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## UKSG TERMS2.0 Webinar

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# TERMS redefined: developing the combination of electronic resource management with open access workflows The Webinar

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# Introduction

TERMS: Techniques for Electronic Resource Management:

<https://library.hud.ac.uk/blogs/terms/>

Archive of TERMS version 2013

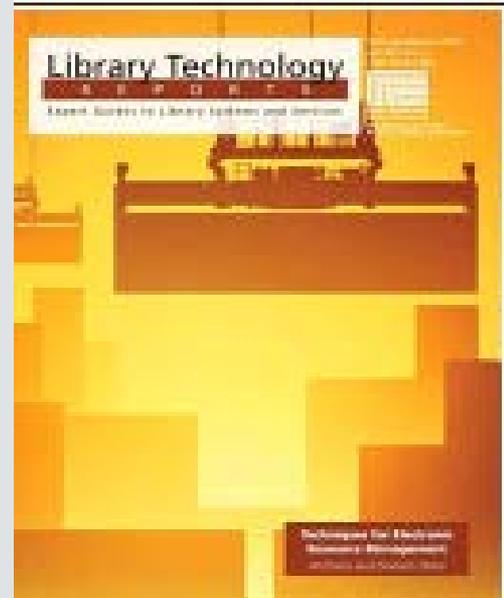
[https://works.bepress.com/jill\\_emery/63/](https://works.bepress.com/jill_emery/63/)

OAWAL: Open Access Workflows for Academic Librarians:

<https://library.hud.ac.uk/blogs/oawal/>

Updates on TERMS 2.0

<http://6terms.tumblr.com>



# New Team



# Why Change Now?

- TERMS is now 5 years old; OAWAL is 3 years old
- New concepts have emerged in both areas
- Recognition of overlap between e-resource management and open access monitoring



# Development of TERMS 2.0

- Content selection
- Procurement & licensing
- Implementation
- Troubleshooting problems
- Assessment
- Preservation & Sustainability Strategies

# 80/20 Rule

“Most of the resources you purchase will not require a large amount of your time—that is, about 80% of the resources you acquire will take just 20% of your time. In this project, we will call those standard, or basic, resources. Not because the content is basic or standard, but because the electronic resources librarian’s time is efficiently used in getting it established. While there may be some correlation between the cost of a product and the amount of time it takes to get purchased and available to patrons, that is not a given; some will be easy to establish, despite all of the money being spent on them.

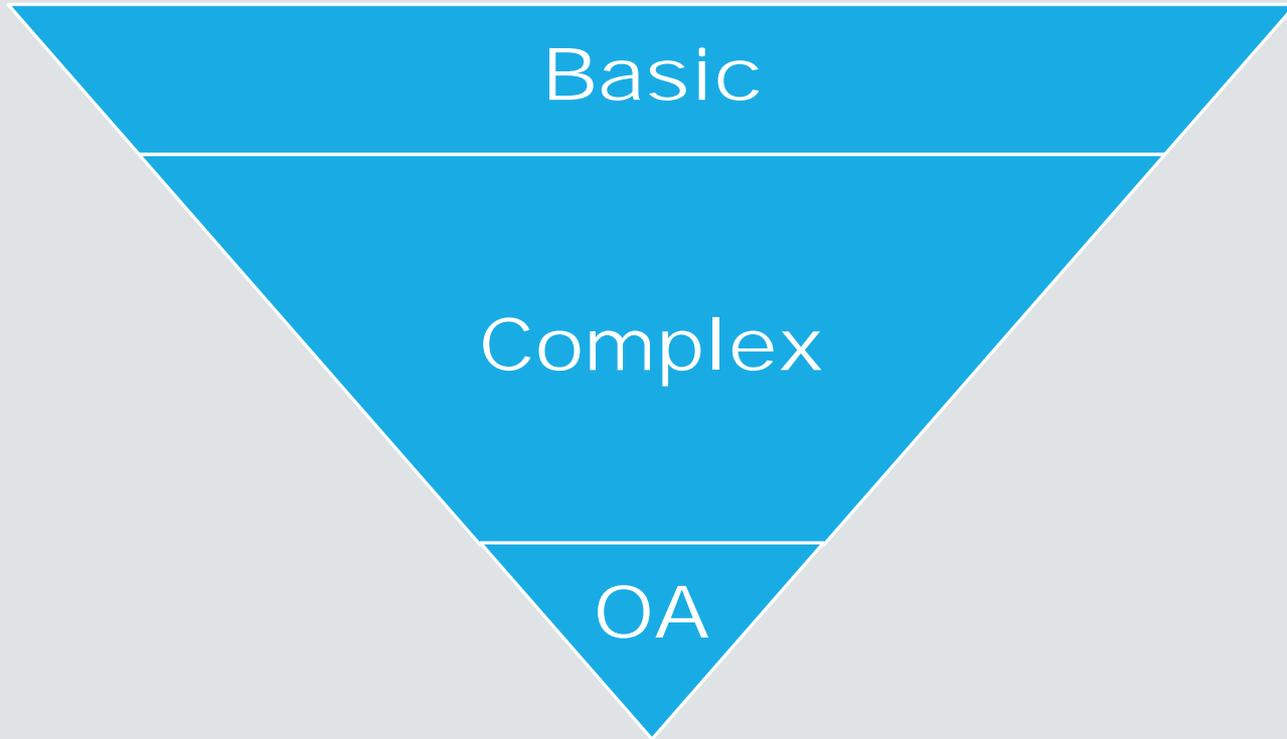
The other 20%, however, will take up about 80% of your time managing electronic resources. These may be simple or inexpensive resources, but remember that time is also money, and time spent on an inexpensive resource quickly makes it an expensive resource. We will call these complex, or advanced electronic resources, as they take up more time than they really should.” **McCracken**

