

# Conference Programs

## NASIG 24<sup>th</sup> Annual Conference

June 3-7, 2009

Ashville, NC

### PRECONFERENCES

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*Wednesday, June 3, 2009*

#### **Navigating Your Way Through the Ejournal Rapids**

9:00 a.m.-5.00 p.m. [lunch and dinner on your own]

Presenters: Jeff Aipperspach, Serials Solutions; Chris Beckett, Atypon Systems; Susan Davis, State University of New York, Buffalo; Deberah England, Wright State University; Tina Feick, HARRASSOWITZ Booksellers and Subscription Agents; Kimberly Steinle, Duke University Press

Whitewater rafting is an act of cooperation between you, your guide, your raft mates and mainly the river. Successful management of electronic journals is no different. Cooperation and understanding among many players are necessary to fulfill user needs. This one-day preconference will have a roster of "faculty" serving as guides in an interactive setting so that you and your raft mates can discuss common problems, discover potential solutions and develop best practices to successfully navigate the rapids, whirlpools and sometimes deceptively calm waters which reflect the turbulent world of electronic journals. Faculty will include representatives from libraries, subscription agents, publishers and others involved in the electronic journal life cycle, such as PAMS (Public Access Management Services), ERAMS (E-Resource Access Management Systems) and platform providers. Discussion topics will be determined by the registrants prior to the session and may include: management tools, workflow, training, re-organization, skill sets, role of agents, consortia, relevant standards and trends for the future.

#### **SCCTP: Electronic Serials Cataloging (Part 1 of a 1 ½-day Course)**

9:00 a.m.-5.00 p.m. [lunch and dinner on your own]

Presenters: Linda Geisler and Esther Simpson, Library of Congress

Electronic Serials Cataloging Workshop, developed by the Serials Cooperative Cataloging Training Program (SCCTP) under the CONSER Program, is designed as a hands-on training course for cataloging electronic serials distributed through the Web. This workshop is based on Anglo-American Cataloging Rules (AACR), 2nd edition, including the 2001 amendments and the revised edition published in 2002. It incorporates key revisions of chapter 9, "Electronic resources" and chapter 12 "Continuing resources" that apply to electronic serials, but is not a comprehensive course on serials cataloging. The course is also based on Library of Congress Rule Interpretations, the MARC 21 format, and CONSER specific policies and practices set forth in the CONSER Cataloging Manual and CONSER Editing Guide. The curriculum includes six lessons: Introduction; Cataloging an online serial; Aggregations and packages; Online versions; Changes that affect cataloging; Case studies. Audience: The course is designed for those who have previous serials cataloging experience. Contact hours: The course is presented in one and a half days. It includes lecture, discussions, and exercises. Course revision: Current revision: August 2008.

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*Thursday June 4, 2009*

#### **Basics of E-Resource Licensing**

9:00 a.m.-1.00 p.m. [lunch on your own]

Presenters: Selden Lamoureux, North Carolina State University Libraries; Clint Chamberlain, University of Texas

This pre-conference will include hands-on and participatory exercises that cover (1) an introduction to licensing principles; (2) workflow management strategies for licensing e-resources; (3) emerging standards; and (4) alternatives to licensing.

## **SCCTP: Electronic Serials Cataloging (Part 2 of a 1 ½-day Course)**

9:00 a.m.-12:00 p.m. [lunch on your own]

Part 2 of the course described under Wednesday's program.

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## **VISION SESSIONS**

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### **1. Ambient Findability: Libraries, Serials, and the Internet of Things**

*Friday, June 5<sup>th</sup>, 9 am-10:15 am*

Presenter: Peter Morville, Semantic Studios

At the crossroads of ubiquitous computing and the Internet, the user experience is out of control, and findability is the real story. Access changes the game. We can select our sources and choose our news. We can find who and what we need, when and where we want. Search is the new interface of culture and commerce. As society shifts from push to pull, findability shapes who we trust, how we learn, where we go, and what we buy. And, it radically changes our relationships to magazines, journals, newspapers, and other periodicals. In this cyberspace safari, Peter Morville explores the future present in mobile devices, search algorithms, findable objects, information shadows, digital librarianship, and the long tail of the sociosemantic web. Reflect with Peter he challenges us to think differently about the power of search - and findability - to redefine our sources of authority and inspiration in an increasingly digitized and networked information environment.

