Purdue University

Purdue e-Pubs

11-4-2022

The View from Somewhere: Institutional Values in Collections Decisions

Heather A. Howard
Purdue University, howar198@purdue.edu

David Zwicky
Purdue University

Danielle Walker
USPTO, dnwalker.lis@gmail.com

Follow this and additional works at: https://docs.lib.purdue.edu/lib_fspres

Part of the Collection Development and Management Commons

The View from Somewhere:
Institutional Values in Collections Decisions

Introductions

Heather Howard

Associate Professor

(she/her)

Purdue University Libraries &
School of Information Studies

Danielle Walker

Librarian

(she/her)
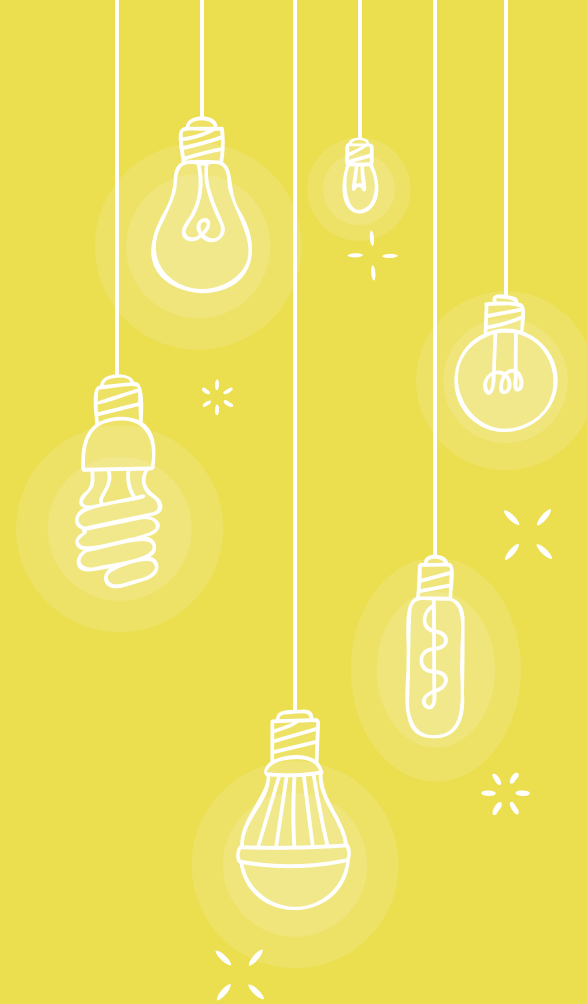
US Patents & Trademarks Office

*The opinions expressed in
this presentation and on the
following slides are solely
those of the presenters and
not necessarily their
employers.*

David Zwicky

Associate Professor

(he/him)

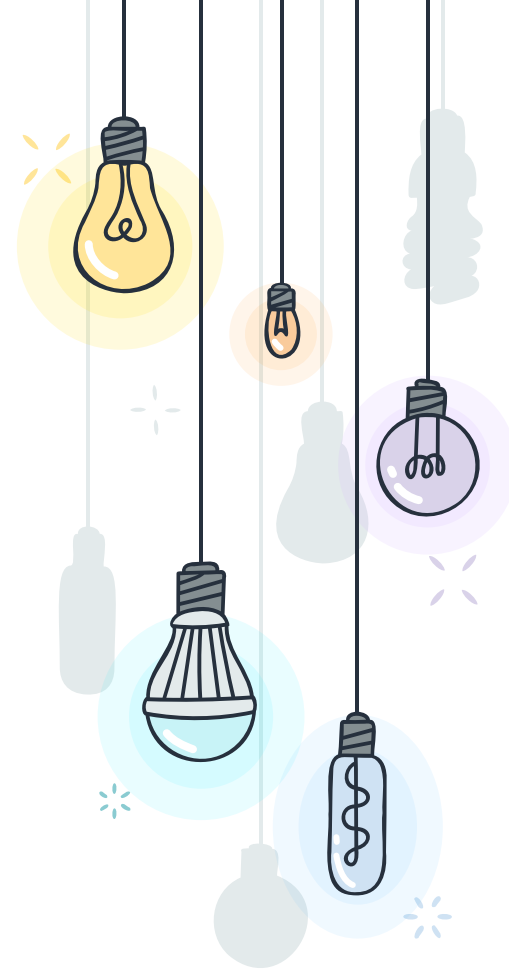Purdue University Libraries &
School of Information Studies

# 1

WHY IS THIS NECESSARY?

