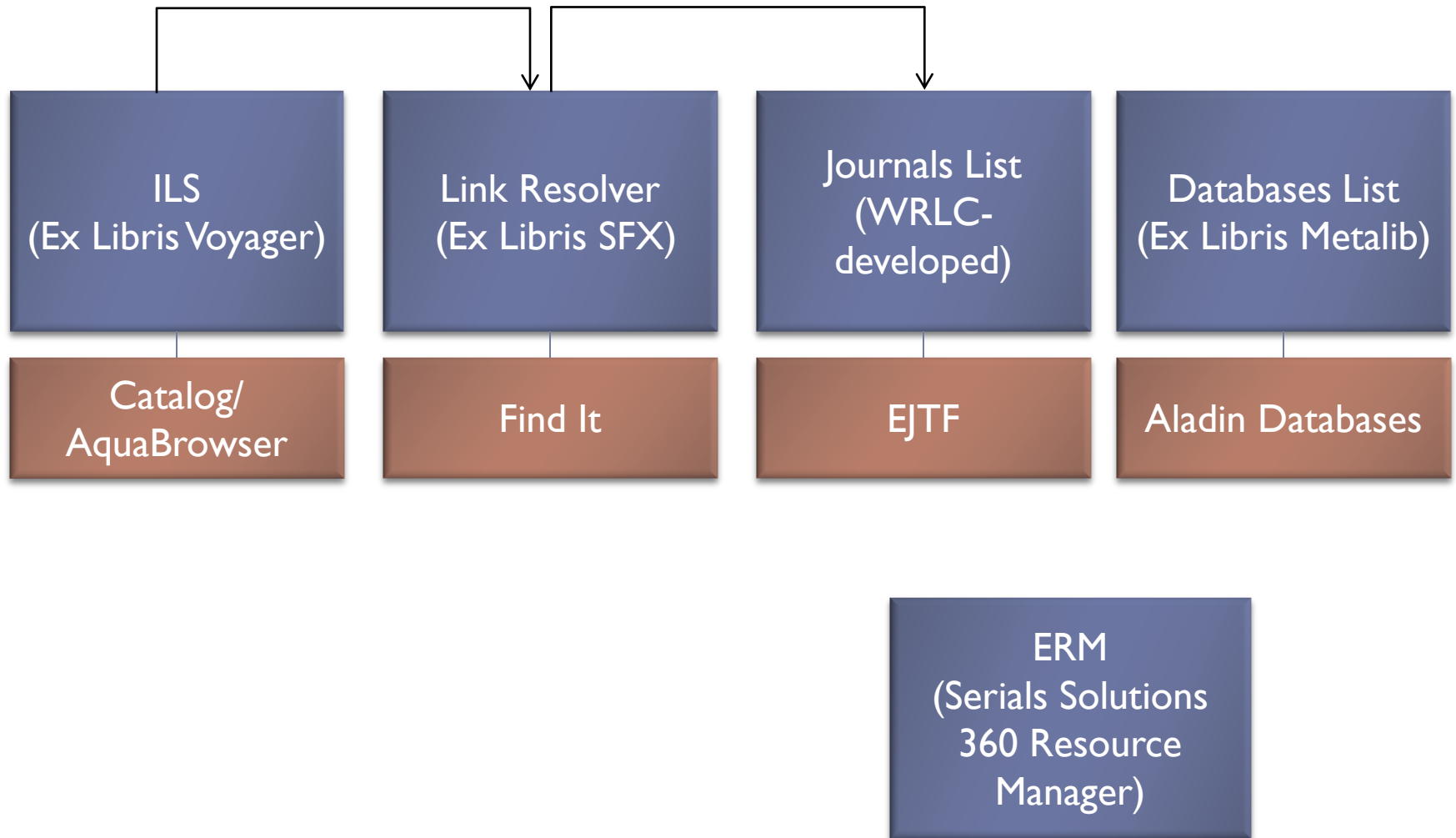


# ERM: Improving Workflows for Staff and End-Users

Laura Wrubel, George Washington University  
PTPL 88<sup>th</sup> Annual Meeting, October 12, 2012