### **2. Measuring the Value of the Academic Library: Return on Investment and Other Value Measures**

*Saturday, June 6<sup>th</sup>, 9 am-10:15 am*

Presenter: Carol Tenopir, University of Tennessee, School of Information Sciences

Carol's talk "Measuring the Value of the Academic Library: Return on Investment and Other Value Measures" will draw on her recent work on measures of cost and the multiple values of library collections and services, in the United States and other countries. Carol says "In the past, the value of the library to the institution was assumed. Today, libraries of all types are asked to demonstrate the value of the library to its constituents and the return that is realized from funders' investment in the library. Several prominent return on investment (ROI) studies have been conducted in special libraries and public libraries, but both the investments and returns are different for academic libraries. Academic libraries bring direct monetary return in helping faculty attract grant funding, in addition to many downstream returns in terms of faculty and student success and loyalty. This talk will describe a three-phase project that brings together library researchers, organizations that work with libraries, and university libraries in 8 countries to explore ROI in academic libraries."

### **3. What Color is Your Paratext?**

*Sunday, June 7<sup>th</sup>, 11:15 am-12:30 pm*

Presenter: Geoffrey Bilder, CrossRef

How do we judge authority in a world where content is protean, provenance is vague and identity is cheap? This talk will propose some concrete steps that librarians and publishers can take in order to create a new epistemic infrastructure for identifying trustworthy content on the web.

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## **STRATEGY SESSIONS**

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# STRATEGY A

Friday, June 5<sup>th</sup>, 10:30 am -12 pm

## **(1) Collaborative Tagging: Traditional Cataloging Meets the "Wisdom of Crowds"**

Presenters: Scott R. McFadden, Ball State University; Jenna Venker Weidenbenner, The Career Center.

Librarians will soon face the challenge of incorporating user-generated content into more traditional information management needs and practices. Emerging technologies and a changing view of knowledge organization are greatly transforming the field of cataloging, including the serials sector. Social cataloging in the form of tagging is gaining visibility through applications such as Delicious (formerly del.icio.us), Flickr, GoodReads, YouTube, and other tools that allow online storage, organization, and sharing of resources. Tagging, a layman's approach to cataloging--albeit without the controlled vocabulary--facilitates the organization of information in a manner that increases collaboration and decreases formal control/oversight. Although current practitioners may be reluctant to embrace social tagging, conventional wisdom suggests that the library field needs to be proactive in adopting new practices in order to remain relevant to the current generation of users, as well as to take advantage of the cost-savings of using open source applications. By drawing on both published research and surveys of library and user experiences, this presentation will demystify some of these emerging tools and practices, including Semantic Web technologies and distributed databases, and their projected impact on cataloging functions. Library practitioners and vendors will benefit from understanding the changing information landscape and being able to plan strategically and proactively to accommodate technological shifts within the next few years. Presenters will share some recommendations for successfully integrating these new technologies into traditional cataloging practices.

## **(2) Open-Source ERM: a collaborative implementation**

Presenters: Donald Taylor and Frances Dodd, Simon Fraser University Library; James Murphy, University of Prince Edward Island

Librarians and strategists at Simon Fraser University (SFU) have collaborated with a team of middle-sized libraries to expand the open-source CUFTS Researcher suite of tools to include an Electronic Resources Management (ERM) system. We will review the creation of this ERM and how it relates to other open-source products, but mainly we will focus on: 1. Interoperability between an open source ERM and integrated library systems (Millennium and Evergreen). 2. The impact of the ERM on acquisitions, serials, and collections workflows and staffing at selected participating libraries. 3. How SFU serials staff are reclaiming serials-type work by taking on e-resource management tasks. 4. Cooperation and collaboration between institutions on the development, implementation and ongoing use of CUFTS ERM.