Introduction and Motivation

The way we live now...

There is no denying that the events of the past two years - a devastating global pandemic and a reckoning on race and justice - has caused people and institutions alike to rethink how they interact with and approach the world
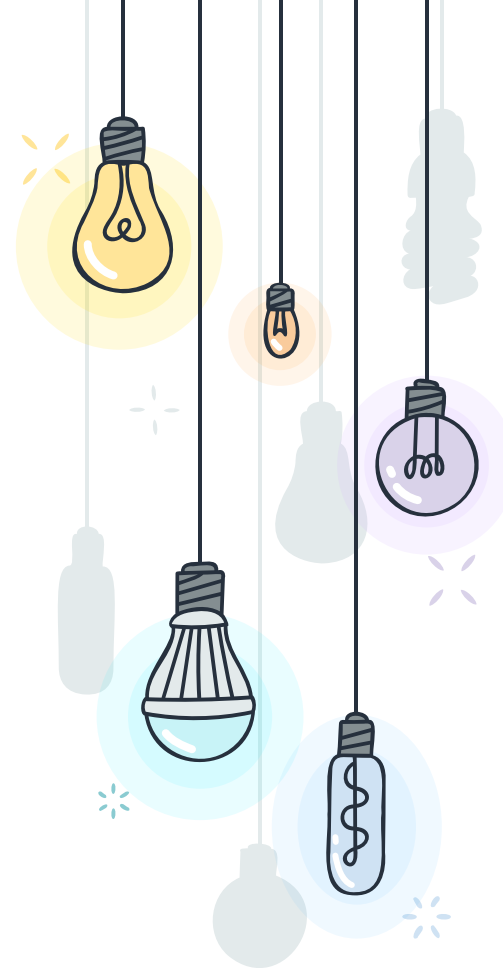
Conversations

As we have conversations about our institutional values and ethical standards, we need to scrutinize how those values and standards connect with our collections decisions
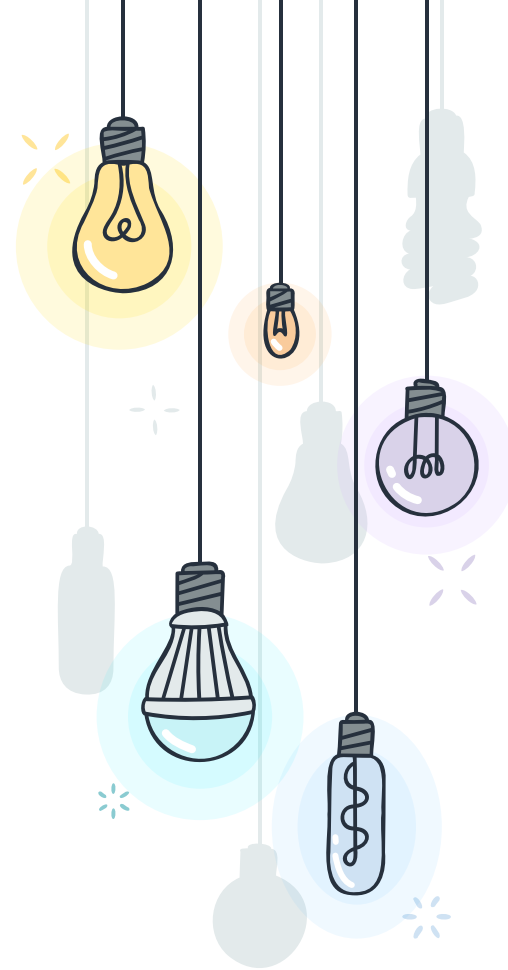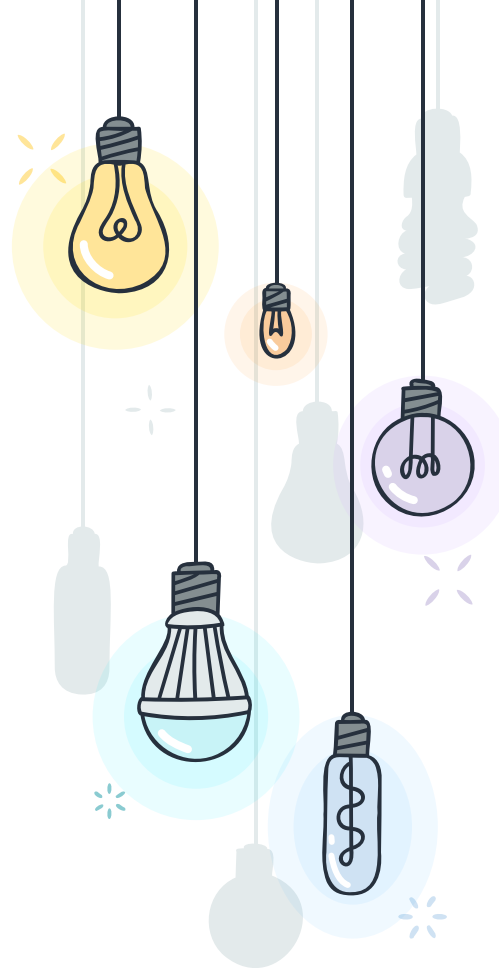
Conversations

