Selection Manager: Automating Workflow for E-Resource Selection at Kent State University

Presenters:
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Kent State University

Selection Manager

Overview

– What is Selection Manager?
– Why we need it
– System Description
– Managing Technical Services Workflow
– Collection Managers and Selectors
– Looking Forward…
What is Selection Manager?

Standalone module that manages communication and workflow for electronic resources in the consideration process, before they enter the ILS.

Selection Manager provides…

• Transparent, central location for item tracking.
• External review, comment, and scoring.
• Workflow and standard practice for the consideration and selection process.
• Historical tracking of the consideration process.
• Data import into the ILS
What is Selection Manager?
What is Selection Manager?

- Manages the review and selection of new electronic journals and databases for the University Libraries Collection.
- Initiates acquisitions workflow and tracks the process from the point of request through purchase.
- Allows visitors to view a list of electronic resources currently under review at Kent State University Libraries.
- Authenticated users (Kent State University faculty, staff, and students) can use the Selection Manager to participate in the collection building process of University Libraries.
  - suggest new electronic resources for the collection
  - request a new trial
  - access current trials
  - provide feedback about the resources under consideration
“The process of consideration and selection should be just as orderly and efficient as the processes of order and purchase, and subsequent discovery and use.”
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Why we need it

What’s the current process to start an item in the consideration process?

- **Email**….external and internal
- Phone
- Flyers/Catalogs
- Sales Visits
- Did I mention **Email** ?
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Why we need it
Why we need it

What does the collection librarian have to do to start the consideration process?

- Complete product information
- Pricing options
- Review license
- Schedule trial
- Summary evaluation
- Appropriate funding
- **Back and forth communication** (status vs. linear)
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Why we need it

What do we use to manage the process?

• Spreadsheets
• ERM
• Acquisitions Module
• Meetings
• Ticketing systems
• Paper forms
• Post It Notes
• Other?
• Have I mentioned *email*?
Why we need it

We needed a system that would provide:

- Transparent, central location for item tracking.
- External review, comment, and scoring.
- Workflow management and standard practice for the selection process.
- Historical tracking of the consideration process.
- Data import into the ILS.
System Description

System Structure

- PHP and JavaScript scripting languages and using MySQL for database storage
- Intranet provides a central location for UL employees
- UL public web site is managed using a custom-built content management system
- Both the intranet and the public web site use the University's online (LDAP) directory to authenticate students, staff, and faculty
Pre-ILS Application

- The system shares 39 database tables
- Contains almost 8,000 lines of php, html, and javascript code
- Applications work similarly but provide different levels of information for the different target audiences
- Many aspects of the Pre-ILS are Kent State-specific
  - Nine campuses which can be represented individually or in any combination
  - workflows are specific to those which our Technical Services Department uses
  - these aspects of the application are hard-coded and cannot be configured
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System Description

- Intranet for internal use
- Internet for Public use
- Receives Incoming requests from librarians
- Search options
- Reviewing Tools for Selectors
  - Scoring
  - Comments

- Access defined by the level of user
- Manages workflow in technical services
  - Resource Records
  - Task Assignment
  - Price quotes
  - License Specifications
  - Collections checklist
  - Funding information
  - Order approval
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System Description

Public Interface

– Basic request information
  • License

– Trial Information

– Scores and Comments
System Description

- **Search Form Includes**
  - Record Number
  - Title
  - Publisher
  - Subject
  - Resource Type
  - Request Status
  - Task assignment

- **Search Results**
  - Can be sorted by any field, except subject
  - Links provided to resource record

- **‘My Stuff’**
  - automatically updated to include any resource added by the individual who originated the request
  - Users can select any resource to be added to their “My Stuff” folder
  - Users will receive email notifications for all resources in the my stuff folder
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System Description

Features

• Export to ILS for record creation
• Generates vendor correspondence
• My stuff folders
• Automated status change notifications
• Reporting
Managing Technical Services Workflow

Request Progression

- New Request
- Acquiring Price and/or Trial Information
- Provider Contacted, Waiting For Reply
- Trial Scheduled
- Trial Activated
- Under Review
- License Under Review
- Review Concluded
  - Review Suspended
- Recommended for Purchase
  - Or Recommended Pending Funding
  - Or Not Recommended At This Time
- Approved For Purchase
- Export to ILS
- Suppressed

