MANAGING JOURNAL CONTENT IN THE ONLINE WORLD

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Content Delivery
De Montfort University Library

library.dmu.ac.uk
Overview

- DMU context
- **Lifecycle** approach to e-resources admin:
  1. Selection & purchase
  2. Access delivery & discoverability
  3. Manage & review
- Focus on practicalities, challenges & opportunities
- Examples of DMU Library services & processes
Who am I?

- Started work at DMU Library in 2002 – Acquisitions Team
- Promoted to Principal Information Assistant in 2010
- Work in Content Delivery: budgets, publisher liaison, authentication, troubleshooting, metrics
- Member of JUSP community advisory group, COUNTER “librarian-friendly” guides
Who does what?

DMU Library teams involved in e-resources selection & review:

- **Academic Liaison**: subject teams = budget holders, liaise with academic faculties (e.g. reading lists material), learning & teaching

- **Archives & Resource Management (ARM)**: cataloguing & systems management, access, subscriptions admin, licences & collating usage
Journal budgets

- Each subject area has annual budget for individual journal subscriptions (print-only, print/electronic, electronic-only)
- Use subscription agent
- Full text journal collections (e.g. ScienceDirect) paid from central/faculty e-resources budget
- E-first strategy (where possible)
DMU online portfolio (1)

- Content purchased from multiple publishers & aggregators
- 49,500+ e-journals purchased (individual subs or part of a collection)
- 333 print journals
- 590,000+ individual e-books (individual titles or part of a collection)
- Cheapest journal = £10.84
- Most expensive journal = £5,312
The importance of journals & e-resources

• 2017/18 budget: 23% on individual journal subs (e & print); 53% on e-resources subs

SCONUL 16/17 figures…

• Total number of full text downloads (COUNTER JR1 data) = >1,700,000 downloads

• Total number of e-book section requests (COUNTER BR2 data) = >2,500,000
SELECTION & PURCHASE
Criteria for selection

- **Relevancy** – support teaching, learning & research at institution? Content on a reading list?
- **Cost** & (available) budget
- **Content format** – availability, mix of formats for different subjects?
- **Subscription type** – individual or “big deal”? Leased or perpetual access?
- **Subscription length** – annual or multi-year?
Criteria for selection (2)

- **Provider** – direct from publisher or aggregator? Jisc or Eduserv-negotiated agreement?
- **Years of access** – fixed or rolling?
- **Content preservation** – access after subscription ends?
- **Authentication** – will students have to log in to view content?
Criteria for selection (3)

- **Unique or duplicated content** – content only accessible via one supplier or alternative products?
- **Open access** alternatives?
- **Concurrent users** – unlimited, multi-user limits or single user?
- **User experience** – usability, compatibility with existing library systems, “one-click” links, trial resource?
Financial factors

- Annual price increases
- Required savings vs ability to cancel subs – can we commit for 3 years?
- Added value through content/system bundles
- VAT on online products
- Exchange rate fluctuations (unforeseen?)
- Internal budgeting/financial/procurement procedures
Licensing factors

- Licence defines obligations of the institution
- Definition of authorised users (e.g. walk-in users, alumni)
- Opt-out/notice periods (e.g. Jisc licences)
- Partner institutions
- Course packs, ILLs, VLEs use
- Digital Rights Management (DRM) limits
- Post cancellation access
Making good connections

- Seamless access points are vital – remove barriers, reduce complexity
- Article-level access? Depends on supplier
- Standard & consistent pathways/terminology required across publisher interfaces
- Device or web browser issues
- User “frustration” can harm student experience of e-resources = poorly used subscriptions?
Authentication methods

- IP access (on campus)
- OpenAthens/Shibboleth
- UK Access Management Federation
- Proxy service (e.g. EZProxy)
- WAYFless URLs for e-books, website links
- Miscellaneous username/password – hosted securely, extra barrier to access?
DMU Single Sign On

Single Sign-On to Library Resources

Please Log In

Username: Please use lower case letters
Password: 

Login

To safeguard your data ensure all web browser windows are closed when you have finished using the computer.

About Single Sign-On

Single Sign-On to Library Resources allows you access to most internet resources covered by university subscriptions.

If you'd like to change your password, please visit Password Self Service. While you're there you should also set your security questions. These can be used to reset a forgotten password at any time.

Licensed resources are governed by regulations. Logging on to internet resources covered by university subscriptions denotes acceptance of these regulations.

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UK Access Management Federation

Search for your institution and click the name to login.

Or choose your institution’s region or group and click the name from the results below to login.

UK Access Management Federation

View All Institutions

Please choose one of the institutions listed below. If your institution is not listed, try using the search feature above.