We pour a tremendous amount of our budgets into purchasing and licensing resources for our users

But what about our partners in the publishing world? Do their values align with ours?

Conversations

Instead of wondering about our partner's values, we decided to test it

But first, we needed to take a look at our strategic plan and determine our values

New Strategic plan: This is what we value

Innovation
We encourage new ideas and creative approaches in all we do

Collaboration
We work together, with campus and others, to find solutions

Agility
We embrace change and shift nimbly to meet emerging needs

Equity
We advance access, diversity, inclusion, and a sense of belonging

Stewardship
We thoughtfully harness and leverage our human and financial resources for maximum impact

Service
We gladly share our knowledge and expertise with Purdue students, faculty, and staff and beyond
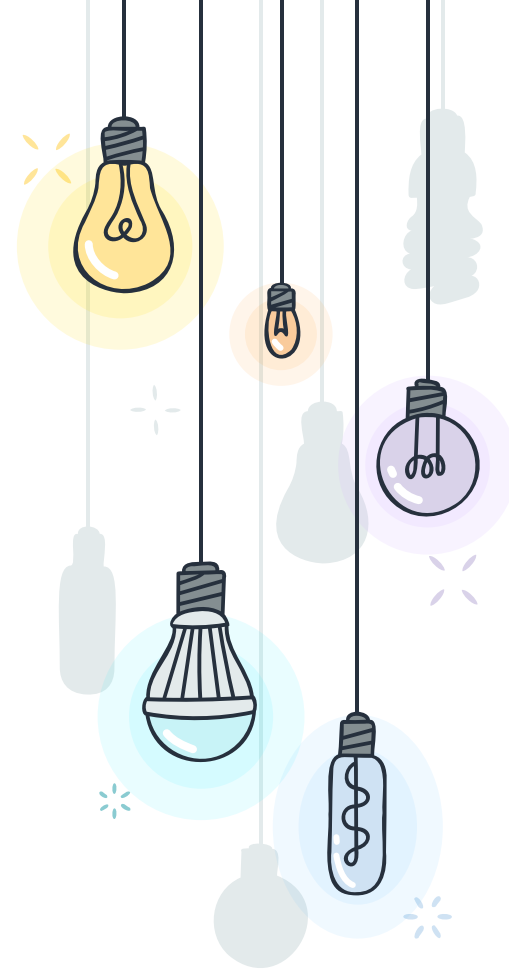
2 Creating the Rubric

Methods and Materials

So, I guess we need a rubric of some kind?

We need to capture our institution's values and translate them into a tool for answering these questions.

