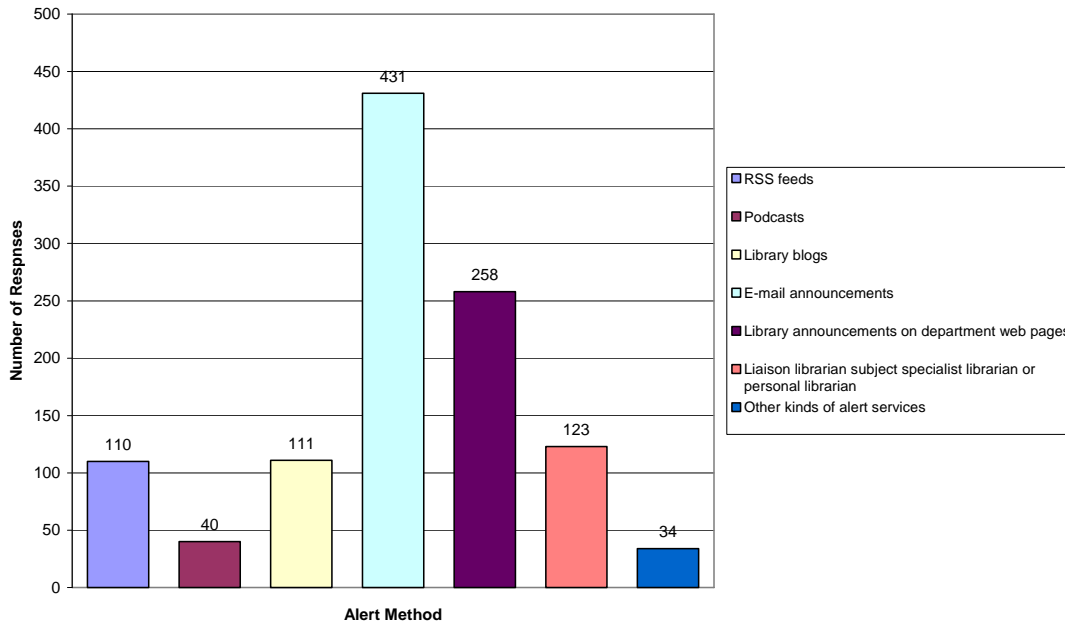
When broken down by user type, the preferences vary slightly. The second choice for faculty was librarians and third choice was RSS feeds. Graduates chose librarians as their third choice. Undergraduates and classified staff both chose blogs as a third choice. Library staff chose RSS feeds as a second choice and department web pages as third. See the table below for clarification.
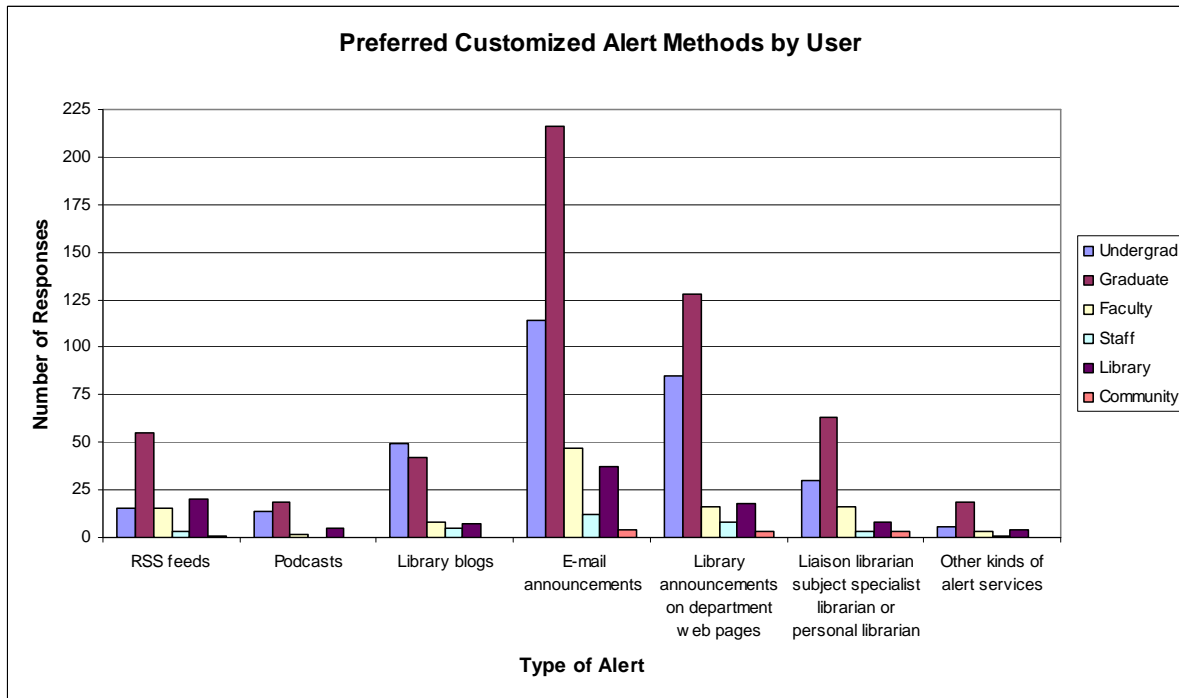
Preferred Customized Alert Methods by User

Non-customized alert methods
Across all user groups and campuses, respondents expressed a preference for e-mail newsletters, "what's new" type announcements on library web pages, and a library column in the student, faculty, or campus newspaper.