# Past environment

---



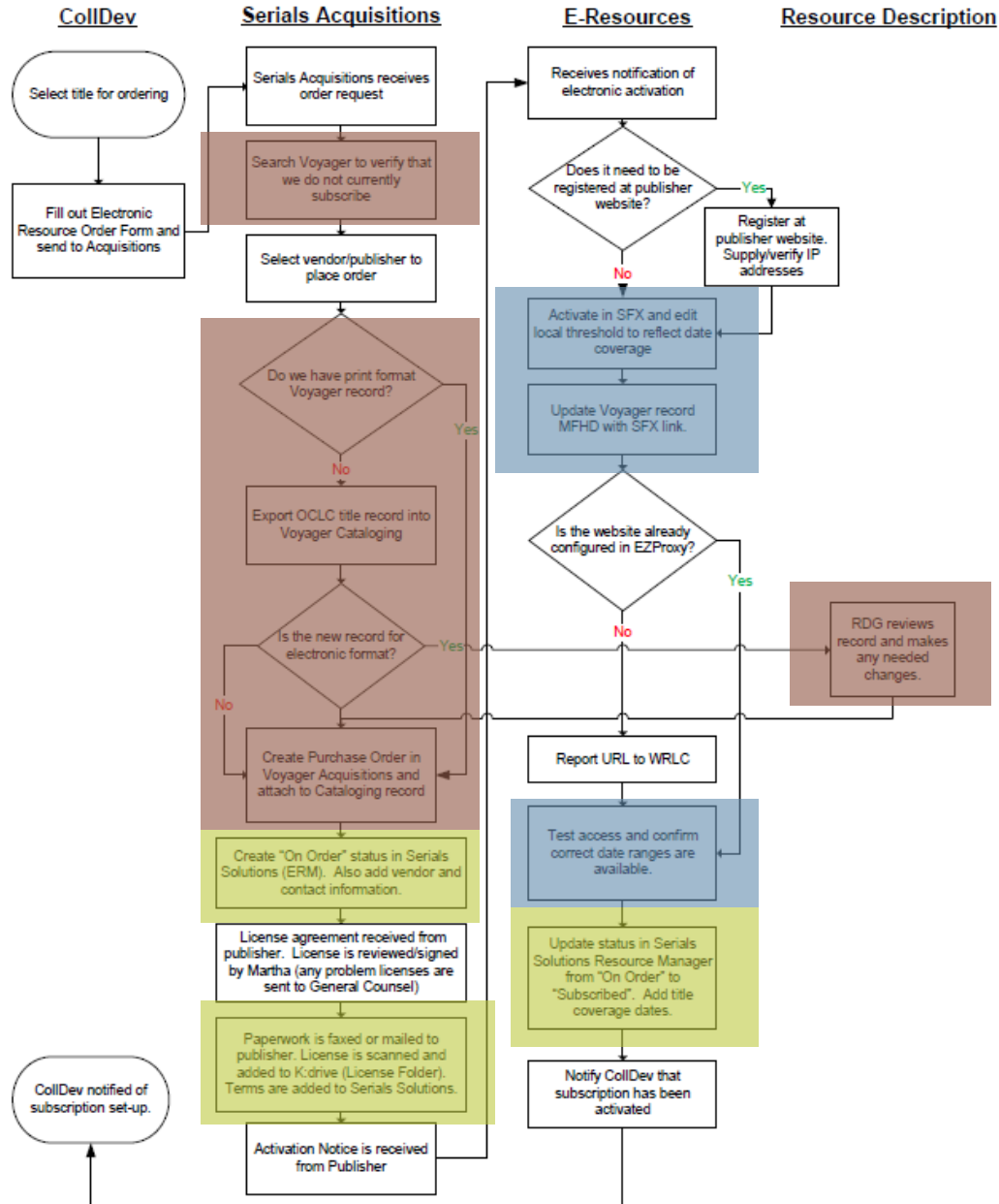
# SFX KB vs. 360 Resource Manager KB

---

- ▶ Databases and Provider/Vendor names
- ▶ Flavors of journal packages
- ▶ Default years of coverage
- ▶ Data currency and updating model