The Rubric Making Process

Finding Institutional Values

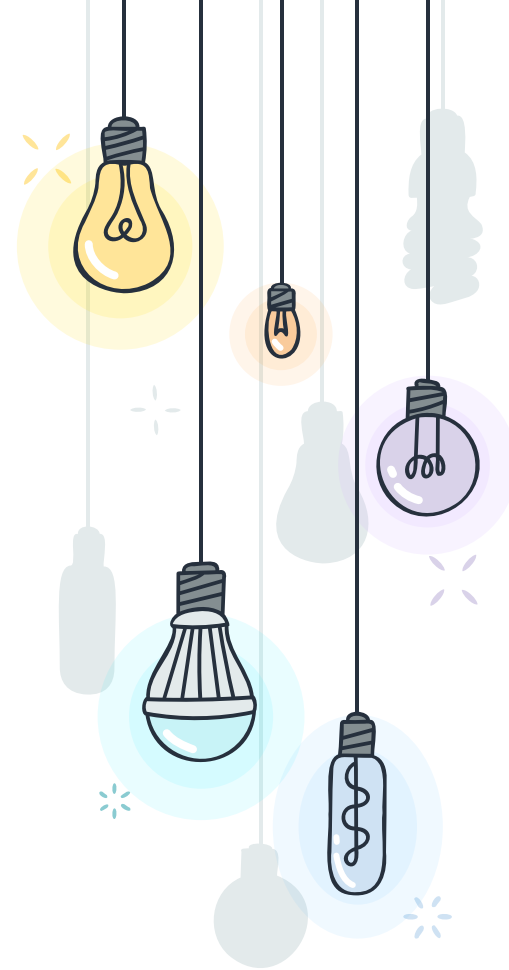1 We need to find the values and other similar statements at the different levels of the organization and assemble them into a list.

Values in a Collections Context

2 These values are often very broad and apply to many different aspects of the organization. We need to apply them to library collections.

Indicators and Areas of Concern

3 Once in the context of collections, we need to identify specific factors to investigate when evaluating a particular vendor.
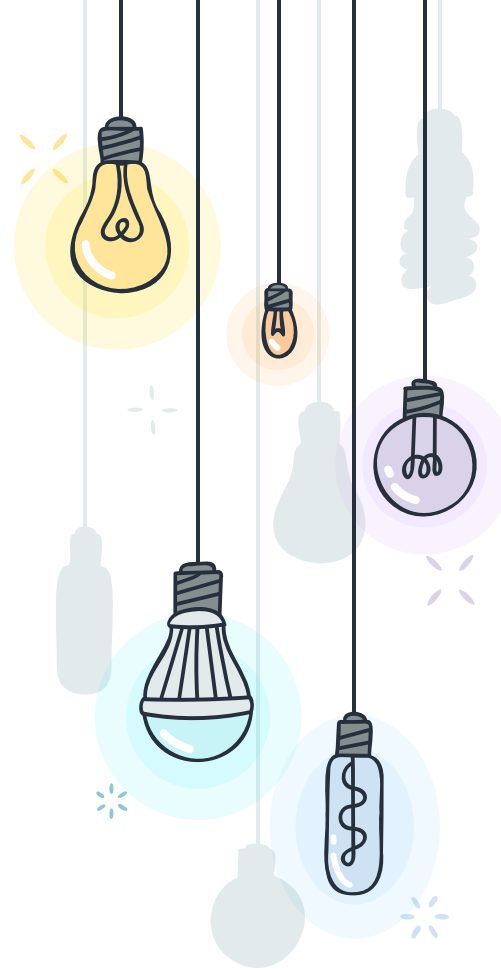
Finding Institutional Values

What does our organization (at the library level, the university level, and others) value?

Finding Institutional Values

Libraries

From the new strategic plan:

- Innovation
- Collaboration
- Agility
- Equity
- Stewardship
- Service

University

From the "We are Purdue" statement:

- Integrity
- Respect
- Honor
- Inclusion
- Innovation
- Growth

Partners

Consortial partners, specific departments, and others might need to be included, depending on the context. E.g. chemistry values safety, business values innovation, etc.