Preferred Non-Customized Alert Methods - All User Types
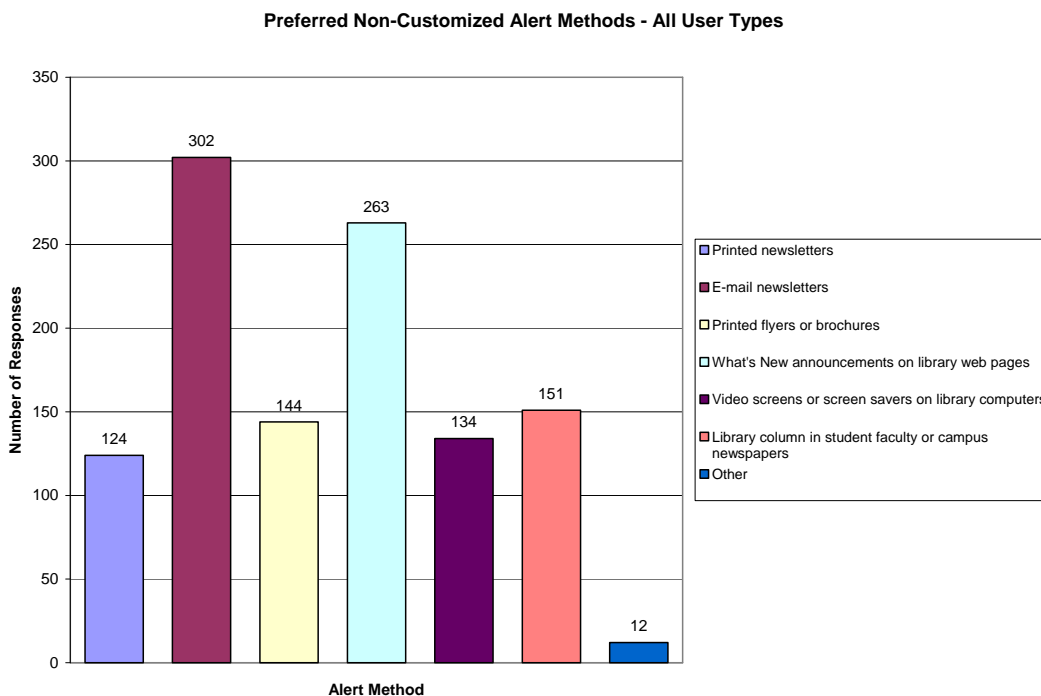
Just as with the customized alert methods, when the non-customized alert preferences are broken down by user type, they vary. Faculty and Undergraduate students are both interested in a printed newsletter as their third choice. Classified Staff preferences are 1) library column in campus newspaper, 2) e-mail newsletter, and 3) "what's new" announcements on library web pages. Library staff preferences are 1) "what's new" announcements, 2) e-mail newsletter, and 3) video screens or screensavers on library computers. See the table below for clarification.

Preferred Non-customized Alert Methods by User
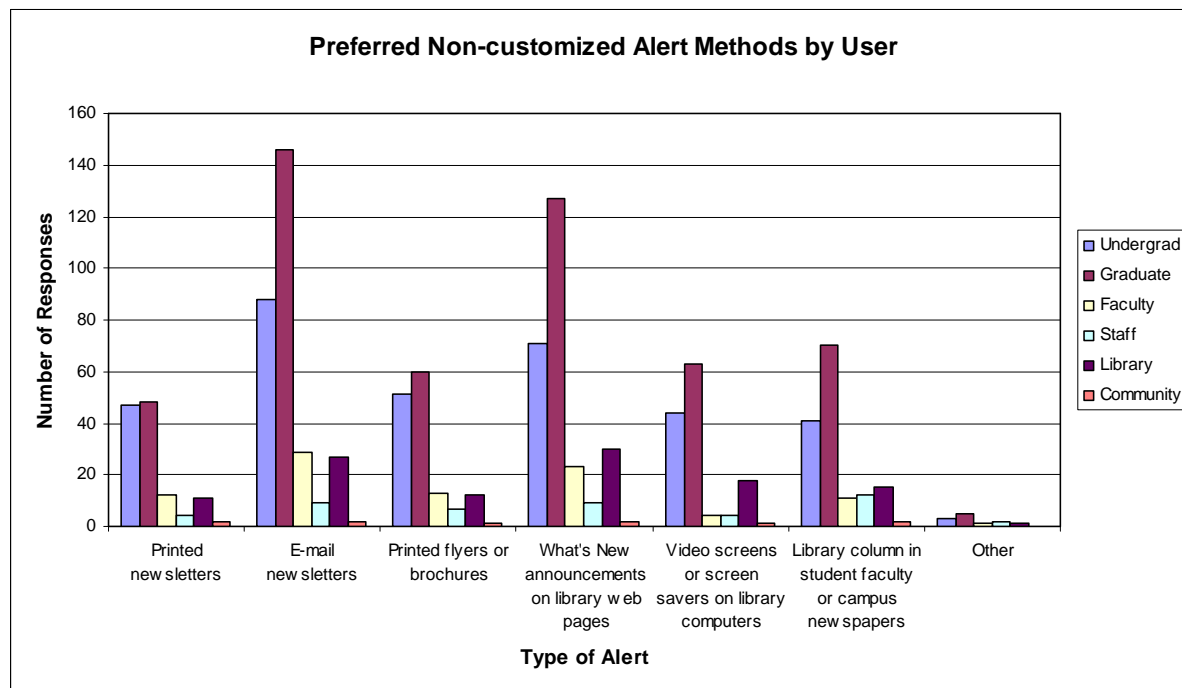
Recommendations

Based on the literature review and the results of our user survey, the committee recommends using a variety of approaches for marketing ASU Libraries new electronic resources. While we need to respond to our users current needs as stated, we also need to anticipate their future needs while taking advantage of the technologies we have available.

Customized Alerts

Email. Since email was the number one preference across every user group, we recommend putting a system in place that would allow users to receive alerts relevant to their interests. Users would have to sign-up for this service.

Library announcements on departmental web pages. This would be based on each subject liaison taking the initiative to request permission to provide a link to a library blog on their liaison departments' pages. Ideally this would be automated as much as possible.

Non-customized Alerts

Email newsletters. Requires users to sign-up to receive. The infrastructure for this is already in place (Tempe campus already has LibNews, West has Connect@West and Poly has Sunrise).

Library News blog on ASU Libraries' Homepage which would include a "new resources" section.

Procure a column in the student and faculty newspapers which would feature our new resources and a search tip. Despite some preference for a printed newsletter, we do not recommend this method for both ecological and logistical reasons.   Instead, we think the newspaper column would be an effective substitute for this.

New Resources as a regular feature on Axis TV programming.

An internal method should be developed for library staff only. In part this is to address the issue of canceled databases. Sonoma State University Libraries maintains an internal library staff blog for their ERM implementation and we recommend a similar system. http://library.sonoma.edu/blog.html.   Another model to consider for this is the one in place at Fletcher Library as part of their Electronic Resource Database (ERDB). The ERDB includes an automated e-mail system.

**The Subcommittee would also like to recommend that we do a Podcast comprised of key committee members describing ASU Libraries experience implementing the ERM system. This would be a potentially useful tool for other libraries considering an ERM, and could also function as a marketing tool for ASU Libraries.

Future Exploration

ASU Libraries should eventually consider adopting use of a MyLibrary-type portal which would allow users to customize any library-related content relevant to them, including alerts of new resources.

Team Members:
Karen Grondin (Chair)
Julie Tharp
Ellen Welty

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ERM ER Form Subgroup – April 3, 2007

Charge: To revise the existing Electronic Resources Submission form to improve usability for selectors and to align it with ERM functionality. Fields that correspond directly with the ERM are of the highest priority, as the Electronic Resources Submission Form is the initial entry point for new resources.

