



*Based on a rewritten and updated NASIGuide for
The E-Resources Management Handbook – UKSG*

Cancellation workflow

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There comes a time when every library needs to review its collection. The rising cost of serials and shrinking budgets mean that many libraries have to make the choice of which serials titles to cancel. A Cancellation Policy, as part of the library's Collection Development Policy, can provide guidance for these decisions. Once a decision is made on what to cancel, an efficient cancellation workflow will help make the process more effective. It is hoped that these recommendations will make the procedures surrounding subscription cancellation more efficient and robust in what is an often difficult process.

*The work forms attached to the chapter are also available as RTF files and are made available under a Creative Commons Attribution-Non-Commercial 3.0 United States License.
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*The RTF files are available at:
<http://www.uksg.org/serials/ermh/holloway-workflows>*

There comes a time when every library needs to review its collection. The rising cost of serials and shrinking budgets mean that many libraries have to make the choice of which serials titles to cancel. A Cancellation Policy, as part of the library's Collection Development Policy, can provide guidance for these decisions. Once a decision is made on what to cancel, an efficient cancellation workflow will help make the process more effective. It is hoped that these recommendations will make the procedures surrounding subscription cancellation more efficient and robust in what is an often difficult process.

Cancellation policy – print

For print items the cancellation policy should take the following factors into consideration:

How often should serials titles be reviewed?

It is very important to select a timeline because many vendors only allow cancellation during a certain time of year and some do not allow cancellation once payment is received. Review the vendor's renewal policy and plan to assess serials titles at least three months before renewal date.

Who makes the decision that a cancellation project is necessary?

A person or committee can be assigned to review criteria that will deem it necessary to review the collection. The budget or space limitation are often factors.

Who is involved in reviewing the request?

Consider if there are any factors outside the library that would involve others in the decision-making process, for example, was this title suggested by a faculty member?

Who makes the final decision?

Will the decision be made by a committee and final approval by the director or will the committee just make recommendations and the director decides?

*Cancellation criteria*¹

- *Cost*: if the subscription cost is high, consider if the title is valuable to the collection.
- *Available online*²: if the library has print and online access, consider factors affecting the availability of the online version, such as the date range included and in-library use versus remote access. Do note if the subscription is a package deal, since many packages require print and online access. The Imperial College London Library considers perpetual access rights, permanently open access and content available in a trusted service.
- *Usage*: consider if this journal is often requested or is necessary for a certain area of study or scholarly publication.
- *Availability via ILL*: consider if the library will be able to obtain copies of articles (via inter-library loan) if needed.
- *Faculty publication*: consider the policy for publications written by faculty members. Is it best just to keep the journal the article appears in or should the journal not be considered for cancellation?
- *Duplication*: consider if several copies are really necessary.

Cancellation procedures - print

- Obtain a current subscription/standing order list from the major vendors. The list should include coverage, pricing and renewal dates.
- Make suggestions on what titles to cancel based on established criteria. There should be a ranking policy in place. Which criteria weigh more, what are the most important factors to consider?
- Present suggestions to the reviewing team. It is important the team sticks to the timeline. Make sure to plan for last-minute decisions. In addition, it is important the team works according to the vendor's schedule.
- Review comments and make final decision:
 - Decide if titles should be withdrawn* from the stacks and discarded or retained and labeled 'No longer updated'**. If the decision is made to keep the title on the shelf, make sure catalog records are updated to reflect holdings. Consider keeping titles on the shelf only if the title is no longer available online.
- Maintain a cancellation list. This internal list will be helpful in keeping a record of what was cancelled and why. The list can also be a check and balance to make sure no title is cancelled in error. Keep a separate cancellation list for each category – withdrawal, taped, electronic.

Cancellation workflow – withdrawal (see Form 1)

(Form 1 also available as an RTF file at:

<http://www.uksg.org/sites/uksg.org/files/FORM%201.rtf>)

- Complete cancellation form. Completing the form will insure steps are not omitted. The form will also insure an authorized person has approved the cancellation. Write any relevant notes such as the reason for cancelling or pricing information.

* *withdraw* = pull from shelves; delete bibliographic record and OCLC holdings; delete all records from catalog and integrated library system (ILS).

** *tape* = put 'No longer updated' tape on volumes; put a public note in bibliographic record that the item is cancelled and no longer updated; put 'no longer received' note in check-in record.

- Contact vendor – after receiving confirmation, note the last issue to be received. Cancellation should always be confirmed in writing. Insist the vendor send confirmation of the cancellation via e-mail or mail.
 - It is important to note the last issue. If vendor states that you have to receive another year, a decision must be made to see if cancellation is still an option.
- Delete order records from integrated library system (ILS).
- Pull title from the stacks. Titles should be pulled from the stacks within a week.
- Remove records from the public catalog and delete OCLC holdings.
- Add title to cancellation list and include the last issue to receive.