Collaboration

Equity

Service

Innovation

Agility

Stewardship

Integrity & Honor
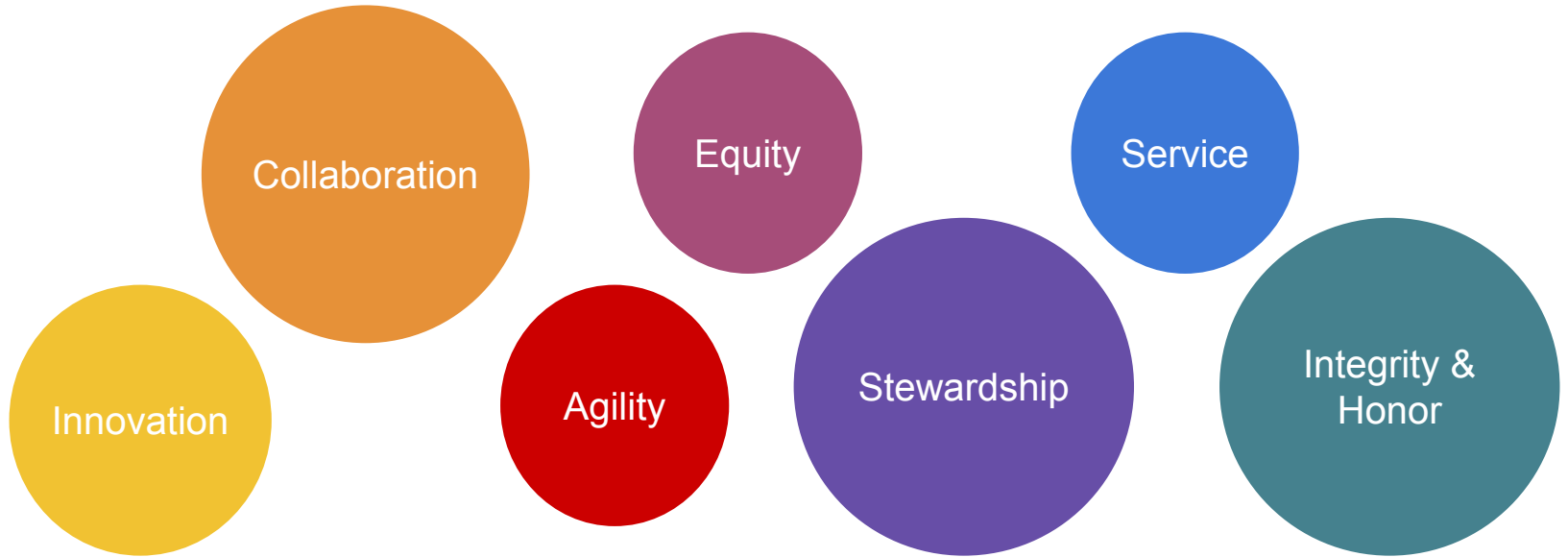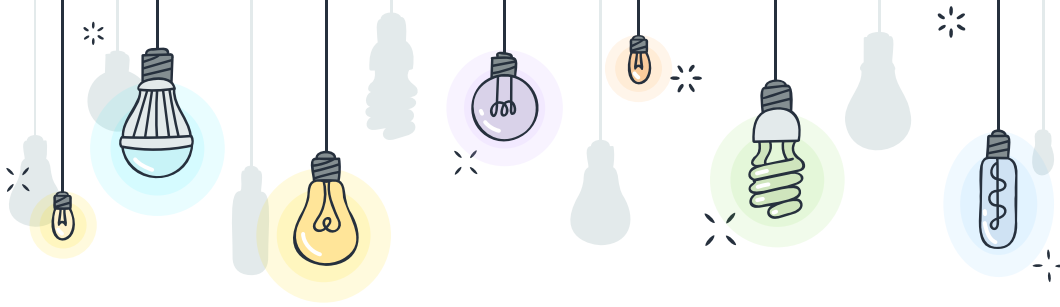
Compiling and consolidating a group of values from the various stakeholders

Applying Values to a Collections Context

"Innovation" is great, but what does that mean for someone who's thinking about library collections?

