

Who Moved My eJournal?: electronic resources and organizational change

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Predicting the Future

Frink: Well, sure, the Frinkiac-7 looks impressive, don't touch it, but I predict that within 100 years, computers will be twice as powerful, 10,000 times larger, and so expensive that only the five richest kings of Europe will own them.

Apu: Could it be used for dating?

Frink: Well, theoretically, yes. But the computer matches would be so perfect as to eliminate the thrill of romantic conquest. Mw-hurgn-whey.

Predicting the Future, cont.

"In 5 years, e-book sales will match those of traditional print; in 10 years, e-books will outsell print."

-Andrew K. Pace, *Computers in Libraries*, June 2000

"You are going to end up working at McDonald's for the rest of your life." (my 9th grade English teacher)

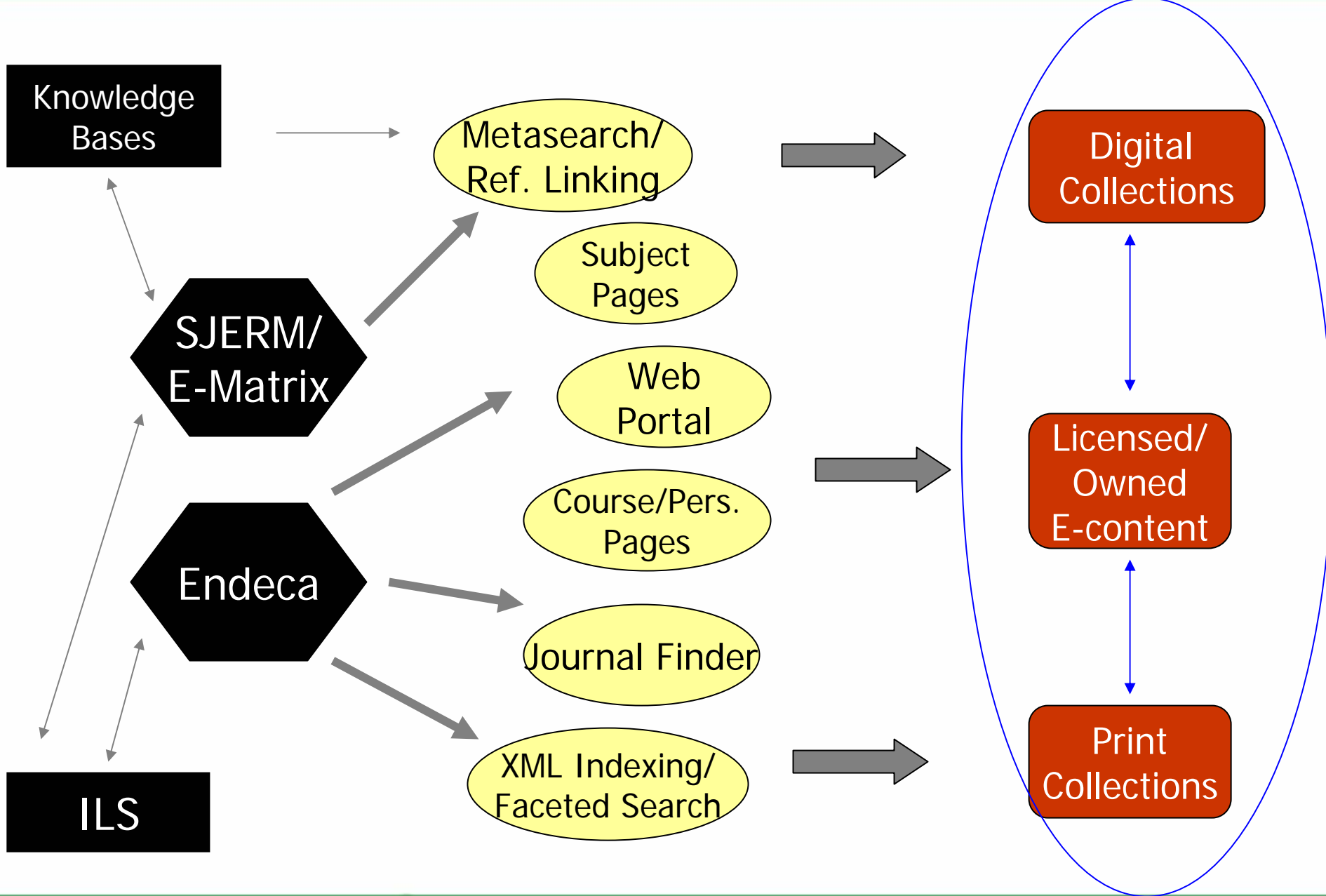
Achieving Clarity



Challenges Moving Forward

- Efficiency for growth and re-organization
- Disparate resources and the need for integration
- New systems and environments
- Embracing speed as our friend