# Open Access

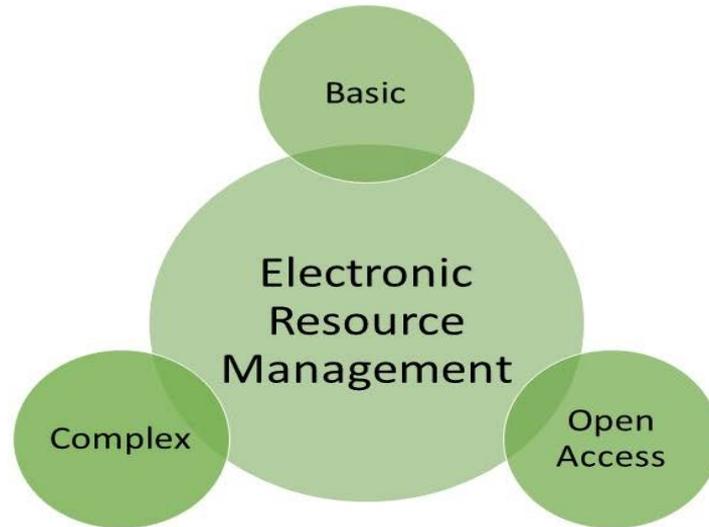
Open Access resources will be the third category of resources to be managed. While the resources may cost minimal amounts in regards to acquisitions, the management and application of maintenance structures and preservation standards are the same as for-fee resources. This is especially true when the resources are highly sought after by your end-users.

Furthermore, the transition from a subscription model to a read and publish model has seen the emergence of offsetting as part of the big deal, but also membership agreements with smaller OA only publishers as an alternative to APC models

# ER Management

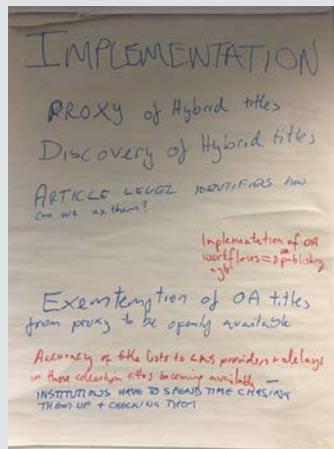


# The Concept



# Audience Activity from In Person Event

- We asked each attendee to go around to the six flip charts stationed in the room
- They could choose to spend all their time at a single chart if desired
- Then we reconvened and provided a summary of the session



# Questions to Consider

Content selection

Procurement & Licensing

Implementation

Troubleshooting problems

Assessment

Preservation strategies

## Looking at the 6 TERMS

1. How would you best incorporate open access & digital resource management into these processes?
2. What are biggest challenges faced with merging open access & digital resource management with traditional resources for this process?
3. Do you have any best practice you would like to share
4. Are there any gaps in your (personal or institutional) knowledge?