1. Each status change prompts the system to generate an automated email which is sent to any combination of the users (requestor, serials staff, subject librarians, and system administrators)

2. A maintenance script is automatically run each morning (via the Unix cron task) to update requests which have reached a target date

3. Status changes are logged with the action date and the person responsible for the status change
Technical Services Librarians

Pricing and Contract Investigation

Communicate with content provider(s) to:

• Obtain product information
• Obtain pricing options
• Review license
• Schedule trials
Tracking Workflow

- Status changes
  - Date
  - Status
  - Who made the change

- Internal Notes
  - Only viewable by Internal Library personnel
Request Record Components

- General Request Information
- License Information
- Trial Information
- Price Quote Information
- Status Log
- Internal Notes
- Scores and Comments
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Managing Technical Services Workflow

Request Record Display

Selection Manager - Request Display

African American Newspapers 1827-1998 #1269 - APPROVED FOR PURCHASE

This page provides information such as purchase and trial details, general notes, reviewer comments and scores.

Request Information

<table>
<thead>
<tr>
<th>Request #:</th>
<th>1269</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request status:</td>
<td>APPROVED FOR PURCHASE</td>
</tr>
<tr>
<td>Publisher:</td>
<td>Readex</td>
</tr>
<tr>
<td>Publisher URL:</td>
<td><a href="http://www.readex.com/">http://www.readex.com/</a></td>
</tr>
<tr>
<td>Resource type:</td>
<td>DATABASE</td>
</tr>
<tr>
<td>Subject(s):</td>
<td>History, Interdisciplinary, Pan-African Studies</td>
</tr>
<tr>
<td>Request type:</td>
<td>Provide a price quote and schedule a trial</td>
</tr>
<tr>
<td>Requested trial start date:</td>
<td>06/01/2012</td>
</tr>
<tr>
<td>Expedited quote requested:</td>
<td>No</td>
</tr>
<tr>
<td>Additional information:</td>
<td>African American Newspapers, 1827-1998 includes many rare and historically significant 19th century titles. Newly digitized, these newspapers published by African Americans can now be browsed and searched as never before. Part of the Readex America’s Historical Newspapers collection, African American Newspapers, 1827-1998 was created from the most extensive African American newspaper archives in the United States'40. Those of the Wisconsin Historical Society, Kansas State Historical Society and the Library of Congress. Selections were guided by James Danky, editor of “African-American Newspapers and Periodicals: A National Bibliography.”</td>
</tr>
<tr>
<td>Requested by:</td>
<td>Downey, Maria C.</td>
</tr>
<tr>
<td></td>
<td>Library Faculty/Staff</td>
</tr>
<tr>
<td></td>
<td>University Librarian</td>
</tr>
<tr>
<td>Resource Request Information</td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td>--</td>
</tr>
<tr>
<td><strong>Request #:</strong></td>
<td><strong>Requested by:</strong></td>
</tr>
<tr>
<td><strong>Request status:</strong></td>
<td><strong>Password required:</strong></td>
</tr>
<tr>
<td><strong>Publisher:</strong></td>
<td><strong>Request date:</strong></td>
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<tr>
<td><strong>Publisher URL:</strong></td>
<td><strong>Assigned to:</strong></td>
</tr>
<tr>
<td><strong>Resource type:</strong></td>
<td><strong>Summary description:</strong></td>
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<tr>
<td><strong>Subject(s):</strong></td>
<td><strong>Other holdings:</strong></td>
</tr>
<tr>
<td><strong>Request type:</strong></td>
<td><strong>Cancel print subscription:</strong></td>
</tr>
<tr>
<td><strong>Expedited quote requested:</strong></td>
<td><strong>OhioLINK access:</strong></td>
</tr>
<tr>
<td><strong>Additional information:</strong></td>
<td><strong>COUNTER compliant:</strong></td>
</tr>
</tbody>
</table>
Preliminary License Review

• Status
  – Under review
  – On file
  – No license required
  – License negotiable
  – License non-negotiable

• Form of license
  – Standard signature print license
  – SERU
  – Online Terms and Conditions

• ILL rights
• Course reserves rights
• Electronic reserves rights
• Digitally copy
• Perpetual access
• Indemnification
• Jurisdiction
• License notes
### Pricing Information Includes