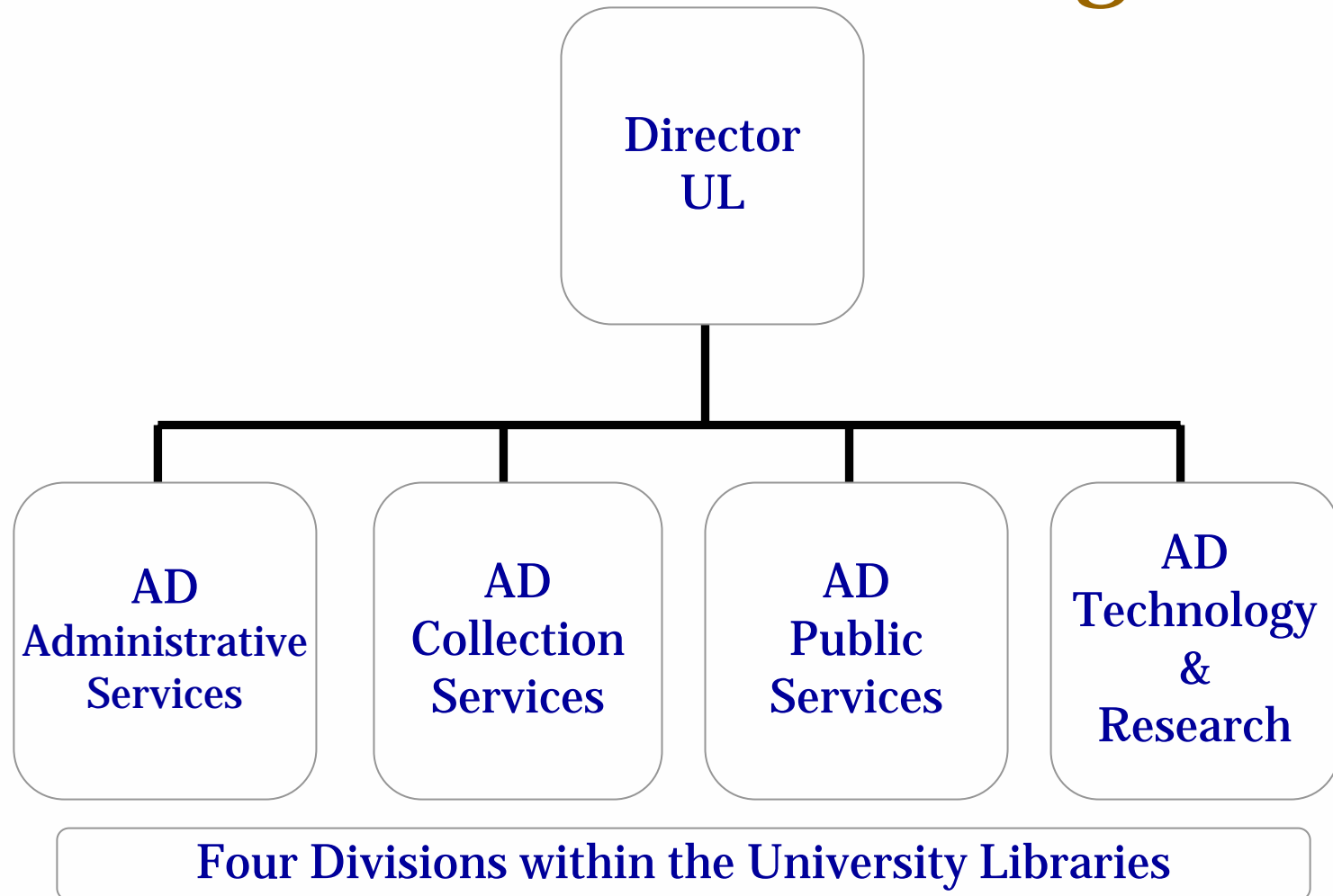


FSU Approach to ERM

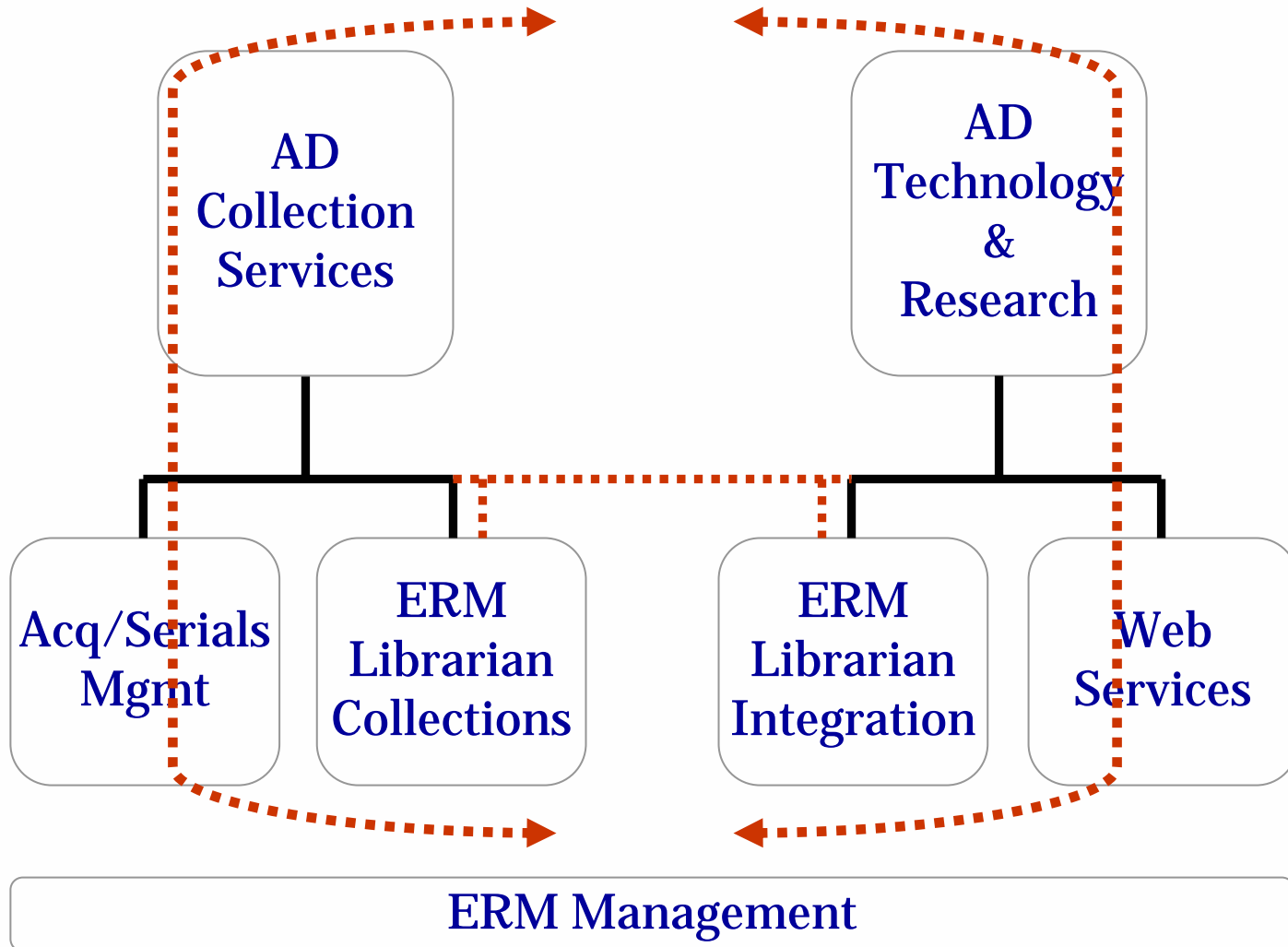
- Needed New Model
 - 1995 – 2000 – ERM within Collection Services
 - 2000 – 2005 – ERM within Technology & Research
 - 2005 – Present – New Model
- Wanted Integration w/
 - Divisions of Technology | Collections | Public Services
- Tried having ERM in Division of Technology
 - Proved to be too distant from Div. of Collections
- Currently Implementing New Model
 - Team Approach Across Technology | Collections



