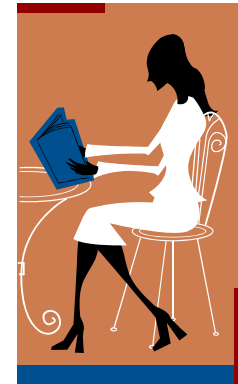

Re-Thinking Staff Resources in the E-Serials Environment




Carol Ann Borchert
Coordinator for Serials
University of South Florida Libraries
ALA Annual Conference, July 2009

Technical Services Plan for Optimization & Productivity 2003-2004

- Purpose of the project:
 - To examine all workflows in the Technical Services area
 - To examine all job descriptions and functions in the Technical Services area
 - To examine which statistics are being kept and the method of recording them

E-Resource Challenges—2004

- No Serials Librarian for over 10 years as print titles were moving electronic
- No cohesive workflow for electronic journals
 - New titles or titles converted to online
- Integrity of SFX data 
- Coordinator of Electronic Collections had no staff and far too much work
- How to keep track of ERMS-type data?

End Results-2004



- Full-text of the final report is available at http://www.lib.usf.edu/public/_files/POP.pdf
- Coordinator for Serials position created
- E-journals and E-Resources processing slips
- Microsoft Access database created in-house as an ERM

End Results-2004

- Creation of an online ticket system to track and report e-journal problems
- E-journal records set up to link to SFX from catalog instead of to vendor sites
- SFX set up to display subscription targets before aggregator and free targets

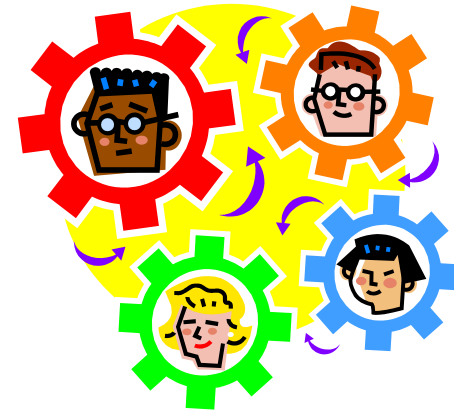


Experiments with Print Workflows

- 2005/2006: Discontinued check-in for print journals
 - Reinstated print check-in summer 2006
- 2007/2008: Selective binding
 - Reinstated binding of all titles in fall 2008
 - Moving toward selective binding for fall 2009
- Summer 2008: Selective check-in
 - Abandoned fall 2008

Organizational changes

- Coordinator for Electronic Collections supervises:
 - Coordinator for Serials
 - 2 librarians assigned part-time to e-resources
 - 1 FTE staff member



Organizational changes

■ Serials Acquisitions

- Formerly had 7 people in this area
- 2.5 people (and their work) moved to other areas
- Now have 4 positions remaining
 - 1 supervisor
 - 2 staff dedicated to print
 - 1 staff member is part-time print/part-time SFX maintenance and e-journal registration

Staff Training



- Several new staff in serials
- Difficulty training staff to register titles
- Higher level tasks being handled by librarians

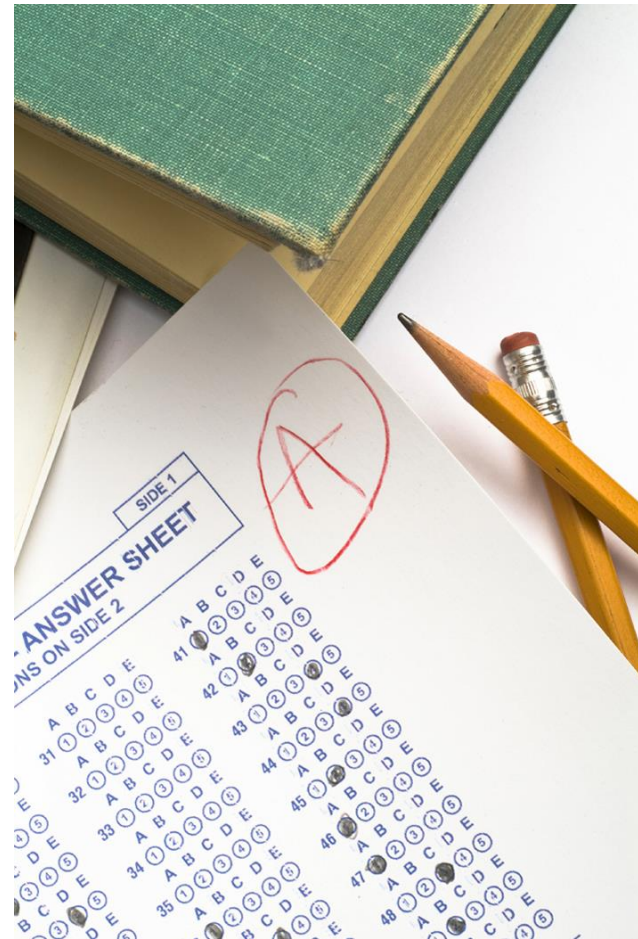
E-Journal Workflow Changes:

AUTOMATE, AUTOMATE, AUTOMATE!

- Moved e-journal packages direct, using a macro to load multi-line invoices
- EDI invoicing for vendor-paid titles
- SFX: load publisher-provided spreadsheets containing local threshold information
- MARCIt! bib records for e-journals
- No longer cataloging free web sites

End Results—2009

- Improved integrity of SFX/e-journal data for patrons
- Faster activation of e-journals and making associated bibliographic records available



End Results—2009

- Titles in the SFX A-Z list are also listed in the catalog
 - No longer have to check both places
- Saving money on service charges
- Still moving from print to online whenever and as fast as possible
- Able to handle larger workload with fewer people

Questions?

- Carol Ann Borchert
University of South Florida
borchert@lib.usf.edu