<table>
<thead>
<tr>
<th>Type of Purchase</th>
<th>Campus access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Subscription</td>
<td>(All campuses, Kent, Stark, East Liverpool, Ashtabula, Geauga, Tuscarawus, Trumbull, Salem, CPM)</td>
</tr>
<tr>
<td>One Time Purchase</td>
<td>Provider</td>
</tr>
<tr>
<td>Marc Records Archive Membership Hosting Fee</td>
<td>Contact name</td>
</tr>
<tr>
<td>Quote date</td>
<td>Contact phone</td>
</tr>
<tr>
<td>Expiration date:</td>
<td>Contact email address</td>
</tr>
<tr>
<td>Quoted price</td>
<td>Notes</td>
</tr>
<tr>
<td>Simultaneous users</td>
<td>One-time fund transfers</td>
</tr>
<tr>
<td>Subscription coverage</td>
<td>Permanent fund transfers</td>
</tr>
<tr>
<td>Lease/Purchase</td>
<td>Assigned fund(s)</td>
</tr>
<tr>
<td>Local/Consortia</td>
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### Pricing Information

#### Price Quote Information

<table>
<thead>
<tr>
<th></th>
<th>Quoted Date</th>
<th>Coverage</th>
<th>Simultaneous Users</th>
<th>Vendor Price</th>
<th>Fund Charge</th>
<th>Generate Vendor Email</th>
<th>Purchase Option</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ANNUAL SUBSCRIPTION</strong></td>
<td>10/17/2011</td>
<td>Unlimited</td>
<td>9xxxxx Dxxxxx Jxxx 1 800 555 1234 KentSt@</td>
<td>$843.00</td>
<td>$1,053.75$</td>
<td>+</td>
<td>[ ]</td>
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<tr>
<td>OHIOLINK EJC holdings 1995-2006 only (b26258948)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Permanant Fund Transfers</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>From:</td>
<td>To:</td>
<td>Amount:</td>
<td>Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Iscin</td>
<td>Iscin</td>
<td>$1,053.75</td>
<td>for subscription 2011 going forward</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$1,053.75</td>
<td></td>
</tr>
<tr>
<td><strong>Fund Assignments:</strong></td>
<td>Percent</td>
<td>Notes:</td>
<td></td>
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<td></td>
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<tr>
<td>Iscin</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ARCHIVE</strong></td>
<td>10/17/2011</td>
<td>per year</td>
<td>Unlimited</td>
<td>$937.00</td>
<td>$937.00</td>
<td>+</td>
<td>[ ]</td>
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<tr>
<td>Purchase, Local</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kent</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Indicates 125% of quoted price.*
Specific requests:
1. Does a subscription include access to backfiles? If so, what are the dates of coverage?
2. Is this title part of a package? If so, what are the other titles in the package?
3. Do we own the content for the years paid or is access to the content lost upon subscription cancellation?
4. Is access available by ip address or by username/password only?
5. What discounts are available for educational institutions or for OhioLINK membership?
6. If a license agreement is required please send a copy for our review.
7. Trial request:
8. Please provide a 30 day trial

Access:
- Online Only
- Print and Online
- Print Only

Price quotes for:
- All campuses (FTE=31,505)
- Kent campus (FTE=20,854)
- Stark campus (FTE=3,010)
- East Liverpool campus (FTE=697)
- Astabula campus (FTE=1,408)
- Geauga campus (FTE=1,028)
- Tuscarawas campus (FTE=1,652)
- Trumbull campus (FTE=1,712)
- Salem campus (FTE=1,144)
Message: Marysmithy@subscriptionsunlimitedcom

Dear Mary Smith,

I am writing on behalf of Kent State University Libraries to request a price quote and product information for "African American Newspaper"

We need pricing for online access only for all of our campuses (FTE = 31,505): $____________

Please supply the following information if applicable
• Does a subscription include access to back files? If so, what are the dates of coverage?
• Is this title part of a package? If so, what are the other titles in the package?
• Do we own the content for the years paid or is access to the content lost upon subscription cancellation?
• Is access available by IP address or by username/password only?
• What discounts are available for educational institutions or for OhioLINK membership?
• If a license agreement is required please send a copy for our review

