



Chapter Council Presents

Sharing Roundtables

MLA Annual Meeting

Chicago IL

Sunday, May 18, 2008

Roundtable #20 Management of E-Resources

Participants:

Facilitators:

Lucy Wrightington, AHIP
Senior Librarian, Dickerman Library
Wadsworth Center, NY State Dept of Health
Albany, NY

Barbara Reich, AHIP
Director, Medical Library
Hackensack University Medical Center
Hackensack, NJ

Recorder:

Katie Luedecke, Information Scientist II
Alcon Research Ltd.
R&D Library
Fort Worth, TX

Additional Participants:

Merle Colglazier, Paul Deane, Lisa Genoese, Ruth Hoffenberg, Robb Mackes, Bonnie McTaggart, Vicki Lynn Mousseau, Mary Ann Slocomb & Janene Wandersee

Topics Discussed & Ideas Shared:

Introductions: Participants introduced themselves and discussed their interest in the roundtable topic. The facilitators called attention to a handout titled "The E-resource Life Cycle," which provides an excellent visual of the complex nature of evaluating, acquiring, administering and providing access to electronic resources.

Purchasing: Attendees discussed how their libraries purchase electronic journals and books, including packages, consortial agreements, from journal vendors or title by title. Participants also discussed their use of electronic management systems, such as Ebsco A-Z, Serial Solutions and TDNet.

License Agreements: Next we discussed the intricacies of license agreements, including a single-site license versus a multi-site license, number of simultaneous users and remote access, which most libraries offer. One individual asked if others in the group

had capped the number of downloads to particular journal title, but no one had implemented such a restriction.

Participants discussed the importance of being firm and asking for what you need when negotiating a license. Someone suggested keeping in mind that there's no harm in asking. The table discussed how license terms are easier to change than dollar amounts. It was suggested that when one is in the process of negotiating with a vendor that one be open and honest. One attendee developed a demographic chart outlining who has access and who does not, number of FTE, researchers, etc. which has helped facilitate agreements and renewals. The group talked about the complications of multi-site organizations and the librarian's difficult role. One attendee asked the group if they use pay-per-view at their libraries and discussed how some publishers are using this pricing model.

Technical Issues: The group discussed the pros and cons of using of federated search engines. One attendee shared that her holdings include 1990 forward, but for some reason the federated search engine will not search 1990-1995.

ILL Issues: Participants discussed the complex interlibrary loan and archival components of license agreements as well as the many other ILL issues with electronic resources. Many attendees have problems with missing electronic supplement issues, but then someone suggested that nothing much has changed since the time of print. Someone recommended emailing the vendor's technical support when encountering these problems.

Access Issues: One issue that hinders journal access is when a title is switched from one vendor to another. Attendees discussed IP authentication versus username/password access. One individual shared that she/he has usernames and passwords included in the integrated library system.

The roundtable discussion closed with the time management issue of maintaining A-Z lists as well as the holdings in the catalog. Some libraries have stopped maintaining their catalogs. In the perfect world, we'd have time to do it all!