FSU Libraries Admin Org Chart



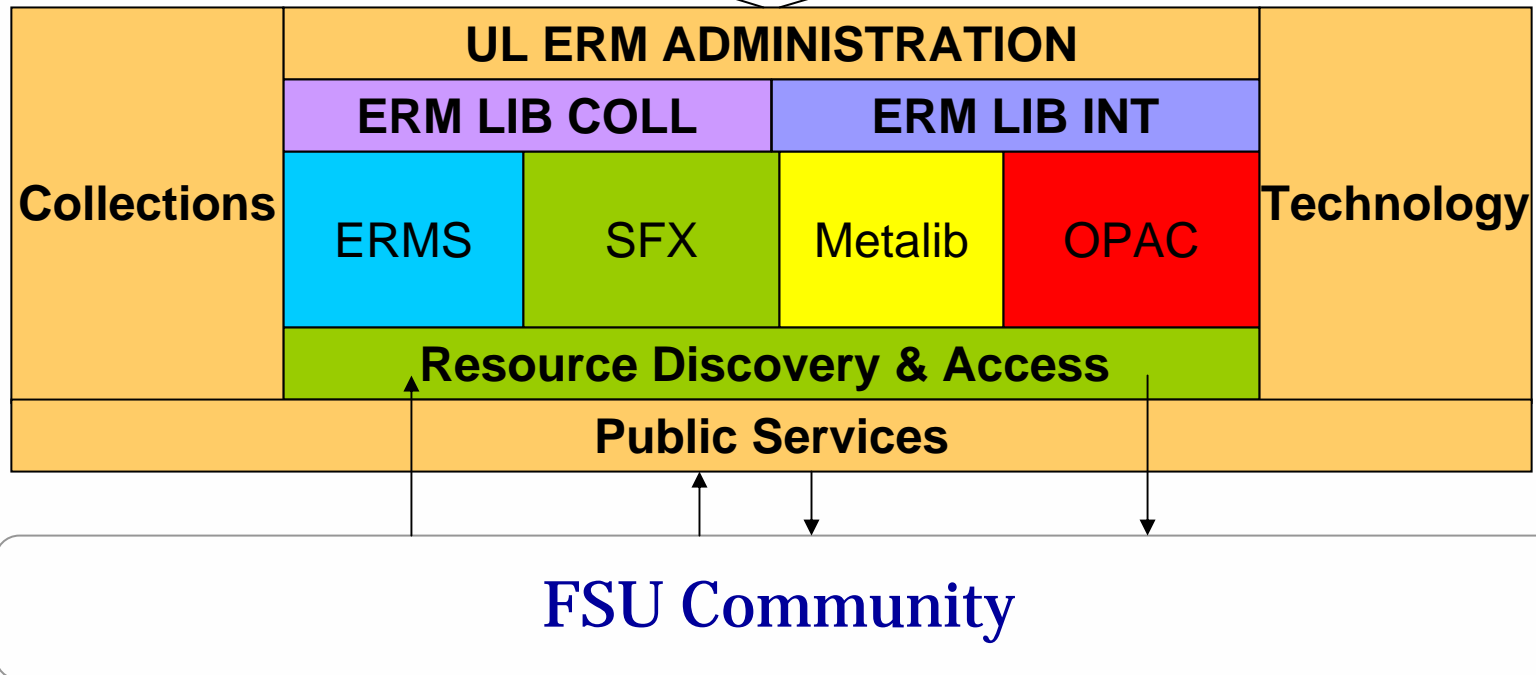
ERM@FSU



FSU ERM RELATIONSHIPS

Statewide Consortium

ULC ERM COMM



Organizational “Shift” at GA Tech

- Who Moved the Library’s Cheese? ...to be certain, it has been moved!
- GT Library Strategic Plan, 2002-07
(the web, library as e-labyrinths...shifting set of new responsibilities)
- GT Library Public Services Div., Reorganization Plan, 2002
(students / faculty gravitate to information, data, content on desktop)
- GT Faculty Senate vote on e-Journals (2/26/02)

Technology & Resource Services (*new*)

- New emphasis: technology-centered library functions and services. Promotes technologists working with librarians / staff charged with e-resource roles

“Managing the move toward acquiring, organizing, making accessible, & preserving licensed electronic resources, campus-generated digital resources, print and other media-based materials, and managing the computing and networked environments in which the Library’s resources and services reside.”

- Public Services Div.: create CD librarian, dept. (2002)
- Erect library infrastructure to manage life-cycle of ERs:
- select / budget / license / organize / access / use / promote / maintain / evaluate / preserve

Change Management in Libraries

- Teamwork, less “dept. confined” work:
 - teams of 3-6 people to predominate
- Skills sets change: more IT-based, complex duties requiring more autonomy and judgment
 - Less routine and prescribed, detailed procedures
- *Technological change requires us to be nimble and change *ourselves* more quickly*
- Technology issues: OpenURL / SFX KB, federated searching, identity mgmt/authentication, ERM app. etc.