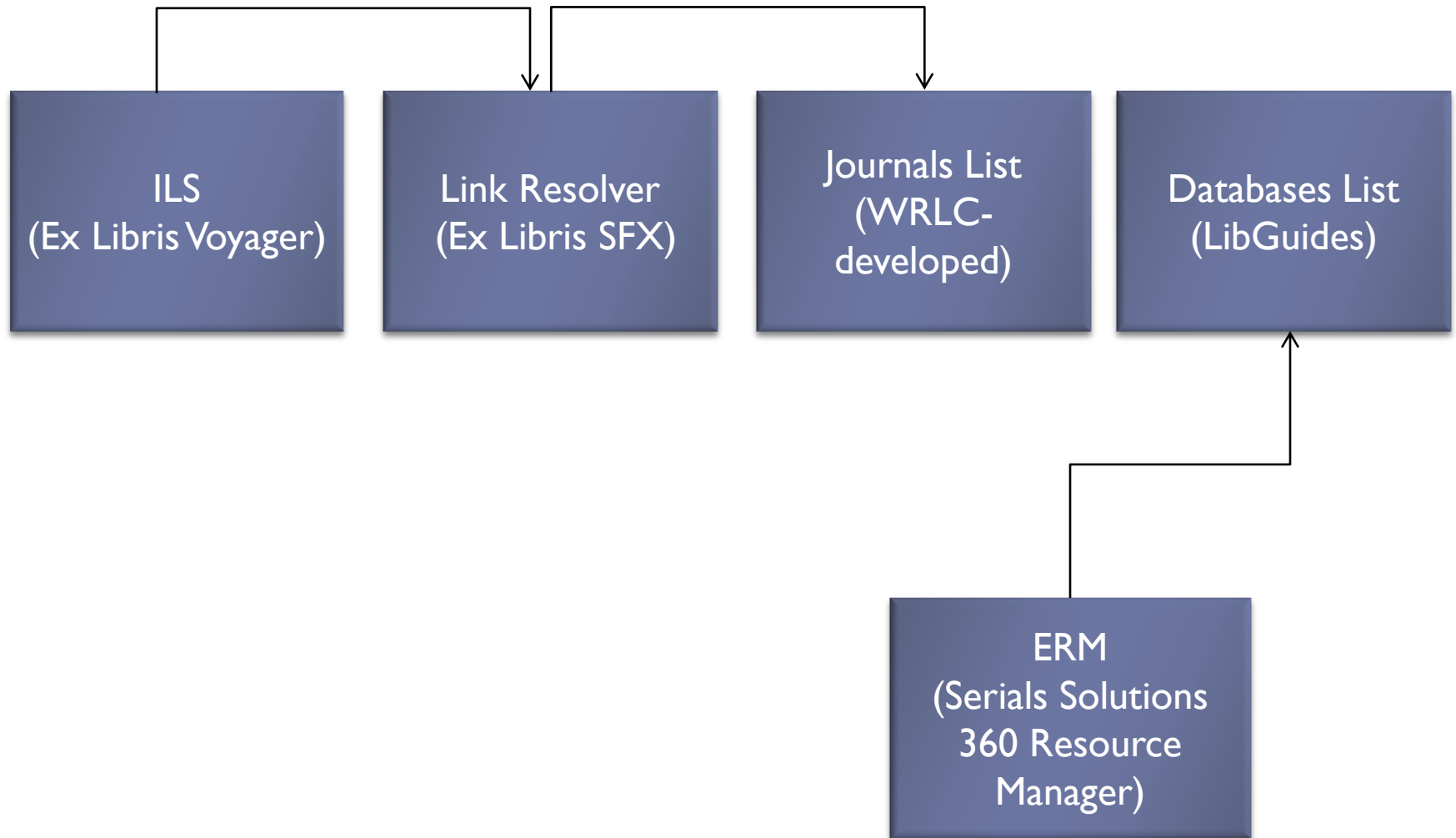


# Electronic Periodicals Ordering Workflow



# Getting closer

---



# From SFX to 360 Link

---

## Mapping one KB to the other

- ▶ Aggregators at database level only
- ▶ Focus on subscription e-journals and purchased e-books
- ▶ Reviewed package/database one by one
- ▶ Used Excel VLOOKUP formula for matching titles across KBs
- ▶ Avoided manual comparisons, but sometimes necessary



	A	B	C	D	E	F
	#TARGET blue = FREE (confirm that Omit proxy is also checked)	SERVICES	Aggregator?	Coverage checked	360 Link checked	SerSol Databases
1						
116	HEIN_ONLINE_LAW_JOURNAL_LIBRARY	getFullTxt	Y			
117	HIGHWIRE_PRESS_AMERICAN_ASSOCIATION_FOR_THE_ADVANCEMENT_OF	getFullTxt	N	YK	y	Science Magazine
118	HIGHWIRE_PRESS_AMERICAN_MEDICAL_ASSOCIATION	getFullTxt	N	YK	y	American Medical Assoc
119	HIGHWIRE_PRESS_AMERICAN_SPEECH_LANGUAGE_HEARING_ASSOCIATION	getFullTxt	N	Y	Y	ASHA Journals
120	HIGHWIRE_PRESS_ASSOCIATION_OF_WOMENS_HEALTH_OBSTETRIC_AND	getFullTxt	N	YK		?
121	HIGHWIRE_PRESS_BRITISH_INSTITUTE_OF_RADIOLOGY	getFullTxt	N	YK	Y	British Institute of Radio
122	HIGHWIRE_PRESS_BRITISH_MEDICAL_JOURNAL_PUBLISHING_GROUP	getFullTxt	N	YK	Y	BMJ Journals