Report: The subgroup reviewed comments gathered from selectors about the current form (http://www.asu.edu/lib/colldev/requests/ERform.htm) to see which elements are most helpful and which are not. We also drew on our own experiences.

The subgroup looked over the Coding Subgroup's report to find fields that will be in the ERM which should be entered at this point. The fields that seemed most relevant were:

- Publisher - Page 43
- Resource Name - Page 44
- Resource Type - Page 44
- Description - Page 46
- Resource URL - Page 46
- Author (maybe - only if E-Book) - Page 46
- Subject - Page 46
- Note - Page 47 (Why resource is being or was recommended)

We then made revisions to the existing form accordingly http://www.asu.edu/lib/colldev/requests/ERform2.html:

- While the form is on a publicly accessible website, we added this paragraph: "If you are a member of the ASU faculty or an ASU student, please use the Online Request Form to recommend items for the library to purchase. Please remember this is a recommendation only; it will be reviewed in terms of content and price by the Collections Steering Council. For questions, contact the CSC Office at 965-5250." However, this form should eventually be on a library intranet.

Submitted By:
- Keep name
- We decided that Subject Division was only applicable to a small number of Tempe Campus users, so should be removed from the form.
- Keep campus - change to a dropdown menu.

Product Information:
- Keep name
- Keep product URL
- Keep description but provide pop-up: Description: "Briefly describe the resource to facilitate Collection Steering Council deliberation and decision."
- Got rid of subscription URL
- Keep vendor but do not make it a required field.
- Keep vendor contact info, though it is not a required field. Vendor Contact Info: "Please provide contact information for any specific vendor representative with whom you have been in contact."

Product Type
- Renamed this as Resource Type – Radio buttons for "Database," "E-Journal," "E-Book," "Media," and "Other." Include boxes asking for more information (e.g. "Where indexed?" for E-journal selections).

Justification
- Change "Programs Supported" to "Briefly describe how this supports ASU", with a pop up: "Describe how this resource will be useful to users at ASU. Provide information such as how it will support new and current programs, initiatives, etc."
- Removed "Specific Subject Area": we feel that this is adequately addressed in the description of how this supports ASU. For subject coverage, see Subgroup recommendation below.
- Changed "Degree Level" to "Intended Users", and used radio buttons for Undergrad, Grad, Researcher, Faculty, N/A - multiple radio buttons should be allowed.
- Print titles – We decided this should be removed from the form.
- Is this item available in other electronic resources? – We decided this should be part of selecting an Index/Abstract database, which is where overlap would most likely occur.
- We added a field: "Type of request" – with required radio buttons for New resource, Change to an existing subscription, Supplement to an existing resource, Replacement of an existing Resource, or Other, for requests that don't fit into those categories.
- Keep the Additional Comments box.

We showed a mockup of the revised form to the Collections Steering Council on March 16 for feedback. We incorporated most of the feedback in the above, with the following exceptions:

One council member felt that the "Subject Division" field was very important and should be kept – however, no other members of the council made any comment.

Deg Farrelly, a member of the Public Access Subgroup, wondered if this would be an appropriate point for selectors to compose the description of the resource that would be available to library users after a resource has been acquired. We feel that most selectors would not want to put that much effort into composing a description before a resource has been acquired.

Recommendations
The ER Subgroup recommends that, in the ER Workflow, the Description and Subject Coverage should be determined by the appropriate selectors after a resource has been acquired.
Subjects and Resource Types should be pulled from a single data source so that if these change, it's reflected here in this form, as well as everywhere else on the library website.
The Electronic Resource Submission Form should eventually be on a library intranet.

Team Members:
Tammy Allgood (Chair),
Danielle Carlock
Katherine O'Clair
Anali Perry

Electronic Resource Recommendation
ASU Libraries

If you are a member of the ASU faculty or an ASU student, please use the Online Request Form to recommend items for the library to purchase. Please remember this is a recommendation only; it will be reviewed in terms of content and price by the Collections Steering Council. For questions, contact the CSC Office at 965-5250.

indicates a required field

Submitted by:

* Name : [   ]

* ASU Campus: [Please Select cam]

Product Information:

* Resource Name: [   ]

mendation

Publisher: [   ]

* Resource URL: [   ]

❓ * Description: [   ]

Vendor: [   ]

❓ Vendor Contact Info: [   ]

* Resource Type: (TBD by Public Access Group)

○ Database

❓ * Overlap: [   ]

○ E-Journal

31

* Where is it indexed?

[   ]

○ E-Book

○ Media

○ Other

* Describe: [   ]

Justification:

amendation

❓ * Briefly Describe How It Supports ASU: [   ]

* Intended Users:

(Select all that apply)

☐ Undergrad ☐ Graduate ☐ Researcher

☐ Faculty ☐ N/A

* Type of Request:

○ New Purchase ○ Change ○ Supplement

○ Replacement ○ Other

Additional Comments
(e.g., price estimate, general topic, multidisciplinary, etc.):

[   ]

[Submit] [Reset]

ERM STAFF TRAINING SUBGROUP

Training in the use of the Electronic Resources Management module will be led by Dan Stanton, Director of Organizational Development. This group is charged with developing a strategy and curriculm for introducing library staff to the public and non-public data available from the Electronic Resource Management system. Staff will learn about the role and function of the ERM.

Training will include overviews and hands-on experience with the following:
- How to access the system
- How to interpret the information
- Workflow Analyses and Assessments
- ERM staff functions
- ERM public functions
- Strategic objectives and goals of the ERM

An overall training theme will be the integrative purpose of the database in comprehensive management of electronic resources throughout ASU Libraries.

Training Timeline:
September 2007- - - - Begin developing instruction

October 2007 - - - - - Begin Libraries staff training

Training Team Members:
Dan Stanton
A member of Instruction, Outreach and Marketing
A Public Service Librarian
Fred McIlvain

Justification for Electronic Resources Management Coordinator

A successful implementation of the ERM and its ongoing management requires one point of organizational contact and execution. And now, as we manage all library resources centrally, it is essential that we approach all systems with an integrative approach. The precedent for this is the reorganization of the evaluation and selection of electronic resources through the Collections Steering Committee. This group not only consolidates a function once distributed through various units, it also integrates a function across the library system.

The ERM module, a database that informs every user what is available electronically through the ASU Libraries web site, requires a consolidated and integrative approach. It is a database to record specific knowledge about electronic resources, which is critical to the ongoing functioning of the library.