## **(3) Ensuring Perpetual Access to Online Subscriptions**

Moderator: Judy Luther, Informed Strategies

Panelists: Ken DiFiore, Portico; Nancy Gibbs, Duke University Library; Selden Lamoureux, North Carolina State University Libraries; Victoria Reich, Stanford University Libraries, CLOCKSS, LOCKSS; Heather Ruland Staines, Springer; Kim Steinle, Duke University Press; Caroline Sutton, Co-Action Publishing

Technology for producing, distributing, and storing online articles continues to evolve. Faced with physical storage issues and pressures on subscription budgets, librarians are looking at their print and electronic holdings more closely than ever. How can librarians ensure future access to content regardless of the pace of technology? How can librarians ensure access to subscriptions if serial budgets need to be reduced? What if a financial or natural disaster disrupts the dissemination of online articles? Publishers, librarians, and digital preservation services must coordinate efforts to preserve access. This roundtable discussion, including these three perspectives, is intended to help librarians address these important issues with the needs of their various constituencies in mind.

## **(4) What do you get when you cross a licence with XML? (A: ONIX-PL)**

Presenter: Todd Carpenter, NISO

Librarians, publishers, system vendors, and standards bodies have worked together to develop a better way to share information about licences. This involves encoding relevant licence information in XML (to facilitate m2m communication) and then using this to generate simple displays that show users and librarians what should and should not be done with an electronic resource. There are many benefits for different stakeholders. Librarians can get good value for money by increasing the use made of their e-collections, and can save time currently spent adding this information to their systems by hand. Publishers can encourage increased usage and respect for the permissions and limitations that have been negotiated with the library without resorting to content locking.

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## **STRATEGY B**

***Saturday, June 6<sup>th</sup>, 10:30 am-12 pm***

### **(1) Playing the Field: Pay-Per-View E-journals and E-books**

Presenters: Lindsey Schell, University of Texas Libraries; Katy Ginanni, Trinity University; Benjamin Heet, University of Notre Dame

User-driven, pay-per-view models for both e-journals and e-books are an emerging and attractive option for libraries facing budget cuts. Representatives from University of Notre Dame, Trinity University and University of Texas at Austin discuss experiences with a range of PPV vendors including EBL, EBSCO, Elsevier, Infotrieve, Ingenta, Highwire, Springer and Swets.

### **(2) Usage of open access journals: findings from top 11 science and medical journals**

Presenters: Jayati Chaudhuri, University of Northern Colorado; Mariyam Thohira, University of Colorado at Colorado Springs

It is believed that open access will allow greater use of research findings, granting more people to participate and contribute to scientific knowledge. However, has the open access movement really increased the use of access? The authors of this study focused on determining usage pattern of open access and hybrid open access journals in today's scholarly publications. Authors have reviewed more than 1100 citations from 11 top science and medical journals from 2004, 2006 and 2008. These highly impacted 11 journals include 8 traditional, 1 open access, and 2 hybrid open access journals; namely Nature, Science, PNAS, JAMA, New England Journal of Medicine, Journal of the American Chemical Society, Journal of the American Mathematical Society etc. In most cases, the data shows that the usage of open access journals are more in recent years than it was in 2004. Same trend has been found for both traditional and open access journals. This study is targeted to academic and public libraries and also to the publishers that has been following and/or participating in the open access movement.

### **(3) ERMS Integration Strategies: Opportunity, Challenge or Promise?**

Moderator: Bob McQuillan, Innovative Interfaces

Panelists: Karl Maria Fattig, Bowdoin College; Christine Stamison, Swets; and Rebecca Kemp, The University of North Carolina at Wilmington

ERM systems are creating a new set of opportunities and challenges for library workflows, staffing and budgets as digital content continues to push into the information pipeline traditionally dominated by printed materials. This session will provide insights from three panelists in the library and vendor community who will discuss current issues and also share their strategies on meeting long-term objectives. Topics would include how libraries are: (1) prioritizing budgets for electronic resources versus printed materials, (2) allocating, integrating, and/or replacing staff within the library workflow, (4) harvesting usage statistics and how collection development staff are making use of same, and (5) defining the future role of ERM for their respective libraries (e.g., budgeting, consortia, etc.).