123	HIGHWIRE_PRESS_DUKE_UNIVERSITY_PRESS	getFullTxt	N	Y	Y	Duke University Press
124	HIGHWIRE_PRESS_FREE	getFullTxt	N	Y	Y	Highwire Press (Free Jou
125	HIGHWIRE_PRESS_GEOLOGICAL_SOCIETY_OF_AMERICA	getFullTxt	N	YK	Y	Geological Society of Am
126	HIGHWIRE_PRESS_JOURNALS	getFullTxt	N	YK	Y	Highwire Press
127	HIGHWIRE_PRESS_MASSACHUSETTS_MEDICAL_SOCIETY	getFullTxt	N	YK	Y	Massachusetts Medical
128	HIGHWIRE_PRESS_OXFORD_UNIVERSITY_PRESS_CURRENT	getFullTxt	N		Y	Oxford Journals
129	HIGHWIRE_PRESS_SAGE_PUBLICATIONS	getFullTxt	N	YK	Y	SAGE Complete A-Z List
130	HINDAWI_PUBLISHING_OPEN_ACCESS_JOURNALS_FREE	getFullTxt	N			
131	HISTORY_COOPERATIVE_COMPLETE	getFullTxt	N	Y	Y	History Cooperative Jour
132	HUMAN_KINETICS	getFullTxt	N	CG	Y	Human Kinetics Journals
133	ICE_VIRTUAL_LIBRARY_JOURNALS	getFullTxt	N		Y	ICE Virtual Library Journ
134	IEEE_XPLORE_CONFERENCE_PROCEEDINGS	getFullTxt	Y			
135	IEEE_XPLORE_CONFERENCE_SERIES	getFullTxt	Y			
136	IEEE_XPLORE_JOURNALS	getFullTxt	Y			
137	IEEE_XPLORE_STANDARDS	getFullTxt	Y			
138	IL_NUOVO_CIMENTO	getFullTxt	N			NOT FOUND
139	INFORMAHEALTHCARE_JOURNALS	getFullTxt	N			
140	INGENTA_CONNECT_JOURNALS	getFullTxt	N	Y	Y	
	INGENTA_CONNECT_OECD_ORGANIZATION_ECONOM	getFullTxt	N	Y	NA	IngentaConnect, OECD iL