Currently e-resources are managed across a number of departments and individuals. Creating various problems and issues including invoices mailed to the wrong person, delayed payments, incorrect notifications by vendors, and renewal notices sent in error. As importantly, critical statistical data is not routinely retrieved and systematically compiled.

The R2 consulting report emphasized that successful management of electronic resources requires that information about these resources be communicated in a timely and effective manner throughout the organization. Having ERM functions, and processes reside in one position also solves a critical problem when dealing with vendors and publishers. Nearly all vendors and publishers require that one individual from an organization assume responsibility for accounts management.

An Electronic Resources Management Coordinator, as described in the accompanying proposed position description, realizes the organizational realignment recommended by the R2 report. By positioning an e-resource management position outside the immediate decision making sequence, a crucial disambiguation is achieved. We now have a position totally dedicated to managing the electronic resources into and throughout the organization. Additionally, we would recommend that the contract specialist would report directly to the ERM coordinator.

As we move toward searching content under a single search interface, it is important to develop organizational knowledge and expertise in negotiating technological and business agreements with content providers. The ERM Coordinator is uniquely positioned within the Libraries to work with vendors in these critical development areas.

The ERM Coordinator is an example of the new generation of technical and technological services in the digital library. It is a position that bridges traditional technical, collections, and public services. The position has been developed as a hybrid of technical services analytical skills combined with knowledge of digital technologies and formats. It is the first of many innovative positions that will transform the University Libraries' management of digital resources and data and organize ASU's digital assets for the future.

In summary, the Task Force recommends that a position for Electronic Resources Management Coordinator be filled that would integrate the management of electronic resources as described above and in accompanying reports. We recommend that this position report to LIST and also have secondary (dotted line) responsibilities to key units including Technical Services, CSC, Instruction, Outreach, and Marketing.

Position Description

Date: **April, 2007**

Department: **Library Information Systems, & Technology, ASU Libraries**

Title: **ERM Coordinator (100% FTE)**

General Summary:

This position has responsibility for implementation of the Electronic Resource Management module, for over-seeing and coordinating the workflow of the electronic resource management process, managing technical aspects of electronic resource development, serving as the functional expert for the ERM module, and inter-preting procedures, policies, and practices related to electronic resource management with emphasis on user-centered service. Work encompasses oversight of the ERM module and e-resource implementation procedures, management of e-resource customer support operations, communication with vendors and pub-lishers, communication and collaboration with various University Libraries internal bodies and departments, participation in e-resource financial transactions, identification of electronic resources, creation and mainte-nance of various types of e-resource records.

Essential Functions:

1. Works collaboratively to facilitate the selection and implementation of electronic resources for the Uni-versity Libraries.

   a. Organizes access to the Electronic Resource Management (ERM) module.

   b. Serves as functional expert and primary spokesperson for the ERM module.

   c. Oversees creation, updating, and maintenance of various ERM records, working closely with various Libraries departments to insure accuracy and currency of e-resource information.

   d. Actively participates in e-resource policy making decisions, fostering understanding of the e-resource process and transparency of policies & procedures to module users.

   e. Advises various Libraries constituencies on e-resource selection, management, and access issues.

   f. Coordinates multi-campus e-resource implementation, management, and access.

   g. Advises on issues relating to cooperative or consortial sharing of e-resources; may serve as liaison for cooperative or consortial projects.

   h. Reviews and assesses all electronic resource requests (web form), researching and providing addi-tional information if needed.

   i. Gathers data related to review, evaluation, and selection of e-resources including preliminary vendor contact, general information, initial investigation of price and license based on vendor definition of ASU (site, FTE, users, etc.)

2. Works closely and coordinates with constituencies inside and outside the Libraries who are involved in e-resource activities

    a. Works directly with vendors and publishers of e-resource materials, establishing trials, organizing and coordinating access, registration, reporting, maintaining ASUL array of e-resources, etc.

    b. Maintains role of vendor/publisher contact throughout ASU/Vendor relationship.

    c. Actively participates as a member of the Collections Steering Committee in review, evaluation, and selection of e-resources.

    d. Actively promotes awareness and understanding of the ERM module and related functions.

    e. Assists the Library Instruction Outreach and Marketing Unit (IOM) in communicating, both internally and externally, a broad spectrum of e-resource information.

    f. Manages ongoing e-resource customer support operations, emphasizing a user-centered understanding of the ERM module.

    g. Reviews and evaluates issues related to public display of e-resource information; works with various constituencies to maintain highest level of e-resource usability.

    h. Builds effective and strategic networks with various internal and external units interested in and affected by electronic resource development and evolution.

3. Works with Collections & Scholarly Communication Office, Libraries Information & Technology, and Technical Services Departments to develop and carry out the Libraries strategic directions as they relate to electronic resources.

    a. Oversees creation and maintenance of ERM journal title lists based on information received from CSCO.

    b. Coordinates the addition and deletion of ERM journal titles based on information received on a periodic basis from SFX MarcIt record loads and CSCO.

    c. Establishes access to e-resources in coordination with LIST, TS, and CSCO departments.

    d. Assists CSCO in interpretation of ER usage statistics and interfacing these data with the ERM module as technology allows.

    e. Communicates ERM journal titles information to Technical Services for addition to UL A-Z list and SFX MarcIt.

    f. Oversees and coordinates renewal processes for electronic resource subscriptions and standing orders.

    g. Assists and advises libraries staff in resolution of HelpStar tickets and other inquiries related to electronic resource access issues.

h. Oversees and coordinates the addition of ERM license records.

i. Recommends new workflow procedures for all aspects of the evolving e-resource management process.

j. Advises Head of Technical Services, Chief of Collections, and Acquisitions Librarian on matters relating to current and future budget for e-resources.

k. Maintains up-to-date record of vendor/publisher password, identification, and access information and shares with appropriate staff.

l. Assists in facilitating an understanding of ERM workflows and procedures among all UL staff.

m. Assists in collection of ARL and other statistics related to e-resources.

4. Provides ERM module training and orientation for University Libraries staff.

a. Identifies staff training and orientation needs.

b. In collaboration with Instruction, Outreach, and Marketing unit, assures that all users of the module receive appropriate training or orientation.

c. Develops appropriate training and orientation documentation.

5. Maintains knowledge of professional and technical trends and issues in e-resource management.

Qualifications:
Required:
- American Library Association accredited Master of Library/Information Science degree.
- Three years of post-MLS experience in an academic research or large public library or research institution.
- Training and/or experience accessing, ordering, or implementing electronic library technologies
- Demonstrated analytical and organizational skills.
- Effective communication skills in person and in writing.
- Effective interpersonal skills.
- Effective training skills.
- Demonstrated ability to exercise judgment and work independently.
- Skill in establishing and maintaining effective working relationships.