As part of our review we would also like to schedule a 30-day, campus-wide trial beginning on June 20, 2011 Our IP range is 131123**

Thank you kindly for your assistance Please contact me if you have questions or need further information

Sincerely,

Kay Downey
mdowney1@kentedu
Managing Technical Services Workflow

Export to ILS

**Brief Bib Record**

- Resource Name/Title
- Publisher
- Alternate Titles
- Type Of Resource / Format
- Lang
- Location
- Bib Lvl
- Display
- Cat Date

**ERM Resource Record**

- Campus Access
- Resource Name/Title
- Alternate Titles
- Resource Type:
- Subscription Coverage:
- Summary Description
- Form of License:
- Trial End Date
- Trial Start Date
- Trial Login // Password
- Trial URL
### Export to ILS

**Order Record**
- Pre-ILS Record Number
- Record Creator/Patron Name
- Type Of Resource / Format
- Fund Assignment
- Person assigned order
- Provider
- Fund Transfer
- Campus access
- Quoted item
- Quote date
- Expiration date:
- Quoted price:

**Fund Charge**
- Simultaneous users
- Subscription coverage
- Lease/purchase
- Local/consortia
- Contact name:
- Contact phone:
- Contact email address
- Notes
- Internal Notes
- Order Approval
- Other Holdings in KentLINK
- Cancel Print Subscription
Selection Process

- Identify
- Investigate
- Review
- Order
- Not Recommended

Wish List
Collection Managers and Selectors...

Selection / Stakeholders

– Internal Library
  • Subject librarians
  • Collection managers
  • Acquisition Librarians
  • Electronic Resources Librarians
  • Regional Campus Librarians

– External Library
  • Sales representatives
  • Consortia participants
  • Publishers
  • Content Providers
  • Faculty
  • Students
Collection Managers and Selectors

Selection / Review Process

Selectors
- Authority
- Usability
- Accreditation requirement
- Does it fill a collection need
- Does the resource provide support for research and teaching

Collection Management
- Identify funding, can we afford it
- Can it replace existing print collections
- Does it provide support for institutional strategic priorities
- Is the contract acceptable
Scores and Comments

• Authenticated users Only

• System Computes 3 Values
  – INDIVIDUAL PERSONAL SCORES,
    • average of the total individual scores from the work form
  – INDIVIDUAL CAMPUS SCORES
    • median for all of the individual average scores by campus
  – ALL 8 CAMPUS SCORE
    • median for all individual's average scores

• Scale
  3-4 = ESSENTIAL
  2-3 = IMPORTANT
  1-2 = HELPFUL
  0-1 = NOT USEFUL
Scores and Comments

• How relevant is this resource to your area of study or research?
• How relevant is this resource to the overall university community?
• How would you rate the overall quality of this resource? Is the information accurate and does it emanate from a respected source?
• How would you rate the overall ease of use, web site functionality and search features?
• To what extent does this resource provide unique content? ie content not already available via university libraries
Selection Manager Reports

• Data export
  – for cost comparisons
  – Product comparison and evaluation
  – Purchasing priorities

• Scores
  – Review individual selectors scores and comments
    » Details all Scores by Reviewer
  – Composite scores by campus or university wide

• In-progress requests
  – Task management

• Suppressed requests
  – Historical data analysis
Before Selection Manager
After....
Impact on Workflow

- Controls and Improves communications for
  - Price requests
  - Trials
  - Order approvals
  - Fund Transfers

- Provides a standard for work progression
  - Helps prevent dropped requests
  - Prevents redundant communication

- Provides central system for initiating acquisitions workflow and tracks the process through purchase
Impact on Communication

- Centralizes information requests from the selectors
- Tracks the review process
- It provides standard framework for review criteria
- Stores review ranking /scores and comments
- Provide historical records of previous reviews
- Allows transparency in the acquisitions process throughout the institution
Selection Manager.2

- enhancements
- additional feature
- Modifications

The application may be customized for cooperative collection development uses at the consortium level.

Used as a model for further development of commercial ERMS that could benefit the wider library community.

- The Selection Manager not only provides solutions to KSUL's specific workflow issues but addresses selection challenges common to all large in academic libraries.
http://dx.doi.org/10.1080/1941126X.2012.684558