# URLs in the catalog

---

[http://sfx.wrlc.org/gw?sid=sfx:e\\_collection&isbn=0198607687&pid=serviceType=getFullTxt](http://sfx.wrlc.org/gw?sid=sfx:e_collection&isbn=0198607687&pid=serviceType=getFullTxt)

- ▶ Wrote a perl script which checked 360 Link API for holdings for that ISBN/ISSN
- ▶ Able to check 30,000+ links
- ▶ Problems found included:
  - ▶ Records that needed to be withdrawn/suppressed, multiple links for the same item
  - ▶ Full text needing to be turned on for 360 Link
  - ▶ OpenURLs needing syntax fixes





# Where are we now?

---

- ▶ Switchover in August
- ▶ Redirecting SFX URLs to 360 Link (apache redirect)
- ▶ Using a URL that is not dependent on a vendor (apache proxy)

<http://uz4ug4lz9g.search.serialssolutions.com/?sid=GW:Catalog&isbn=0198607687>

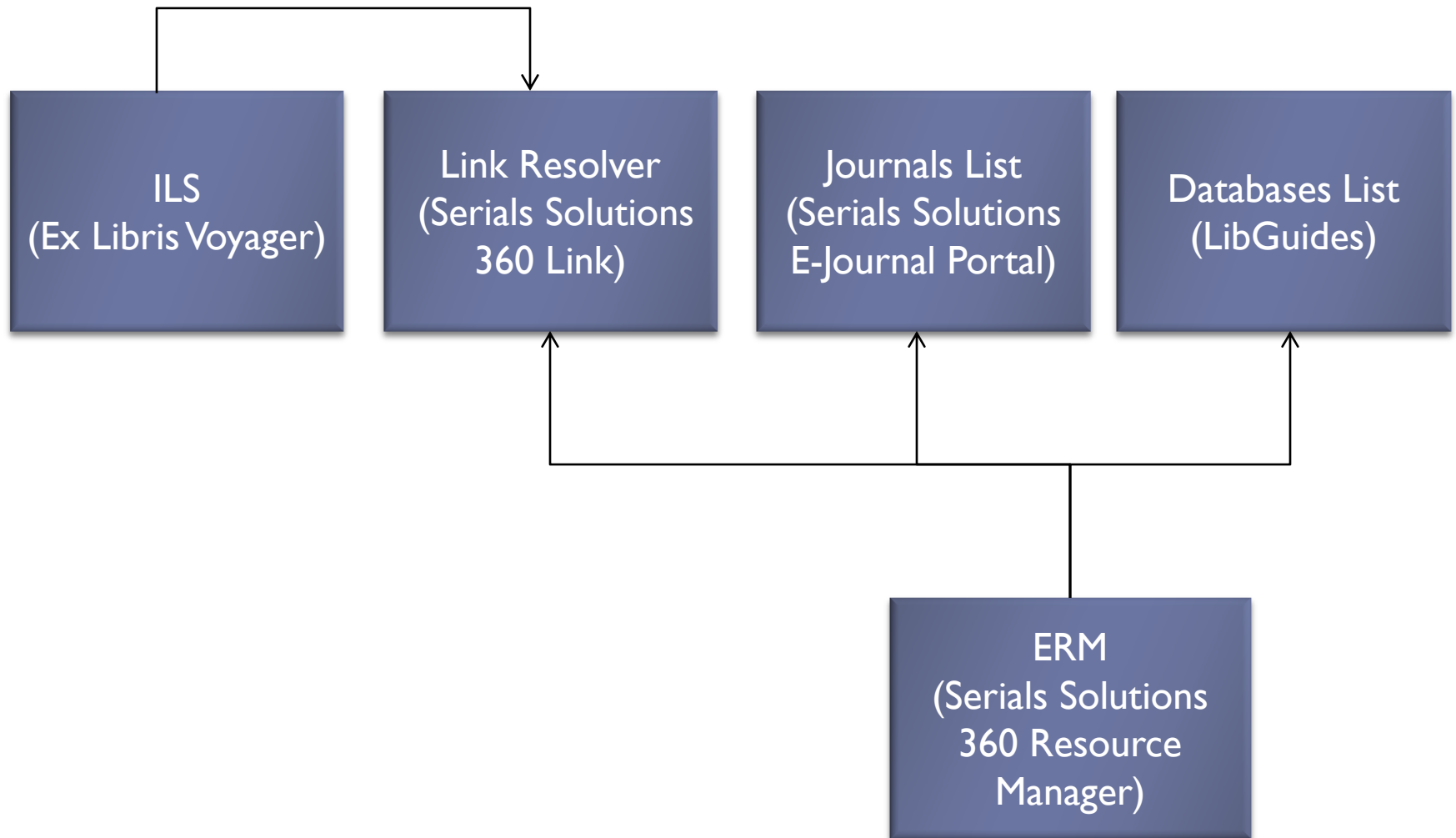
<http://findit.library.gwu.edu/go?sid=GW:Catalog&isbn=0198607687>