Preferred:
- Successful experience in working with publishers and vendors of electronic resource materials.
- Experience in working with library technologies and systems.
- Experience and/or understanding of academic library budgeting practices.
- Knowledge and understanding of academic library electronic systems.

ERM Implementation Plan

The Implementation Subgroup proposes the following implementation plan. Key recommendations for the implementation as well as recommendations for an integrated ongoing management of electronic resources are provided.

The ERM implementation involves five key goals:

- Enter and load ERM resource, contact, and license records
- Begin using the ERM E-Resource web form for new e-resources or upgrades to existing e-resources
- Train Technical Services and CSCO staff in creation of ERM records and train other Libraries staff in retrieving and interpreting ERM information
- Implement the proposed E-resource workflows
- Implement a marketing plan

Implementation Requirements

The goals will be achieved in collaboration and cooperation with various units, including LIST, Technical Services, Collections & Scholarly Communication Office, Organizational Development, Instruction, Outreach & Marketing, and other service points. The goals will also be approached with the specific recommendations of each ERM subgroup's report.

Collaboration and cooperation is important not only for successful implementation, but for ongoing management of existing, new, and potential electronic resources. Both implementation and ongoing ERM functions require integrating activities across a variety of departments and library service functions. The appointment of an ERM Coordinator is strongly recommended for project management, implementation, and oversight of ongoing ERM functions (see subsequent document of recommendations).

Immediate requirements

- Development of data entry templates for ERM resource, contact, and license records.
- Identification and training of Technical Services staff who will create ERM resource and contact records.
- Resource and contact record creation and accurate transfer of existing paper-based and online information on e-resource products.
- An audit of completed, partially complete, and yet to be licensed resources must be done prior to creation of ERM license records. Currently, copies of e-resource licenses reside in CSCO or Acquisitions. This audit should result in establishing a list of official licenses as well as a list of licenses to complete.
- Identification and training of CSCO staff who will create ERM license records.
- Official licenses read and required information transferred to license data entry templates and used to create ERM license records

The loading of electronic serials unit level holdings information will be achieved through the MarcIT! implementation.

Timeline

May-June 2007   Appoint an Electronic Resource Management Coordinator

July-August 2007   Select and train Technical Services ERM resource and contact record creation staff
Begin using recommended ERM workflows
Code and input resource and contact records for CSC-selected and approved e-resources
Code and input new FY07/08 CSC-selected e-resources
Code and input major retrospective packages, e.g. Science Direct.

September 2007   Complete resource and contact record creation for CSC FY06/07 and newly-approved e-resource purchases.
Unsuppress ERM records for internal use
Begin work on marketing plan

Fall 2007   Perform audit of E-resource licenses
Train CSCO staff for creation of license records
Create ERM license records for new FY06/07, FY07/08, and major retrospective packages

October 2007   Begin Libraries staff training

December 2007   Perform six month evaluation of progress

January 2008   Activate public display of ERM records

August 2008   Complete retrospective ERM record creation
Discontinue Database of Databases and Database Finder

Team Members:

Philip Konomos, (Task Group Chair)
Marcia Anderson
Dennis Brunning
Linda DeFato
Rob Fidler
Smita Joshipura
Fred McIlvain
Betsy Redman

ERM Record Field Definitions Table

ERM Resource (.e) Record Fields

Fixed-length Fields

Field #	Field Short Label	Description	Code is	Data Entered By	Limits	Contents	Notes/Examples
172	Rights Type	Indicates the type of license rights for the resource.	alphanumeric	ASU will not use	Maximum code length: 1 character		Unclear how this could be used for resource record since this field is covered under license record field.
228	Suppress	Controls the display of the license in the Web OPAC.	alphanumeric	ASU	Maximum code length: 1 character	Options: —=Yes N =No	- for trials, cancellations, cessations No for active resources
174	Resource Code 1 Label changed ARL: New/Renew	Data collected for ARL Stats	N/A	ASU	Maximum code length: 1 character	Codes and code meaning: o=New/One-time c=New/Continue r=Renew/Continue	
175	Resource Code 2 Label changed New or Trial*	New or trial resource	N/A	ASU	Maximum code length: 1 character	n=New Resource t=Trial	Suggestion from workflow committee
176	Resource Code 3 Label changed ARL Access Information	Data collected for ARL stats	N/A	ASU	Maximum code length: 1 character		Codes and Code meanings: c=CD-ROM w=Web m=Software-Materials budget o=Software-Operations budget

Field #	Field Short Label	Description	Code is	Data Entered By	Limits	Contents	Notes/Examples
	Resource Code 4	Resource code defined by the library	N/A	ASU	Maximum code length: 1 character		Undefined at ASU
179	Package Type	Package type for the electronic resource such as complete or partial	alphanumeric	ASU	Maximum code length: 1 character	c=Complete p=Partial/Select w/print h=Consortial holdings a=aggregator	
192	Trial Begin Date	Date when trial use of the resource begins.	Month-day-year (mm-dd-yy or mm-dd-yyyy)	ASU	Single entry in valid date format		11-17-06 or 11-17-2006
193	Trial End Date	Date when trial use of the resource ends.	Month-day-year (mm-dd-yy or mm-dd-yyyy)	ASU	Single entry in valid date format		11-17-06 or 11-17-2006
194	Renewal Date	Date when resource should be renewed.	Month-day-year (mm-dd-yy or mm-dd-yyyy)	ASU	Single entry in valid date format		11-17-06 or 11-17-2006
195	Registration Date	Date when the library registered for use of the resource.	Month-day-year (mm-dd-yy or mm-dd-yyyy)	ASU	Single entry in valid date format		11-17-06 or 11-17-2006
196	Activation Date	Date when the access to the resource was activated for the library.	Month-day-year (mm-dd-yy or mm-dd-yyyy)	ASU	Single entry in valid date format		11-17-06 or 11-17-2006 If known
197	Termination Date	Date when the electronic resource coverage terminates	Month-day-year (mm-dd-yy or mm-dd-yyyy)	ASU	Single entry in valid date format		11-17-06 or 11-17-2006

Field #	Field Short Label	Description	Code is	Data Entered By	Limits	Contents	Notes/Examples
206	Access Provider	Code identifying the organization that provides access to the electronic publication.	alphanumeric	ASU	Maximum code length: 5 character		e.g. Ebscohost EJS
208	Publisher	Code identifying the publisher of the resource.	alphanumeric	ASU	Maximum code length: 5 character		E.g. Cambridge, Sage etc.
210	Copyright Holder	Entity that holds copyright to information	alphanumeric	ASU	Maximum code length: 5 character		
211	Data Provider	Firm or service that provides coverage information for batch loading.	alphanumeric	ASU	Maximum code length: 5 character		
262	Consortium	Consortium through which resource has been purchased.	alphanumeric	ASU	Maximum code length: 5 character		