# Summary of group session

- After the workshop we collated the comments on each of the 6 TERMS from both sessions into a series of bullet points on the following slides



# 1. Selection

- Which 'free' resources should we select. Should we only select relevant or make all available? (Two agreements on this one)
- Content in OA deals (SCOAP<sub>3</sub>) which we pay for: How to keep track of order information & payment of content?
- How can we identify OA resources for academics (faculty) to select for reading lists (courseware/reserves)? Either from within the catalogue (discovery system) or from outside of it? Enhancing discovery to find good & worthy content.
- Collecting data -is the product interesting to us (self-made form), negotiating trials (4 weeks minimum), expecting customer feedback, looking at trial usage, personal feedback, & our own gut instincts/experience)
- Difficult to compare diverse resources
- OA versus paid resources (deliberately making OA content a lower priority)
- OA promotion as selection criteria considering the author's view
- Librarians need to talk to researchers more in regards to splitting content budgets & covering APC costs
- OA resources-no little selection but open up access/search functionality (through discovery systems)
- Use usage information (gold OA reports & future COUNTER reports) of OA material to inform further selection purchases
- Use gold OA stats in negotiation with publishers to get price reductions
- More 3rd party APIs/systems & the associated data sharing issues
- OA titles from other language areas are missing from knowledgebases & harder to discovery for inclusion

# 2. Procurement and Licensing

## (1)

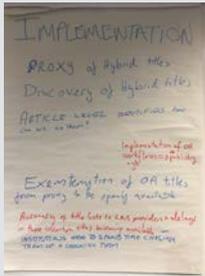
- Who owns & manages the money
- We need an APC fund
- Need standards for invoices including DOIs for APC purchases
- Publisher-author-library
- Double-dipping
- Closelink (by chance) between OA management staff & e-resource team
- Challenge: integration of money flow systems subscriptions OA/APC
- Application of Scholarly Comms. License (authors using CC-BY-NC agreements with publishers)
- Challenge understanding of complex deals & OA components You get “compare the market” for insurance but we need something similar (though even then its not clear which may be best) Is there an agnostic selection tool to use?
- Collecting data and putting it in a standardized form, self-built that allows one to understand the options presented and the content provided. Helps to answer the question is this resource relevant to us.
- If there is a solution involving traditional Library suppliers should Joint Consortia agreement change to either accommodate or encourage OA?
- Budget issues, is it really free?



# 2. Procurement and Licensing

## (2)

- Acceptance of the licensing agreements
- Licenses being legal documents but few people have combined skills of legal & library knowledge
- Creating common language with your accounts department & getting economical, financial data from the accounting team within your organization
- Combining OA & traditional procurement/licensing knowledge
- Expertise exists in different teams: OA teams, subscription teams, book procurement. We don't always develop all resource types or even communicate well
- Preserving order data (for historic reasons) with content
- Different approaches by providers to when access set-up/access availability notified or not
- Proxy of hybrid titles
- Discovery of hybrid titles
- Article level identifiers how can we use them?
- Implementation of OA workflows to facilitate OA publishing
- Exemption of OA titles from proxy to be openly available
- Accuracy of title lists provided to Library management systems & delays in those collection titles becoming available/librarians have to spend a lot of time chasing the titles & checking title availability



# 3. Implementation

- How to identify the OA content in hybrid titles & how to identify hybrids (there is an inconsistent publisher practice)
- Unpaywall as great tool for finding hybrid OA articles (but still not able to completely distinguish licensed content from free access versus openly licensed)
- Discovery issues with local repositories (green OA)
- Lack of OA publication data & so don't know faculty/academic has published OA articles & do not have the capacity to track down within an organization
- We don't activate OA targets in knowledge bases because of too many problems EX: HathiTrust & the those created with discovery of other content
- Implementation is not a linear process but you end up going back and forward to different stages for a single resource

# Troubleshooting

- Metadata accuracy/quality
- Link resolvers working with smaller publishers
- Persistent identifiers for OA content leading to link resolver issues
- Broken links in general and http > https
- Long term access for OA content
- Methods of authentication, e.g. IP, VPN, Shibboleth, on/off campus
- Confusion for end users with browser buttons and their installation leading to poor UX
- Little standardisation in terminology and UI between different platforms leading to poor UX
- Too many possible breaking points/complex workflows leading to difficulty in pinpointing problem
- Human error (by the library)
- Lack of technical support from vendor
- Users give up without reporting the problem
- Need for standard categorizations to record the problems
- Publisher: Set up FAQs for users/customers, also learned from doing this
- Publisher: Set up flowchart for librarians showing who they need to contact



