Changes in Library Workflow to Support Demand-Driven Acquisitions at Virginia Tech’s University Libraries

Association of Southeastern Research Libraries Webinar
February 21, 2013
ABOUT VIRGINIA TECH

- Land grant institution
- 30,936 FTE
- 13% or 2286 are distance education students
VIRGINIA TECH STUDENT ENROLLMENT BY COLLEGE

![Bar Chart]

- Engineering: 8674
- Liberal Arts & Human Sciences: 4824
- Science: 4348
- Business: 4168
- Intercollege: 2837
- Agriculture & Life Sciences: 2222
- Architecture & Urban Studies: 2060
- Natural Resources & Environment: 861
- Veterinary Medicine: 492
OUR LIBRARIES

- Main campus library, 3 branches, 1 off-site storage facility
- Roughly 140 employed including wage employees
- $8.5 million materials budget
OUR RESOURCES

- 2.7 million physical volumes
- 978 databases & 40,000 ejournals
- 500,000 ebooks and growing
RESOURCE DISCOVERY

- III Millennium shop since 2005
- Serials Solutions
- Summon implemented in May 2011
DRIVING FACTORS FOR WORKFLOW CHANGE

- eLearning
- Globalization
- Better e-reading experiences
- New dean
- Provost interest
E LEARNING

- It’s not just about distance education!
- 24,497 credit eLearning enrollments
- 1,181 eLearning class sections
E PREFERRED POLICY

- Effective October 2012
- Based on current approval plan
- If the e-book is available within 8 weeks of print publication, we’ll receive the e-book
- If the e-book is not available within the 8 week window, YBP will ship the print book
THE BIG CATALYST

We can't really talk about DDA workflow changes without talking about workflow changes brought about by all ebook use and acquisitions.
Within the last 2 years, ebooks very quickly outnumbered our other e-resources by almost ten-to-one.
THE INS AND OUTS OF INFORMATION FLOWS

The EWWW! Model
(Electronic Workflow Weekly Work!)
THE WRITING ON THE WALL

- Actual Single Pmts
- Single Payment
- Ladd R x R
- Recurring Pmt
- e-resource with hosting fee (access)
- e-resource with recurring payment (content)
- hosting fees may disappear
- Search Gobi or Ebsco or Direct
- Place Order
- LICENSE
- Create Resource Contact Vendor Records
- Create Collection Order Bibs and Order Records
- Create
- Delays
- Place Order
- License? (If needed) 
- Tickler for Invoice
- Receive Invoice
- Ruby

Not the licence record
Analysis and Conclusions

- Automate, automate, automate!
- Streamline, streamline, streamline!
- Make changes at the source
  - allow changes to flow naturally into the supplementary systems.
EAT!

- Electronic Access Team
- Marriage of Serials and Acquisitions Teams
<Insert ubiquitous CHANGE quote here>
OBSERVATIONS AND CHANGES

- Processes had become siloed
- Duplication of labor-intensive tasks
- Streamlined processes to keep resources up to date
- Spend more resources on ensuring accuracy of data
- Managing data upstream
GREAT MINDS | GREAT PILOTS
DDA PILOT

- Began July 2012
- EBL as vendor
- Selected call numbers H, J, K, L & T
- Retro consideration pool of 9,000 discovery records from past 3 years uploaded to the catalog and Summon
INITIAL DDA TERMS

- Auto purchase after 5 STLS
- Billed at 10-15% of the purchase price
- Non-linear lending as default
PILOT TERMS

- Browsing the table of contents or paging through the book is free up to 5 minutes
- Profile based upon our existing approval plan parameters and e-slips we’d been receiving
- After 5 minutes, the patron “checks out” the e-book for 7 days
- Unlimited access to the title for the 7 day period.
DDA RECORDS WORKFLOW

- Download DDA records weekly and load into local catalog
- Load .csv file into Millennium’s ERM coverage load system
- Weekly export of new records to Summon
DDA PURCHASES AND ACTIVATION

- Upon invoice receipt, turns on resource in Serials Solutions, loads order record
- What else?
- Serials Solutions sends the MARC record to our Summon Index
DDA EXPANSION

- Vendors now include Ebrary, Ebsco, EBL by October 2012
- Applicable to all call numbers
- Consideration pool expanded with a “retro” load of e-books
- Awaiting news from our Virginia consortia deal on DDA to modify again
- Minimize or eliminate Ebsco from DDA
DDA DATA
EBL STLs
July 2012 – February 2013

637 STLs

- H: 48%
- T: 23%
- L: 17%
- K: 4%
- J: 6%
- Q: 1%
- NA: 1%
- B: 0%
- D: 0%
- G: 0%
DDA EBL TITLES PURCHASED
July 2012 – February 2013

- 11 titles autopurchased after 5 STLs
AVG STL COST PER PUBLISHER—EBL
Top 25 of 77 Publishers
TOTAL COST PER PUBLISHER—EBL
Top 25 of 77 publishers
NUMBER OF STLs BY PUBLISHER

- Wiley: 208
- Taylor & Francis: 127
- Palgrave Macmillan: 28
- Cambridge University Press: 26
- Edward Elgar Publishing: 26
- Emerald: 16
- ABC-CLIO: 11
- USA: 10
- O'Reilly Media: 9
- SAGE Publications: 9
- Westview Press: 8
- Elsevier: 8
- McGraw-Hill Education: 7
- Ashgate Publishing Ltd: 7
- Infobase Publishing: 6
- John Wiley & Sons: 6
- Kogan Page: 6
- McFarland & Company, Inc.: 5
- University of Chicago Press: 5
## DDA TOTALS

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If you have always done it that way, it is probably wrong.--Charles Kettering

Security is mostly a superstition. Life is either a daring adventure or nothing.--Helen Keller
Thank You
Questions? Comments?

Connie Stovall, Assistant Director for Collection Management  
cjstova@vt.edu

Andi Ogier, ERM Specialist  
alop@vt.edu

Annette Bailey, Assistant Director for Electronic Resources & Emerging Technologies  
afbailey@vt.edu

Today’s Death-By-PowerPoint draws heavily upon these authors, contributors, and their work:


Redefining the Academic Library: Managing the Migration to Digital Information Services
--The Advisory Board Company, 2011

A Plan for a New Horizon: Envisioning Virginia Tech 2012-2018

Strategic Plan 2012-2018 | University Libraries | Virginia Tech