ERM Resource (.e) Record Fields					
Variable- length Fields					
Field	**Description**	**Field Group Tag**	**Data Entered By**	**Limits**	**Notes/Examples**
Resource Name *	Name of the resource	t	ASU	Maximum 49 characters	tBlackwell Synergy
Alternate Resource Name *	Additional or other name of the resource	x	ASU	Maximum 49 characters	xSynergy
Resource ID	Unique identifier for resource	p	ASU	Maximum 10,000 characters	SFX number No public display
Resource Type	Identifies the type of resource, for example e-journal collection or database	v	ASU	Maximum 10,000 characters	Not for public display Recommendation from Public Access Group Drop-down menu includes: -A & I Database -Abstract/Citation Database -Audio Files -E-Books -E-Journal -Encyclopedias -Full-Text Database -Image Database -Video Files
Resource Format Label changed	Data collected for ARL Stats	b	ASU	Maximum 10,000 characters	Drop-down menu includes:
ARL Description					-Ebooks annual fee

Field	Description	Field Group Tag	Data Entered By	Limits	Notes/Examples
					-Ebooks perpetual access -Ebooks subscription -Ebooks TCP fee -Ejournal aggregator -Ejournal aggregator (backfiles) -Ejournal full text -Ejournal full text (backfiles) -Eref -Eref-Bibliographic citations -Eref-Bibliographic citations/abstracts -Eref-Bibliographic citations/index -Eref-Bibliography Eref-Collected works -Eref-Conference proceedings -Eref-Dictionary -Eref-Directory -Eref-Encyclopedia -Eref-Gov Doc -Eref-Handbook -Eref-Historical texts -Eref-Images -Eref-Index

Field	Description	Field Group Tag	Data Entered By	Limits	Notes/Examples
					-Eref-Interactive multimedia -Eref-Maps -Eref-Reviews -Eref-Lib use software -Eref-Statistics -Eref-Yearbook
Description *	Description of resource content	e	ASU		
Resource URL *	Website address for the resource	y	ASU	Maximum 99 characters	URL from the provider Include Proxy address For Public Display Recommendation from Public Access Group
Author	Person or body identified as the creator of the resource	a	ASU	Maximum 10,000 characters	Author Not for public display Recommendation from Public Access Group
Subject	Subject matter comprised by electronic publications.	d	ASU	Maximum 10,000 characters	Multiple subjects can be added.

Field	Description	Field Group Tag	Data Entered By	Limits	Notes/Examples
					List of Subjects attached as a separate spreadsheet. Not for public display. Recommendation from Public Access Group
Note	Free text notes, pertaining to the resource.	n	ASU	Maximum 10,000 characters	This is for internal staff use.
Access Information Label changed Access Location*	Access location of ASU campus	j	ASU	-All ASU -Not Available off campus -Hayden library workstations only -Polytech library workstations only -Music library workstations only -Architecture library workstations only	Only exceptions to "All ASU" will display; blank=All ASU Recommendation from Public Access Group

Field	Description	Field Group Tag	Data Entered By	Limits	Notes/Examples
				-Downtown library workstations only -Science library workstations only -West library workstations only Law Library specific language: -Law Library only -College of Law and Law Library only -Law Library public terminals only	
User Support * Change label to "Requirements*"	Display system or software requirements for viewing the resource.	g	ASU		System/Software requirements only Recommendation from Public Access Group
Administration	Details on how to connect to the resource provider's administration module	m	ASU	Maximum 10,000 characters	User name, password, Administrator, Admin URL
Trial Information	Information related to trial use of the resource	u	ASU	Maximum 10,000 characters	u not on trial

Field	Description	Field Group Tag	Data Entered By	Limits	Notes/Examples
Usage Statistics	URL for the statistics file that indicates how often the resource is accessed.	l	ASU	Maximum 10,000 characters	Statistics, User name, password If user name, password different from Admin password, use this field
Public Note*	Information for public display	f	ASU		
Resource Advisory*	Description of planned or unplanned resource availability	k	ASU	Maximum 10,000 characters	Use for display of "resource unavailable" information only; otherwise leave blank and field will not display Recommendation from Public Access Group
Incident Log	Log of incidents related to a resource that necessitates follow-up action. Information recorded in this field includes: incident, Date/time/Reported by, Reported to, Follow-up action	i	ASU	Maximum 10,000 characters	Can get information from HelpStar ticket

Field	Description	Field Group Tag	Data Entered By	Limits	Notes/Examples
CSC Note New field	Internal note regarding CSC decision		ASU		Accept/Reject date and brief reason for reject
Tickler	Information for e-mail reminders specific to this resource record. It includes Name, Date, Sent to, Subject, Header, Footer	z	ASU	Maximum 10,000 characters	ztickler Date(YYYYMMDD): 20061130 Send to: fred.mcilvain@asu.edu Subject: test tickler Header: test
Tickler Log	Information from e-mail reminders (ticklers), indicating when the reminder was sent and its content It includes Name, event date, fixed field date, sent to subject header	c	ASU	Maximum 10,000 characters	System generated field when tickler is sent
New field: ARL Q#	Data collected for ARL stats		ASU		Drop-down menu includes: -Vols cat last year via bib record loads 1A -Vols cat purchased contin 1A; 15C; 22 -Vols purchased one-time 2; 15A; 21 -Vols purchased contin 2; 15A; 22 -Ejournal aggregator contin 4A; 15B; 22 -Eserial full text purchased contin 4A; 15C; 22

Field	Description	Field Group Tag	Data Entered By	Limits	Notes/Examples
					-Eserial software contin 4A; 19; 22; 24 -Eserial bib utility 4A; 19; 23a; 24 -Eserial free 4B -Ebooks counted elsewhere one-time 15A; 21 -Eserial full text purchased contin 15B; 22 Emono/serial backfile one-time 15C; 21 Emono/serial backfile contin 15C; 22 E-ILL/Doc Del contin 15D; 22; 25
New field: ARL Supp Q#	Data collected for ARL stats		ASU		Drop-down menu includes: Ebooks free 5 Ebooks purchased 4; 5; 9; 10 Ebooks TCP Fee 8; 9 Ejournal aggregator 1; 4; 7 Ejournal full text free 3 Ejournal full text purchased 1; 2; 6; 7 Ejournal purchased counted elsewhere 6; 7