### **(4) Piloting an e-journals preservation registry service – PEPRS**

Presenters: Fred Guy, EDINA; Peter Burnhill, Director, EDINA National Data Centre & Head, Data Library

The requirement that the content of scholarly journals in digital format is preserved for long term access is now generally recognised and the emergence of archiving services, such as represented by CLOCKSS, LOCKSS, Portico and various national library deposit schemes, has been a critical development. The work of these various organizations, taken together, is providing a solid basis for advances. Identifying long term preservation activities with specific e-journals involves all users, however, in seeking information directly from agencies. A means of finding out such information from central sources and services is seen as a key advance. Piloting an E-journals Preservation Registry Service (PEPRS) is a 24 month project which commenced in August 2008. It is funded by the UK Joint Information Services Committee (JISC) and is led by EDINA, a national data centre, based at the University of Edinburgh, Scotland. A major output from the Project will be the building of an EJ Preservation Registry which will form a key component for a preservation service. The ISSN Register, a database created and maintained on behalf of ISSN agencies throughout the world by the ISSN International Centre in Paris, France will be a key source of information on e-journals. The ISSN IC is a partner in this project. Contact will be made with the important archiving institutions, identifying and defining metadata and data flows and in particular the metadata and data flows critical to the development of a preservation service.

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## **STRATEGY C**

***Saturday, June 6<sup>th</sup>, 2 pm-3:30 pm***

### **(1) Informing Licensing Stakeholders: Towards a More Effective Negotiation**

Presenters: Clint Chamberlain, University of Texas at Austin; Micheline Westfall, University of Tennessee; Selden Lamoureux, North Carolina State University; Vida Damijonaitis, American Medical Association; Brett Rubinstein, Springer; Lisa Sibert, University of California, Irvine

As publishers and vendors offer more electronic resources, the number of licenses that have to be negotiated and executed increase proportionally. Libraries and publishers often have conflicting goals, making the successful outcome of a license negotiation difficult to obtain. A small group of licensing professionals will gather for a frank, open discussion of the terms and conditions that are important to each side, thereby opening the channel of communication on a larger scale. The discussion panel will consist of two academic librarians, one to two publisher representatives, and members of the SERU Working Group. The goal of the session is for each side to come away with a greater understanding of the other's positions on key license points, as well as some strategies for arriving at compromises. The mission of SERU will also be discussed and promoted, by creating more awareness on both sides of the table of the existence and usefulness of SERU as an alternative to the cumbersome license negotiation process.

### **(2) NELLCO's Universal Search Solution (USS)**

Presenter: Roberta Woods, NELLCO.

Electronic library resources including library OPACs and A-Z lists offer an increasing number of digital resources for library patrons to search. However, each resource has its own proprietary search engine making discovery of content contained in proprietary databases haphazard at best. Although federated search promised to answer this discovery problem, it failed to live up to its promise. The Universal Search Solution (U) is a response to the shortcomings of the federated search solutions on the market. In December 2007, the Institute for Museum and Library Services (IMLS) awarded a National Leadership Grant to NELLCO (New England Law Library Consortium) to develop the U, an open standards, open source software solution. The U is an index of content stored in proprietary databases like HeinOnline, vetted free websites, the library's OPAC, local electronic content and other e-content that a participating library wishes to make discoverable to researchers. In March 2009, NELLCO pushed the U out to 27 participating libraries for beta testing. This presentation begins with why the legal information community needed this solution through the development phase in which a committee of law librarians, a vendor representative and the software developer worked together to create the U, and the double authentication necessary for patrons to discover and access content. Live searching and a peek "under the hood" at the administrative modules will be shown. Anyone wishing to try the U can access it by logging in with the username/password: Guest/Guest at <http://www.nellco.org/index.cfm?pageId=505&parentID=504>.

### **(3) Chicago Collaborative**

Presenter: Patricia Thibodeau, Duke University Medical Center Library & Archives; John Tagler, Association of American Publishers/Professional & Scholarly Publishing

The Chicago Collaborative a dialogue between representatives from the Association of Academic Health Sciences Librarians and STM publishers' and editors' associations. Learn about the inception, birth, and future of this new initiative and why the Collaborative believes partnerships between librarians, publishers, and editors are important. Common concerns will be presented, such as the future of the journal, scientific misconduct, archiving, and branding. There will be an opportunity to ask questions about the Collaborative and its plans.

#### **(4) Not Just Drifting: Checking Online Serial Issue Availability**

Presenter: Kitti Canepi and Andrea Imre, Southern Illinois University, Carbondale; Katharina Klemperer, Harrassowitz.