---

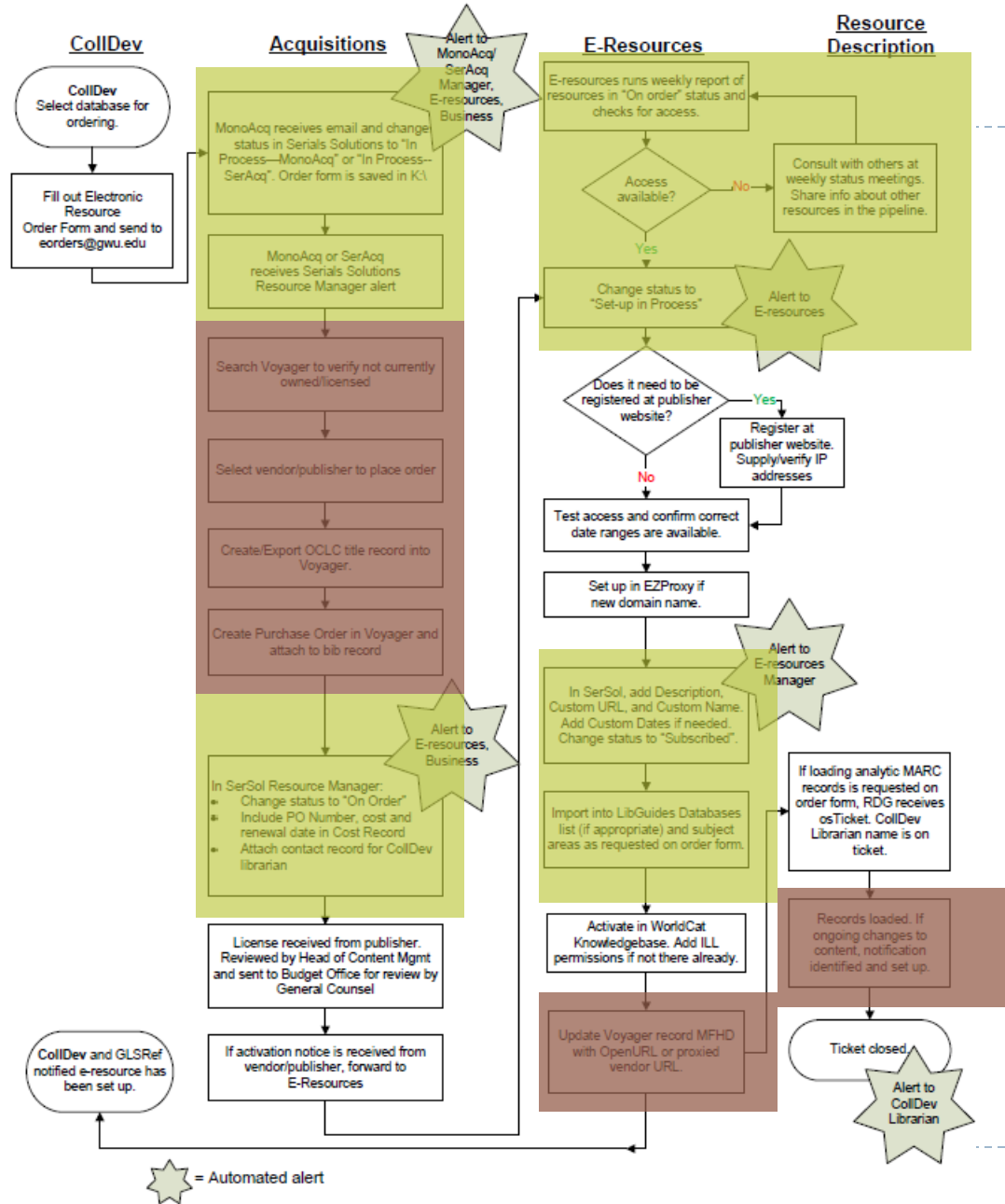


# Where are we with staff workflows?

---



# Electronic Resource Ordering Workflow



# Where are we with staff workflows?

---

- ▶ Fewer handoffs
- ▶ Some clunkiness in processes remain
- ▶ Training and re-org easier as systems more consistent across teams.
- ▶ ERM reports basis for e-resource status meetings
- ▶ Still working on ERM as resource for collection development librarians



# Workflows for students and faculty

GW Libraries
THE GEORGE WASHINGTON UNIVERSITY  
WASHINGTON DC

You are looking for:

Caponegro, Ramona (03/01/2009). *The Accidental Sleuth: Investigating Murders and Clues in Three Series for Cids, Clues (Reading, Ohio)*. 27 (4) p. 11. (ISSN: 0742-4248)

GW Libraries
THE GEORGE WASHINGTON UNIVERSITY  
WASHINGTON DC

**Journals List**

Looking for a specific article? Try the [Full Text Finder](#)

174 journals retrieved for

19t - Mus [Mus - Yea](#) [N](#)

**19th century music** (01 from 07/01/1977 to 11 from 2001 to 2010 in ) from 03/01/2001 to pr from 10/01/2001 to pr in [Library Print Journals](#)

**21st century music** (15 from 2000 to present)

**AAWM Journal : Analy** from 2011 to present )

**Action, criticism, & the** from 2002 to present )


**African music** (0065-40 from 01/01/1954 to 01

**African Music Society** from 06/01/1952 to 09

**AMCMM: Audio and M** from 10/01/2006 to 10

**American journal of m** from 08/29/1844 to 10

GW Libraries
THE GEORGE WASHINGTON UNIVERSITY  
WASHINGTON DC



Search
[Advanced Search](#)

26,235 results. Use quotation marks for exact phrases (e.g. "higher education").

**Refine your search**

Items with full text online

Limit to articles from scholarly publications, including peer-review

Limit to articles from peer-reviewed publications

Exclude Newspaper Articles

Items in the library catalog

Add results beyond your library's collection

**Content Type**

Any

Book / eBook (22,129)

Government Document (2,780)

Journal Article (1,225)

Book Review (46)

Trade Publication Article (18)

**Excluded**

Newspaper Article

[more...](#)

**Subject Terms**

Any

united states (1,950)

history (1,669)

description and travel (1,511)

biography (538)

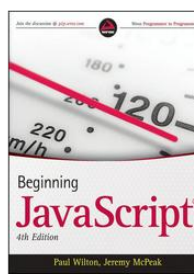
law and legislation (362)

discovery and exploration (288)

[more...](#)