Change & Work Attributes

- Flatter organization
- Highly collaborative / teambuilding
- Higher technological skill (i.e. troubleshooting)
- Independence and judgment (i.e. with publishers, vendors)
- Problem-solving ability (i.e. with publishers, vendors)
 - Skills development for librarians and library asst. staff
 - Didn't desire radical change in organizational structure
 - Interested in CD and AS becoming predominantly ER functional areas
 - Much more lateral communications—can't do work in discreet units, need constant flow of communications to design and implement a “system” of managing ERs

Core Infrastructure

Two e-Resource Coordinators

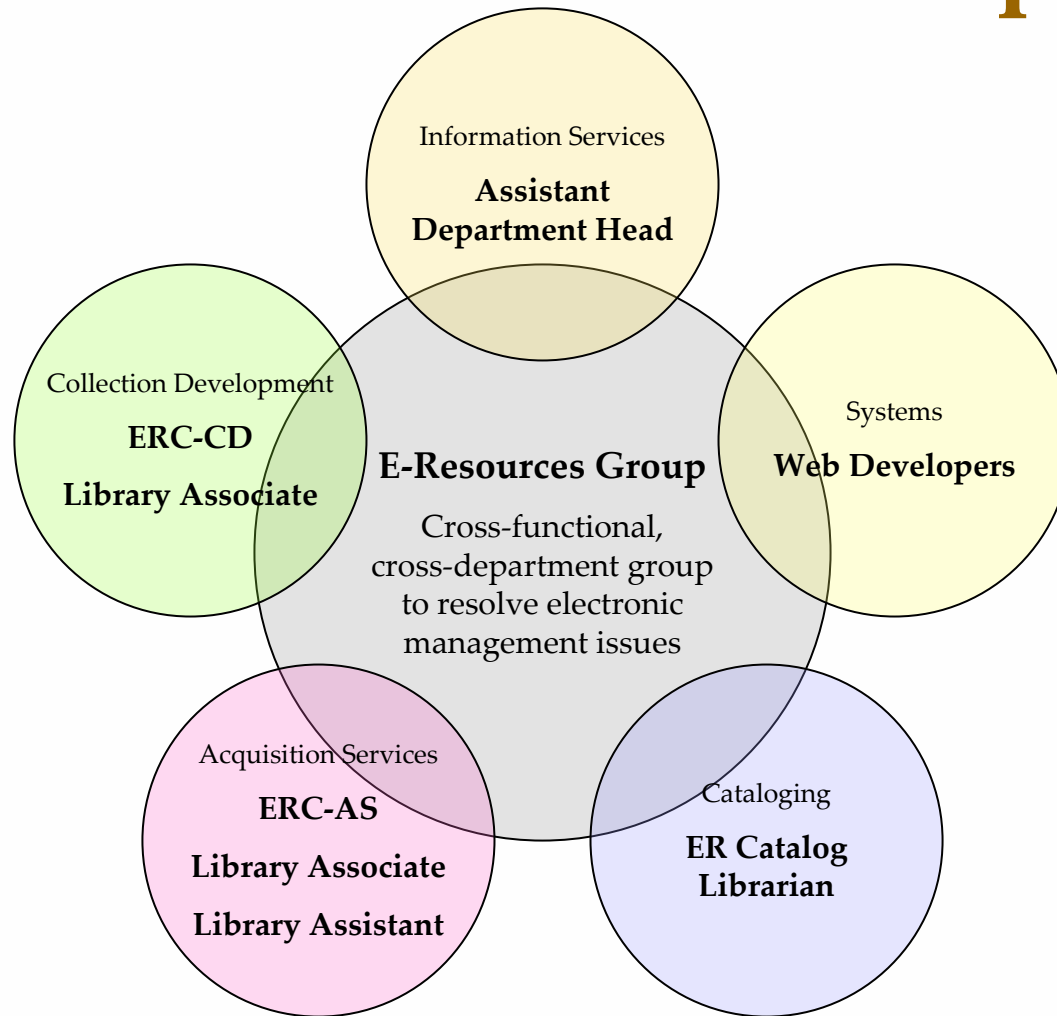
For Collection Development

SELECT
BUDGET
USE
UTILIZATION
PROMOTE
EVALUATE

For Acquisition Services

LICENSE
ORGANIZE
ACCESS
MAINTAIN
TROUBLESHOOT
PRESERVE

E-Resources Group



Thank you!

- Questions / Comments...
- Discussion:
Let's share some of your library's experiences!