Many librarians are hoping that the ONIX for Serials XML formats, particularly Serials Online Holdings (SOH) and Serials Release Notification (SRN), will enable automated tracking of online serial issue availability. Pilot versions were being tested and tweaked even as this proposal was being written, but librarians have not just been sitting idle waiting for automation to arrive, hoping that our users are able to access the content for which we have paid. This program will share survey results about what some libraries are doing to check online availability; offer some insight into the potential with the ONIX for Serials standards; and propose what might need to be done to bring the potential to reality.

#### **(5) Open Forum: The Future of Library Systems**

Moderator: Maria Collins, North Carolina State University

Join your NASIG colleagues discussing new options for ILS provision from open source providers, OCLC, and the Open Library Environment (OLE) Project. The discussion will center on what is available, what people think are the greatest potential with these options, and what are the biggest challenges. Come and brainstorm some possible serial futures in an open-source or cooperative processing environment. How can we best take serials management into the cloud-computing and distributed networks of the near future?

## **TACTICS SESSIONS**

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### **TACTICS A**

*Friday, June 5<sup>th</sup>, 2 pm-3 pm*

#### **(1) We Deliver: Overcoming Microform Collection Access Issues with Electronic Delivery**

Presenter: William H. Weare, Jr., Valparaiso University

This session describes the launch of a pilot program to deliver microform content electronically. Our small university library includes a microform room housing more than 900,000 microform units. The collection includes approximately 600,000 pieces of government microfiche and about 325,000 other microforms including the New York Times, the Wall Street Journal, dozens of classified and unclassified journal titles on both microfilm and microfiche, a very large run of ERIC documents on fiche, and a number of humanities sets such as the Library of American Civilization and the Library of English Literature. This rich collection is rarely used. The equipment includes two microform readers linked to two PCs loaded with scanning software, plus three older generation microform reader units. The functionality of the equipment is adequate, but perhaps daunting to the average user. The software—designed for a kiosk, doesn't meet our needs. It does not allow our users to save scanned documents to a jump drive or to email the document. The software is temperamental and occasionally it simply crashes. Patrons of all types appear to be disinclined to use this collection. Our solution: Access Services, in cooperation with Interlibrary Loan, launched a pilot project designed to electronically deliver selected articles and documents from the library's collection of microform materials. In this session, the presenter will describe how the delivery service was developed—the history, workflow, volume, and limits of the service—and where and how we hope to expand the service.

#### **(2) Marketing the library in a digital world**

Presenter: Kerry Cole, Portland Press; Tonia Graves, Old Dominion University

The advent of the e-journal has brought numerous issues regarding online access, licensing, how to measure usage plus a whole host more with it. Use of general search engines is increasing and the relevance of the library to users is being questioned. One issue that is often overlooked is, how should the library now market itself to a new generation of tech-savvy users? This session aims to be highly interactive and will cover some basic marketing concepts including branding and promoting library collections. There will be plenty of time to discuss ideas and concepts so come armed with what works in your library and share your experiences.

### **(3) ER Options for Acquisitions: the Good, the Bad and the Ugly**

Presenter: Beth Holley, University of Alabama; Jill Grogg, University of Alabama; Jodi Kuehl, EBSCO

Two librarians and a subscription agent will discuss the appropriate roles of the agent and the library in the management of individual e-journals and e-journal packages. Subscription agents continue to evaluate their roles in the electronic serials world, and libraries struggle with whether to use an agent or go direct to the publisher. The University of Alabama has kept many of its e-journal packages with one of its primary agents, and this collaborative effort to manage e-journals has produced both benefits and challenges for the library and the vendor. The presentation will focus on the differences between managing the myriad of variables associated with the acquisition of e-journals in-house or outsourcing to an agent.