ERM Resource (.e) Record Fields

Variable- length Fields

Field	Description	Field Group Tag	Data Entered By	Limits	Notes/Examples
					ERef free 4 ERef purchased 4; 9
New Field: Created By	Name of staff member who created the				
New Field: Selector	Name of the selector who recommended e-				
New Field: Coverage*	Content coverage available				Recommendation from Public Access

ERM License (.l) Record Fields

Fixed-length Fields

Field Number	Field Short Label	Description	Code is	Data Entered By	Limits	Contents	Notes/Examples
212	Confidential	Defines how much, if any, of the license information is confidential.	alphanumeric	ASU	Maximum code length: 1 character	Yes/No	Change label to c= Yes Default: No
213	Auto Renew	Indicates whether or not the license is automatically renewed	alphanumeric	ASU	Maximum code length: 1 character	Yes/No/Not Applicable	Default: Yes If CSC notifies then No
214	Status	Indicates the status of the license.	alphanumeric	ASU	Maximum code length: 1 character	e = Expired (keep) n=Negotiation (keep) u=Unknown (keep) .= Valid (change to done)	To change Valid to Done Add : Licensed, Signed by UL, Undetermined, No license required Default: Unknown

Field Number	Field Short Label	Description	Code is	Data Entered By	Limits	Contents	Notes/Examples
215	Type	Indicates the type of the license.	alphanumeric	ASU	Maximum code length: 1 character	Keep the following from the drop-down menu c=Consortium v=Shrink wrap u=unknown Add the following: -Donation -Purchase -License-Limited Term -License-Perpetual -License-Special Restriction -No License -Individual User -Server -Limited Term -Other	Default: License-Limited Term
219	Perpetual Access	Right to permanently access materials specified in agreement.	alphanumeric	ASU	Maximum code length: 1 character	y=Yes n = No u=Unknown --- = -	Default= -----
220	Archival Provision	Right to permanently retain copy of licensed material	alphanumeric	ASU	Maximum code length: 1 character	y=Yes n = No u=Unknown --- = -	Default= No
221	Warranty	Indicates the type of warranty provided by the licensing organization.	alphanumeric	ASU	Maximum code length: 1 character		Default= ---

Field Number	Field Short Label	Description	Code is	Data Entered By	Limits	Contents	Notes/Examples
222	Disability Compliance	Indicates whether or not the license guarantees access for disabled individuals to electronic resource.	alphanumeric	ASU	Maximum code length: 1 character	y=Yes n = No u=Unknown --- = -	Default= Yes
225	Indemnification	As per ASU guidelines, we delete indemnification clause for ASU. So, the default is No.	alphanumeric	ASU	Maximum code length: 1 character	y = Yes n = No	Change to Yes & No Default= No
226	Law & Venue	Identifies the preferred source for legal code to be cited in any legal action.	alphanumeric	ASU	Maximum code length: 1 character		Default= ----
227	User Confidentiality	Indicates whether or not the provider guarantees user confidentiality.	alphanumeric	ASU	Maximum code length: 1 character	y=Yes n = No u=Unknown --- = -	Default= ----
228	Suppression	Controls the display of the license in the Web OPAC.	alphanumeric	ASU	Maximum code length: 1 character	y = Yes n = No	Change to Yes & No Default= No
229	License Code 1		N/A	ASU	Maximum code length: 1 character		Undefined at ASU
230	License Code 2 Change label to Cancellations		N/A	ASU	Maximum code length: 1 character	a=Allowed n=None allowed e=Exchange OK d=Must keep dups p=not applicable o=Other see note s=Silent u=unevaluated (-)= None	

Field Number	Field Short Label	Description	Code is	Data Entered By	Limits	Contents	Notes/Examples
231	License Code 3 Change label to : Purchasing Entity	Use by ASU Law Library for geographic access Unique resource or responsible unit for payment (West/Law, Downtown/Tempe/Pol ytechnic)	N/A	ASU	Maximum code length: 1 character		
232	Concurrent Users Label changed Max. Concurrent Users	The number of concurrent users specified by license.	integer	ASU	Maximum code length: 4 character	9999= unlimited	Default= 9999 Not for public display Recommendation from Public Access Group
217	Breach Cure	Number of days the provider allows following their notification that a breach has occurred.	integer	ASU	Maximum code length: 4 character		Default= --
242	Licensee Sign Date	Date when licensee signed the contract on behalf of the library.	Month–day-year (mm-dd-yy or mm-dd-yyyy)	ASU	Single entry in valid date format		Default= --
243	Licensor Sign Date	Date when the licensor signed and completed the contract.	Month–day-year (mm-dd-yy or mm-dd-yyyy)	ASU	Single entry in valid date format		Default= --
244	Contract Start Date	Date when license contract begins.	Month–day-year (mm-dd-yy or mm-dd-yyyy)	ASU	Single entry in valid date format		11/9/2006
245	Contract End Date	Date when the license contract ends.	Month–day-year (mm-dd-yy or mm-dd-yyyy)	ASU	Single entry in valid date format		12/31/2006

ERM License (.l) Record Fields					
Variable- length Fields					
Field	Description	Field Group Tag	Data Entered by	Limits	Notes/Examples
Licensee	Official name of the institution committed to the license contract.	e	ASU	Maximum 10,000 characters	Default: ABOR
Licensor	Name of publisher/Vendor/Provider	r	ASU	Maximum 10,000 characters	
Special Terms	Description of particular or non-standard licensing terms	i	ASU	Maximum 10,000 characters	Public display not required. Recommendation from Public Access Group
URL	Location (virtual or geographic) where the license is kept or maintained.	y	ASU	Maximum 10,000 characters	http://www.asu.edu/lib
License Notes	Free text notes, pertaining to the license	n	ASU	Maximum 10,000 characters	
Authentication Method	Identification of how potential users are authenticated	a	ASU	Maximum 10,000 characters	Default: IP Address Password Unrestricted (for free)
Site Definition	Description of locations served by the license.	f	ASU	Maximum 10,000 characters	-All ASU & Remote -On campus-All ASU
					-On campus-Hayden only