UK Access Management Federation

- University of Nottingham Ningbo, China
- De Montfort University
- Hampshire County Council
- Swansea University
- Keele University
- University of Worcester
- University of Sunderland
- University of East Anglia (UEA)
- NERC
- Royal Veterinary College: OpenAthens LA
- University of Buckingham
- Oxford Brookes University
- University of Lincoln
- SRUC
Discoverability: systems

- Reading list software (DMU Resource Lists Online/Talis Aspire)
- Discovery tool (Library Search/Summon)
- Library catalogue (Capita)
- Link resolver (360 Link/E-Resources Portal/Find it @DMU)
- LibGuides – online subject guides
Library Search
"Bakhtian Contextuality" in Adaptation Studies: Screen Robinson Subverting the Source

Seda Öz  Author Notes

Published: 08 July 2016

Abstract
Since soon after the publication of Daniel Defoe's 1719 novel Robinson Crusoe, there have been many different cinematic and literary adaptations of this famous adventure story, which are collectively known as 'Robinsonades'. Due to the plastic nature of the Robinson Crusoe story, which is a function of what Mikhail Bakhtin defines as the 'adventure chronotope', there are many intra-medial and inter-medial adaptations of Defoe's novel in different historical, cultural, social, and ideological contexts in which the 'dominant' and/or

Email alerts
Troubleshooting

- Off campus laptop – mimic remote users’ access steps
- Support via LibGuides - e-resources troubleshooting, e-books & using mobile apps
- Manage enquiries using LibAnswers – track queries & replies, assign work, set up FAQs
- Content Delivery staff representation at assignment drop-ins
Promotion

- Academic Liaison-led activities
- Faculty meetings/academic boards
- Specific resource sessions – awareness, training (provided by supplier), webinars?
- Marketing via LibGuides, news stories on library website
- Library social media pages
- CLaSS sessions (“how to use journals?”)
Record, track & evaluate

• “Maximise the usage & impact of the information resources available to users”
  – key DMU Library objective
• Value for money is important!
• “Value” can be subjective & applied differently between subjects
• Move to more data-driven model for resources review: usage & cost analysis
<table>
<thead>
<tr>
<th>Reasons for managing &amp; reviewing…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Good record keeping</td>
</tr>
<tr>
<td>• Provide up-to-date metrics for subject teams</td>
</tr>
<tr>
<td>• Better informed decision making &amp; communication across directorate</td>
</tr>
<tr>
<td>• Comparing subscriptions/resources</td>
</tr>
<tr>
<td>• Annual SCONUL statistics collection</td>
</tr>
<tr>
<td>• Freedom of Information (FOI) requests</td>
</tr>
<tr>
<td>• Negotiations with suppliers</td>
</tr>
<tr>
<td>Where is information recorded?</td>
</tr>
<tr>
<td>------------------------------</td>
</tr>
<tr>
<td>Subscriptions info</td>
</tr>
<tr>
<td>- ERM systems (e.g. Intota, KB+)</td>
</tr>
<tr>
<td>- Financial/budget spreadsheets</td>
</tr>
<tr>
<td>- Institution shared drives/intranet</td>
</tr>
<tr>
<td>- Resource files</td>
</tr>
<tr>
<td>- Email correspondence</td>
</tr>
<tr>
<td>- …knowledge in your own head!</td>
</tr>
</tbody>
</table>
What info is recorded?

- Subscription start/end date
- Notice or opt-out period (important for multi-year agreements)
- Financial data (e.g. invoices)
- Publisher contact
- Current licence
- Access/authentication details

...and much more
ERM (Intota)

<table>
<thead>
<tr>
<th>Database Name</th>
<th>British Standards Online</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Name</td>
<td>BSI Group</td>
</tr>
<tr>
<td>Status</td>
<td>Subscribed</td>
</tr>
<tr>
<td>Title Coverage</td>
<td>ALL titles</td>
</tr>
<tr>
<td>Description</td>
<td>Definitive site for all publications from British Standards Institution, with bibliographic information for more than 39,500 documents.</td>
</tr>
</tbody>
</table>

### Discovery

- 240 Core: On
- 260 Link: On
- 360 MARC Updates: On
- Surrey: On, Zero Title DB

### Configuration

- Database URL: http://bsi.bsigroup.com/
- Library Proxy: On
Usage statistics

- Lots of data! Establish criteria for analysis
- Online services like JUSP automate stats processes, free up staff time
- Data visualisation (graphs, charts) can help interpretation
- **Cost per use** value – simple & basic calculation, starting point for evaluation
- Turnaway data increasingly useful
Cost/usage template