### **(4) Improving our Local Electronic Serials through Standardization and Migration to New Platforms**

Presenter: Wendy Robertson, The University of Iowa

The University of Iowa has several currently published journals scattered across the institution, many on out dated simple html sites. We also have a small but growing group of digitized older titles. We are beginning to implement bepress, are continuing to use CONTENTdm, and are a partner in the Hathi Trust. Each of these tools will play a role in our local serials. We are trying to bring some order to the chaos by pulling the titles together, using appropriate tools. We will work closely with campus partners to encourage serials will be most effectively discovered, linked to and archived. We are migrating existing electronic content as well as adding new electronic content (through digitization and hopefully new publication). In addition, our Digital Library Services staff is working closely with our subject specialists and our scholarly communication task force members. This presentation will cover how we are moving this content, working with content providers and choosing the most appropriate display and structure for each title. We began work with bepress in late fall and are moving several titles there as quickly as possible. We are also in the process of loading our student newspaper, a railroad journal and some legislative serials into CONTENTdm. At this point, we don't know if the Hathi Trust will present serials well, but we need to keep this in mind as the CIC/Google partnership progresses.

### **(5) Moving mountains of cost data: Standards for ILS to ERMS to Vendors and back again**

Presenter: Dani Roach, University of St. Thomas, O'Shaughnessy-Frey Library

The presenter is a member of NISO's Cost of Resource Exchange (CORE) Working Group, which began work in July 2008. The group was charged with developing standards to facilitate the exchange of payment, product, and order information among integrated library systems, electronic resource management systems and other interested parties, such as subscription agents. Anyone who would like to import financial data or calculate cost-per-click information in their ERMS without manually entering cost data a second time, will appreciate the work of CORE. The presenter will share the local methods tested for extracting and transferring cost information between an ILS (Innovative) and ERMS (Serials Solutions), pre-CORE. Big picture system questions as well as necessary local decisions will be explored. In addition to surveying the needs and current limitations of exchanging payment information, we'll review the experience of serving on a NISO working group, the resulting draft standard, and implementation issues and timeline - all from a serialist's point of view.

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## **TACTICS B**

***Friday, June 5<sup>th</sup>, 3:30 pm-4:30 pm***

## **(1) Online Serials Access X-Game: Surviving a vendor change for online serials access and thriving!**

Presenters: Christine Ryan, University of Tennessee at Chattanooga; Rose Nelson, Colorado Alliance of Research Libraries

So, you've been with the same AtoZ, link resolver, ERM vendor for awhile; invested a lot of money and sweat equity in them. Your university needs to cut costs and needs to do it now, but your vendor won't budge on pricing. What to do? We changed vendors. The University of Tennessee at Chattanooga will share how it survived (with only one near death experience!) the transition from one vendor to another, in record time, while implementing a beta product with our new vendor – all with minimal disruption to our users. Not convinced? Learn how we saved thousands of dollars and achieved other valuable benefits by developing a two-way partnership with our vendor, a non-profit organization that provides services to libraries.

## **(2) Creating a local resources index/database**

Presenters: Debby Griffis and Wilhelmina Cooper, Richland County Public Library

Richland County Public Library created a local resources database which provides indexing and abstracts of articles in otherwise non-indexed local magazines and newspapers. The database also includes an Obituary Index and Quick Facts database. Content is created in the form MARC records added to a customized version of Sirsi\Dynix's Horizon Community Resources module, which resides as a tab on our public catalog. Points discussed in the Tactics Session include initiating and organizing an indexing project, decision-making tasks, training and data entry, quality control, digitization issues, document delivery to patrons, and potential problems and pitfalls.

## **(3) Managing Electronic Resource Statistics**

Presenter: Nancy Beals, Wayne State University

Libraries have a long history of gathering statistics to try and determine cost and service benefits. Now more than ever, librarians have an increasing appreciation that these statistics can play a more progressively important role in determining the return on investment with library dollars. Since the introduction of electronic access to materials and technology has become more advanced, the collection of statistics has become an increasingly larger task. Like quickly moving rapids, the need to keep up with how these electronic resources are used and managing the statistics that they produce has become a great effort and requires close attention. In addition, commercial software vendors are trying to keep up with the growing demand to create products that will take the enormous amount of statistical data and consolidate it into an easier to use and more consistent format. Also playing a key role in the development of statistics use are standards such as COUNTER and SUSHI that aid in the process. This presentation describes how Wayne State University manages their electronic resource statistics including their use of SUSHI with their ERMS and how these statistics fit into their collection development process.