Field	Description	Field Group Tag	Data Entered by	Limits	Notes/Examples
					-On campus-Polytech only -On campus-Law only -On campus-Music only -On campus-Arch only -On campus-Downtown only -On campus-Science only -On campus-West only
Authorized Users* For Public Display	Users (defined by user groups) who are permitted access to the electronic resource.	u	ASU	Maximum 10,000 characters	-Faculty -Faculty, Staff, Students, Walk-in Users -Library Staff Law Library specific users: -College of Law affiliates only -Law faculty only -Law subscribers only Recommendation from Public Access
Notice Requirement	Days of advance notice required to terminate	l	ASU		Default=30 days
Terms of Use (Patron) * Label changed Conditions of Use*	Terms of use by patrons	t	ASU	Maximum 10,000 characters	Link to page with standard ASU Libraries policy statement Recommendation from Public Access Group

Field	Description	Field Group Tag	Data Entered by	Limits	Notes/Examples
Terms of Use (Staff)	Actions permitted by staff	w	ASU	Maximum 10,000 characters	-ILL - coursepack - e-reserves permissions -Staff -Single Workstation -Networked
Terms of Use Notes (Staff)	Additional terms	x	ASU	Maximum 10,000 characters	
Terms of Use Notes (Patron) Change label to "Special Instructions*" Make it Public Display field	Additional terms	v	ASU	Maximum 10,000 characters	e.g. Printing/downloading and/or link to User Tips Recommendation from Public Access Group
Negotiator	Name of the staff member who negotiated the license contract	o	ASU	Maximum 10,000 characters	
Tickler Log	System-generated record when email tickler is sent	c	ASU	Maximum 10,000 characters	System generated
New Field: Created By	Name of the staff member who created the license record				

ERM Contact Record (.t) Fields

Variable-length Fields

Field	Description	Field Group Tag	Data Entered by	Limits	Notes/Examples
Contact Code	Unique identifier for the contact	c	ASU	Maximum 5 characters	eg. CSA
Organization Name	Name of the provider/vendor/publisher	t	ASU	Maximum 49 characters	eg. Cambridge Scientific
Contact Person with name, role, address, phone, e-mail, fax, etc.)	Names of multiple points of contact for support (tech, sales, account rep. law, etc.)	r	ASU	Maximum 49 characters	For Role, use Location first. e.g. Tempe Sales Rep. West Technical Rep.
Organization Address	Mailing address	a	ASU	Maximum 200 characters. Divided into up to 5 lines of 28 characters	
Telephone	Phone number of the organization	p	ASU	Maximum 49 characters	
Fax	Fax number of the organization	f	ASU	Maximum 49 characters	
Email	Email address of the organization	e	ASU	Maximum 99 characters	
Note 1	Additional text as needed	n	ASU	Maximum 99 characters	
Note 2	Additional text as needed	m	ASU	Maximum 49 characters	
Note 3	Additional text as needed	o	ASU	Maximum 49 characters	
URL	Website address of the organization	y	ASU	Maximum 49 characters	

Recommendation from Public Access Group for the order of the fields in public display

Resource URL   Resource Record Field y; this field should display first; it should be in larger font size; see BGSU record style as example

Resource Name   Resource Record Field t

Alternative Resource Name   Resource Record Field x

Resource Advisory   Resource Record Field k; use for display of "resource unavailable information only; otherwise leave blank and field will not display

Access Location   Resource Fixed Field 176; only exceptions to "All ASU" will display; blank=All ASU

Description   Resource Record Field e

Coverage   If no Resource Record variable length field is available, move "ARL Access Information," 176 and use variable field "j" for "Coverage."

Requirements   Resource Record Field g; System/Software requirements only

Special Instructions   License Record Field v (previously known as "Terms of Use Notes Patron.") Printing/Downloading and/or link to User Tips

Authorized Users   License Record Field u

Conditions of Use   License Record field t; link to page with standard ASU Libraries policy statement

*** Indicates field set for public display**

Subjects derived by Public Access Group is attached as a separate excel spreadsheet.

Accounting

Advertising (Marketing)

Aerospace Engineering

African American Studies

Aging (Gerontology)

Agriculture

All Subjects (General Indexes)

American Indians (Native American Studies)

Animal Behavior

Anthropology

Applied Mathematics

Archaeology

Architecture

Archives

Area Studies

Arizona and Southwest Studies

Arizona Newspapers

Arizona State University

Art

Asian American Studies

Asian Studies

Astronomy

Athletics (Sports)

Biochemistry

Biography

Biology

Biotechnology

Book Reviews

Botany (Plant Science)

Business

Chemical Engineering

Chemistry

Chicana/o Studies

Citation Indexes

Civil Engineering

Colleges and Universities

Communication

Company Information

Composition

Computers and Computer Science

Construction

Counseling

Country Information

Criminal Justice

Dance

Demographics (Population Studies)

Design

Dissertations and Theses

Drama

Earth Sciences

East European Studies

E-book Collections

Ecology

Economics

Education

Electrical Engineering

Electronics

Energy

Engineering

English Literature

Entomology

Environmental Sciences

Ethics

Ethnic Studies

Exercise Science

Family Studies

Film Studies

Finance

Folklore

Food Sciences

Foreign Affairs (International Relations)

Gender Studies

General Indexes (All Subjects)

Geography

Geology

Geoscience

Gerontology (Aging)

Global Business

Government Publications

Grants (Research Funding)

Health Sciences

Hispanic Studies (Latina/o Studies)

History

Horticulture

Humanities and Fine Arts

Images

Industrial Design

Industrial Engineering

Industry Information

Information Sciences

Information Technology

International Relations (Foreign Affairs)

Journalism

Justice Studies

Landscape Architecture

Languages

Latin American Studies

Latina/o Studies (Hispanic Studies)

Law and Legislation

Libraries and Publishing

Life Science

Linguistics

Literary Criticism

Literature

Literature in Spanish and Portuguese

Management

Marine Sciences

Marketing (Advertising)

Materials Engineering

Mathematics

Mechanical Engineering

Medicine

Medieval Studies

Microbiology

Multidisciplinary Databases

Museum Studies

Music

National Bibliographies

Native American Studies
    (American Indians)

Natural Resources

News and Newspaper Articles

Nursing

Nutrition

Oceanography

Performing Arts - General

Philosophy

Photography

Physical Education

Physical Fitness

Physics

Physiology

Planning

Plant Science (Botany)

Political Science (Global)

Political Science (U.S.)

Pollution

Population Studies (Demographics)

Primary Sources
Psychology
Public Administration and Affairs
Public Health
Public Opinion Polls
Public Relations
Recreation and Tourism
Religious Studies
Renaissance Studies
Research Funding (Grants)
Rhetoric
Russian Studies
Sciences
Slavic Studies
Social Sciences
Social Work
Sociology
Speech and Hearing
Sports
Sports Medicine
Statistics
Taxes
Taxonomy
Technology
Tests and Measurements
Theatre
Transportation
Womens Studies
Zoology