Cancellation workflow – taped (see Form 2)

(Form 2 also available as an RTF file at:

<http://www.uksg.org/sites/uksg.org/files/FORM%202.rtf>)

- Complete cancellation form. Completing the form will insure steps are not omitted.
- Contact vendor – after receiving confirmation, note the last issue to be received. Cancellation should always be confirmed in writing. Insist the vendor send confirmation of the cancellation via e-mail or mail.
 - It is important to note the last issue. If vendor states that you have to receive another year, a decision must be made to see if cancellation is still an option.
- Put notes in check-in record – ‘No longer updated’. The note is to remind the serial check-in assistant to discard any future issues received.
- Depending on the library’s policy, the first and last issues are marked with a ‘No longer updated’ label. Another option is to mark a certain number of issues or all the issues on shelf.
- Update record in catalog. The catalog should reflect the available issues.
- Add titles to cancellation list and include the last issue to receive.

Electronic titles

The same steps are involved for electronic titles as for print, although some of the criteria will not apply.

An important additional factor to consider is the renewal date of electronic titles and subscriptions. If your library is considering cancelling a title or titles, it is best to cancel before the renewal date. It is important to know the company’s cancellation policy. Some vendors do not issue refunds once payment is made and some may need at least a one-year notice.

Cancellation workflow (see Form 3)

(Form 3 also available as an RTF file at:

<http://www.uksg.org/sites/uksg.org/files/FORM%203.rtf>)

- Complete cancellation form. The complete title as well as any identifying factor should be included. With some titles having similar names this will ensure the correct title is cancelled and removed.
- Contact vendor – request written confirmation.
- Delete order records from ILS. Make a note on cancellation form of any important notes.
- Remove records from catalog and electronic management systems. Delete OCLC holdings.
- Add title to the electronic titles cancellation list. Include pricing at the time of cancellation.

References

1. Ensell, H R and Wide, M L, So You Have to Cancel Journals? Statistics that Help, *Library Collections, Acquisitions, & Technical Services*, 2002, 26(3), 259–281.
2. Cooper, R and Norris, D, To bin or not to bin? Deselecting print back-runs available electronically at Imperial College London Library, *Serials*, 2007, 20(3), 208–214.

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Biographical note

Trina Holloway joined the College of Law Library in June of 2004 as the Acquisitions/Serials Librarian. Trina is responsible for the operations of the Technical Services Department, including acquisitions, processing and updating of serial publications, and bindery. She also supervises two full-time staff members.

Prior to joining Georgia State University, Trina worked as a Library Assistant at the Georgia Tech Library. She was also a library intern at the Jefferson-Madison Regional Library in Charlottesville, Virginia.

Trina is a member of the American Association of Law Libraries (AALL), the Southeastern Chapter of the American Association of Law Libraries (SEAALL) and the North American Serials Interest Group (NASIG). She currently is serving on several committees.

To view more chapters from *The E-Resources Management Handbook*, published by UKSG, click here:

<http://www.uksg.org/serials/handbook.asp>

FORM 1

CANCELLATION FORM — Withdraw

Title of Publication to be cancelled _____

Call # _____

Requestor _____

Date requested _____

Request Option: ***Withdraw**

Notes:

___ Give to **Acquisitions Assistant** to contact vendor to cancel title. Note when to expect last issue.
Remove check-in record. Delete purchase order.

___ Give to **Stacks Maintenance** to pull copies to be discarded.

___ Give to **Cataloger Assistance** to delete bib record from catalog and delete OCLC holdings.

___ Give to **Cataloger** to add withdrawn title to cancellation list.

___ Give this form to **Acquisitions Assistant** for filing.

***Withdraw = Pull from shelves; delete OCLC holdings; delete bibliographic and check-in record and purchase order.**

After each task is completed, the person responsible for completing the task should initial and date.

FORM 2

CANCELLATION FORM — Tape

Title of Publication to be cancelled _____

Call # _____

Requestor _____

Date requested _____

Request Option: ***Tape**

Notes:

___ Give to **Acquisitions Assistant** to contact vendor to cancel. Note when to expect last issue

___ Give to **Serial Check-in Assistant** to put notes in check-in record. (Check "Don't Claim" box)

___ Give to **Stacks Maintenance** to put label/tape on copies being kept.

___ Give to **Cataloger** to place notes in bib records and add the taped title to cancellation list.

___ Give this form to **Acquisitions Assistant** for filing.

***Tape = Taped sheet will be yellow; put "no longer update" tape on volumes; put a public note in bibliographic record that the item is cancelled and no longer updated; put "no longer received" note in check-in record.**

After each task is completed, the person responsible for completing the task should initial and date.

FORM 3

CANCELLATION FORM – Electronic

Title of Database be cancelled _____

Requestor _____

Date requested _____

Request Option: ***Withdraw**

Notes:

___ Give to **Acquisitions Assistant** to contact vendor to cancel. Delete purchase order.

___ Give to **Cataloger** to delete OCLC holdings and remove from catalog.

___ Give to **Electronic Services Librarian** to remove from:

- ___ Database list
- ___ E-Journal Locator
- ___ Proxy Server
- ___ Filtering software

___ Give this form to **Acquisitions Assistant** for filing.

***Withdraw = Delete OCLC holdings; delete bibliographic and check-in record and purchase order; remove title from electronic management systems.**

After each task is completed, the person responsible for completing the task should initial and date.