## **(4) Navigating a Course for Serials Staffing into the New Millennium**

Presenters: Lynda Fuller Clendenning and Lori Duggan, Indiana University

This program will present the case study of reorganization of print serials and electronic resources units at Indiana University (Bloomington). A technical services consultant recommended that the four units supporting electronic resources acquisitions be combined into one unit. Presenters will describe how acquisitions managers responded to the recommendation: the principles, process and results. The long term goal of this first major reorganization is to develop the skills of staff working primarily with print so that they are ready to support the ever-expanding electronic resource workload. We will include our use of a skill set for staff working with electronic resources covered at a NISO workshop. We address our approach to handling the many aspects of serials and electronic resource acquisitions: licensing, electronic resource management processes and systems, electronic journal packages, linking, A-Z lists, vendor supplied MARC records, broken link helpdesk, ordering, activation/receiving, title changes, invoices, and renewals. The presenters will provide organization charts and other information via powerpoint slides. Time for questions will be an important element of this presentation as it is a question with which all Acquisitions units are struggling.

## **(5) KBART: Improving Access to Electronic Resources Through Better Linking**

Presenters: Peter McCracken, Serials Solutions

KBART ("Knowledgebases And Related Tools") is a joint UKSG/NISO project aimed at improving the transfer of data among and between content providers, link resolver vendors, knowledgebase managers, and librarians, with the goal of improving the accuracy, use, and uptake of link resolvers. In this session, two project members will discuss the work done to date, work remaining to be done, and the value of the group's forthcoming report. We will highlight the positive impact this project will have on all parties in the e-resources supply chain, most especially on the end user.

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## **TACTICS C**

*Sunday, June 7<sup>th</sup>, 10 am-11 am*

### **(1) Registration Ruminations: do your end users have access to everything you've paid for?**

Presenters: Kristina Krusmark, EBSCO Information Services; Mary Throumoulos, Rollins College

Online resources have been a major innovation in the dissemination of scholarly content. However, in the decade or so since online journal content was first widely introduced, the challenges in acquiring, administering, and providing access to that content remain, and many librarians continue to struggle with those challenges. In particular, the processes of registering, activating, and providing ongoing support to e-journals can be overwhelming, as evidenced by the fact that, in many cases, a significant portion of a library's e-content is never activated. These challenges cause ongoing frustration--not only among library staff assigned to manage e-related processes, but also among end users who expect timely access to content. This session will present workflows, issues, challenges, and opportunities for increasing efficiencies in e-journal registration and management. The presenters will also address the role of the vendor, as an intermediary between libraries and publishers, in assisting with the process to ensure that content is accessible to end users and that the library's investment in that content is realized.

### **(2) Creating Core Title Lists for Print Subscription Retention & Storage/Weeding**

Presenter: Shirley Rais, Loma Linda University

Usage statistics from 1994-2006 were compiled and analyzed in order to: 1) create a core list of subscribed titles that should be retained in both print & electronic formats, 2) determine which subscriptions could be flipped to electronic only, and 3) identify print titles in the journal stacks that should remain accessible, be removed to storage, or be withdrawn from the collection. The Statistical analysis resulted in 2 lists: "Top 300" current subscriptions that should be retained in both print & electronic formats, and top 450 journals with the highest historical use that should remain accessible in the journals stacks. I will report on how we arrived at the 2 lists and how I've used them for 2008 & 2009 renewals and in our journal weeding process.

### **(3) Using a Local ERMS to Manage EJournal: Can It Get Any Better Than This?**

Presenter: Polly Khater, Smithsonian Institution Libraries

The Smithsonian Institution Libraries uses a locally developed and maintained database for managing electronic resources. Journal and database titles, vendors, ILL usage, and SIL PURLs are collected and tracked for free and subscribed content in one central access tool. This session will discuss the current workflows along with the pros and cons of such an arrangement, and some possible future directions for SIL.

### **(4) NIH Mandate One Year On: How Are Libraries Responding?**

Presenter: Joseph Thomas, East Carolina University

About one year ago, the landmark National Institutes of Health Public Access Policy began requiring authors who receive NIH funding to deposit final versions of their accepted manuscripts to NIH's PubMed Central database. These papers would then become freely available to the public no later than 12 months after publication. How are academic libraries responding? Results of a survey will be complemented by interviews with selected librarians to provide insights into who's doing what, and how successful these libraries feel they have been.