<table>
<thead>
<tr>
<th>Subscription year</th>
<th>Total cost (£)</th>
<th>Total cost change (£)</th>
<th>% change</th>
<th>Total usage (downloads)</th>
<th>Total usage change</th>
<th>% change</th>
<th>Cost/download (£)</th>
<th>Cost/download difference (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-12</td>
<td>£6,800</td>
<td></td>
<td></td>
<td>7861</td>
<td></td>
<td></td>
<td>£0.87</td>
<td></td>
</tr>
<tr>
<td>2012-13</td>
<td>£6,974</td>
<td>£174</td>
<td>2.56%</td>
<td>8925</td>
<td>1064</td>
<td>14%</td>
<td>£0.78</td>
<td>£0.08</td>
</tr>
<tr>
<td>2013-14</td>
<td>£7,200</td>
<td>£226</td>
<td>3.24%</td>
<td>6998</td>
<td>-1927</td>
<td>-22%</td>
<td>£1.03</td>
<td>£0.25</td>
</tr>
<tr>
<td>2014-15</td>
<td>£7,496</td>
<td>£296</td>
<td>4.11%</td>
<td>10574</td>
<td>3576</td>
<td>51%</td>
<td>£0.71</td>
<td>£0.32</td>
</tr>
<tr>
<td>2015-16</td>
<td>£7,689</td>
<td>£193</td>
<td>2.57%</td>
<td>28294</td>
<td>17720</td>
<td>168%</td>
<td>£0.27</td>
<td>£0.44</td>
</tr>
<tr>
<td>2016-17</td>
<td>£7,922</td>
<td>£233</td>
<td>3.03%</td>
<td>24642</td>
<td>-3652</td>
<td>-13%</td>
<td>£0.32</td>
<td>£0.05</td>
</tr>
</tbody>
</table>
Cost/usage template (2)

Usage and cost over time

- Total usage (downloads)
- Total cost (£)

Year:
- 2011-12
- 2012-13
- 2013-14
- 2014-15
- 2015-16
- 2016-17

Data trends:
- Cost increases from 2011-12 to 2015-16.
- Usage decreases from 2011-12 to 2013-14, then increases.

Total cost (£)
- £6,200
- £6,400
- £6,600
- £6,800
- £7,000
- £7,200
- £7,400
- £7,600
- £7,800
- £8,000
- £8,200

Total usage (downloads)
- 0
- 5,000
- 10,000
- 15,000
- 20,000
- 25,000
- 30,000

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<table>
<thead>
<tr>
<th>Renewal checklist</th>
<th>Date completed</th>
<th>Completed by...</th>
<th>Content Delivery notes</th>
<th>Academic Liaison notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive renewal alert</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact provider for cost, access info etc</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepare usage and cost analysis</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Add Library Search (Summon) indexing information</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check subscription licence/T&amp;Cs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide Academic Liaison with usage &amp; cost analysis; set deadline</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add any relevant action(s) to Under Review column on spend spreadsheet</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RENEW? Sign licence, invoice, record cost, set up access</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NEGOTIATE? Work with provider for improved deal. RENEW NOW?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CANCEL? Inform provider, remove access points</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reset renewal checklist</td>
<td></td>
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</tr>
</tbody>
</table>
DMU: Under Review process

- Started in 2017, monthly meetings, use Trello
- Usage/cost triggers:
  1. Annual usage decrease >25%
  2. Cost per use >£15
  3. Annual cost increase >5%
- Resources that hit trigger(s) discussed
- Group members from different library teams, including senior management
Under Review “aims”

- Create more data-driven approach to e-resource purchases, evidence (the data) & subject contexts
- Forum to discuss “value”, increase collaboration & awareness across teams
- Action plans for poorly used resources: targeted promotion, enhanced linking, cancel?
- Ensure library is getting return on investment
Under Review Trello board

- **February 2018 completed**
  - ProQuest Database C 2018-19 renewal
  - Jisc agreement D - opt out decision
  - Add Under Review columns to journals and spend/allocation spreadsheets.
  - Eduserv agreement H opt-out decision

- **Under Review Group - renewal outcomes**
  - Total saved from cancelled resources:
  - Law Resource A - CANCELLED
  - E-Book collection B - CANCELLED
  - International Journal of Y, 38.4% increase in cost in 2017 CANCELLED

- **Under Review trigger points**
  - Resource cost per use (CPU) exceeds £15
  - Annual cost increase of more than 5%
  - Annual resource usage declines by 25% or more

- **April 2018 meeting**
  - Apologies
  - Journal costs workflow
  - Identify process to improve promotion of online resources in line with Social Media strategy
  - Gale database K opt-out decision
  - Journals renewal process - review titles with high CPU
  - Journals with free back-runs
  - EBSCO database N 2018-19 renewal
  - British Journal of Z
  - ProQuest bundle O
Summary

• Constantly changing sector – need flexible library systems & workflows
• Funding uncertainties, institutions doing more with less, return on investment vital
• Increasing Open Access content – effects on publishers & libraries
• Students at heart of service delivery
• Share experiences/best practice (UKSG can help with this!)
Thank you!

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