# Assessment

- Need to consider monitoring and evaluation from the very start, e.g. Content selection
- Need for improved cooperation between OA team and e-resource/serials team in the library - monitoring project on APC costs?
- COUNTER statistics from publishers are often confusing
- Non-SUSHI publishers and non-COUNTER stats
- No OA statistics for OA and free resources (no authentication equals no statistics)
- Need for analysis of usage statistics - insight, not just bean counting
- Not always comparing like for like
- Measuring return on investment (ROI)
- It is not all about cost - breadth of analytics
- Need for benchmarking
- Manipulation of spreadsheets to filter out paid/access titles in deals is time consuming and difficult. Also multiple silos
- Need for decent metadata
- Who are your users
- Lack of feedback from users
- Need to convince senior management to invest in systems, e.g. Redlink, Lack of understanding of the importance of assessment

# Preservation and Sustainability

- Nobody actually understands this!
- Shared understanding of what preservation actually means
- Need for understanding of significant costs in time and money to preservation solutions such as Portico/LOCKSS/CLOCKSS
- Balancing cost vs. minimum viable approach to long term preservation
- Post cancellation rights (publishers and vendors, also internal documentation and time)
- Publishers often unaware of past deals, titles moving publisher. Universities reliant on legacy lists
- Platform change
- Preservation of and long term access to e-books (publisher and vendor)
- Can vendors facilitate dark archiving of e-books?
- Absence of green OA from LOCKSS/Portico
- What rights are there to OA content?
- How long are 'free' resources actually free?
- Persistent identifiers
- Print disposal vs. e-archives - mistakes equal lost content
- Working with consortia to build shared preservation infrastructure

# The new subsections

- We have used this feedback to come up with the following subsections for TERMS
- These are published via our Tumblr Blog, with a future of seeing a subsection at a time and publicised via our Facebook group and Twitter
- We would be very happy to receive feedback as we publish the draft over the next 3 months

# The new subsections

## **Content selection**

- 1.1 Request
- 1.2 Developing Selection Criteria
- 1.3 Review Form
- 1.4 Analysis & Review
- 1.5 Trial & Working with Provider
- 1.6 Making the Choice

## **Procurement and licensing**

- 2.1 Establishing Negotiation Criteria
- 2.2 Common Deal Breakers
- 2.3 Negotiation
- 2.4 License review
- 2.5 Working with Other Invested Parties
- 2.6 Recording Administrative Metadata

# The new subsections

## Implementation

- 3.1 Access Methods
- 3.2 Testing Access
- 3.3 Metadata Management
- 3.4 Other Discovery Mechanisms  
(LibGuides & A-Z lists)
- 3.5 Use in Curriculum/ Marketing/  
Feedback
- 3.6 Discovery Issues in Local  
Repositories

## Troubleshooting

- 4.1 Why do troubleshooting?
- 4.2 Common problems (things to look  
for)
- 4.3 Structures and systems for  
troubleshooting
- 4.4 What to do with troubleshooting  
results
- 4.5 OA-specific troubleshooting issues
- 4.6 Negative impact of users giving up  
without telling us; what's the  
concern with unknown  
problems?

# The new subsections

## **Assessment**

- 5.1 Performance of the resource against the selection criteria (including troubleshooting)
- 5.2 Usage Statistics/data
- 5.3 Cost per download
- 5.4 Citation data and other metrics
- 5.5 Community consultation
- 5.6 Cancellation review

## **Preservation and sustainability**

- 6.1 Choosing what to preserve/sustain
- 6.2 Developing preservation/sustainability plans
- 6.3 Metadata needed for preservation
- 6.4 Local preservation options
- 6.5 Cloud-based options
- 6.6 Exit Strategy

Majority draft

Public feedback  
incorporated

Copy-editing &  
editorial work



Public comment  
received

Manuscript submitted  
to ALA

# Feedback

- Exit Poll: How many found this webinar helpful?
- Would you consider hosting a structured activity like this with your local resource management teams?
- What would you do differently?

# Contact us

- Blog: <https://library.hud.ac.uk/blogs/terms/>
- Facebook: <https://www.facebook.com/groups/174086169332439/>
- Tumblr Blog: <http://6terms.tumblr.com/>
- Twitter: <https://twitter.com/6TERMS>