**Publication Date**

GW Libraries
About • API
THE GEORGE WASHINGTON UNIVERSITY  
WASHINGTON DC



**Beginning JavaScript [electronic resource].**

Wilton, Paul ; McPeak, Jeremy  
4th ed.. Hoboken : John Wiley & Sons, Inc., 2011. In English. ISBN 9780470631782

View detailed description of this title in the [Aladin Catalog](#)

Request this title through [Interlibrary Loan](#)

Location	Call Number	Status	Consortium Loan
<b>George Washington</b>			
Online	GW: Electronic Book	<span style="background-color: #003366; color: white; padding: 2px 5px; border-radius: 3px;">Full text online</span>	
Access restricted to current George Washington University members - Login Required.			
<b>Gallaudet</b>			
UNIV Electronic Book			

GW Libraries • 2130 H Street NW • Washington DC 20052 • 202.994.6558 • [refdesk@gwu.edu](mailto:refdesk@gwu.edu)

# Customizing link resolver screens

---

- ▶ Tradeoffs linking customizability.
- ▶ Rewriting screen using jQuery. Based on work by Grand Valley State University





[Libraries Home](#)

[eJournals](#)



Trial, June 2011

[Refine or alter criteria](#)

**Search criteria:**

Article: Information management at a bank using agents: Theory and practice  
Author: Dignum, F.  
Journal: Applied artificial intelligence  
ISSN: 0883-9514 Date: 2000  
Volume: 14 Issue: 7 Page: 677  
DOI: 10.1080/08839510050119244

Citation: [Email](#) or [Export/Save](#)

[Always check the citation for accuracy. Click this link for more information.](#)

**Content is available via the following links**

Coverage Range	Links to content		Resource
02/01/1996 - 1 year ago	<a href="#">Article</a>	<a href="#">Journal</a>	<a href="#">Academic Search Premier</a>
02/01/1996 - 1 year ago	<a href="#">Article</a>	<a href="#">Journal</a>	<a href="#">Business Source Premier</a>

**More full-text options**

**Search the Aladin Catalog**

[By Journal Title](#) [By ISSN](#)

**Request through Interlibrary Loan**

[Place a Request](#) [ILL Information](#)

[Search Google Scholar](#)

## Search Results:

Article: Reading As If For Life  
Author(s): Reed, Charles M.  
Journal: Vital speeches of the day  
ISSN: 0042-742X      Date: 11/15/2001  
Volume: 68      Issue: 3      Page: 81

---

## Links to full text

Links to content	Date Range	Resource
 <a href="#">Article</a> <a href="#">Journal</a>	10/08/1934 - present	<a href="#">Academic Search Premier</a>
 <a href="#">Article</a> <a href="#">Journal</a>	06/01/1995 - 06/30/2007	<a href="#">ABI/Inform Complete Plus</a>

## Additional options for finding this item:

Check for the journal or book in library catalog: [ISSN Title](#)

## Questions?

[Ask a Librarian](#)

[Report an error](#)  
[Email the URL for this page](#)



## You are looking for:

Reed, Charles M. (11/15/2001). Reading As If For Life. *Vital speeches of the day*. , 68 (3), p. 84. (ISSN: 0042-742X)  [\[send to RefWorks\]](#)

[Full Text Online](#) from ABI/Inform Complete Plus [\[details\]](#)

[Show 6 More Results](#)

---

**Not available anywhere?** [Request a copy from another library](#)

**Found a problem?** [Let us know!](#)

[Check Himmelfarb Library options](#)

# Link resolver screens

---

- ▶ Tradeoffs linking customizability.
- ▶ Rewriting screen using jQuery. Based on work by Grand Valley State University
- ▶ Next steps: more use of 360 Link API
- ▶ Opens up link resolver/ERM data to other applications



# Other tradeoffs

---

- ▶ **Data portability and access**
  - ▶ Export formats
  - ▶ APIs
- ▶ **Vendor lock-in**
  - ▶ Internal vs. external integration
  - ▶ Open source options (GoKB, KB+, CUFTS)
  - ▶ Next generation ILS's



# Thanks!

---

## Questions?