Applying to Library Collections Context

Collaboration

Collaborating with librarians, authors, and researchers

Agility

Flexibility in a crisis; embracing new trends in scholarship

Equity

Addressing concerns about equity, diversity, and inclusion; accessibility

Integrity & Honor

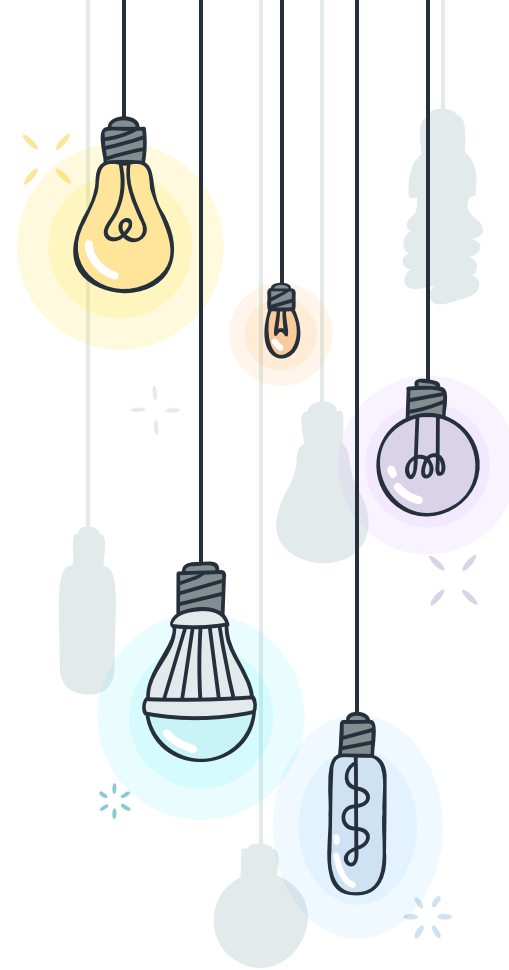Ethics in business practices; impact on society overall

Innovation

Adapting to changing technologies; willingness to explore alternate funding and access models

Stewardship

Fair rate increases, including flexibility with respect to budget crunches; how they treat their employees; social responsibility

Service

Flexibility on access for community users, off-campus and distance students; service to local communities
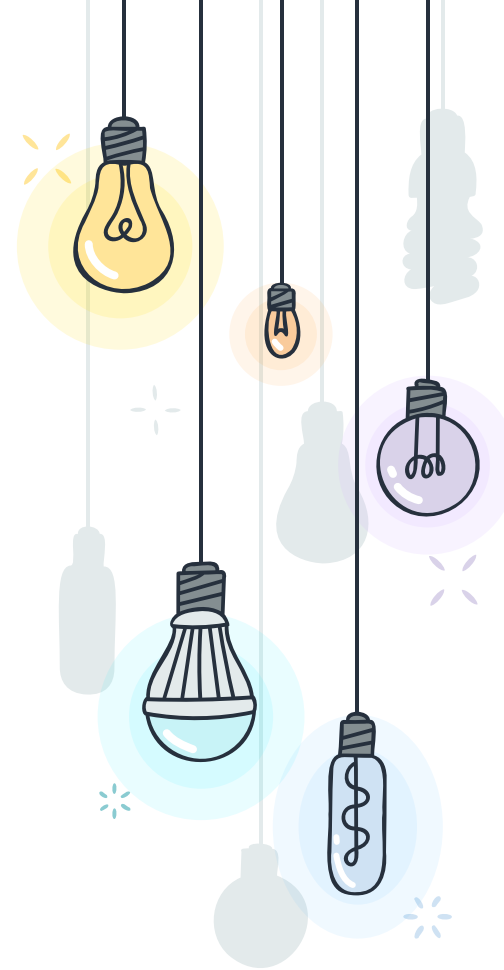
Indicators & Areas of Concern for Libraries

Okay, so what about stuff we can actually search for and find to figure out if our values and actions align?

Let's make a rubric!

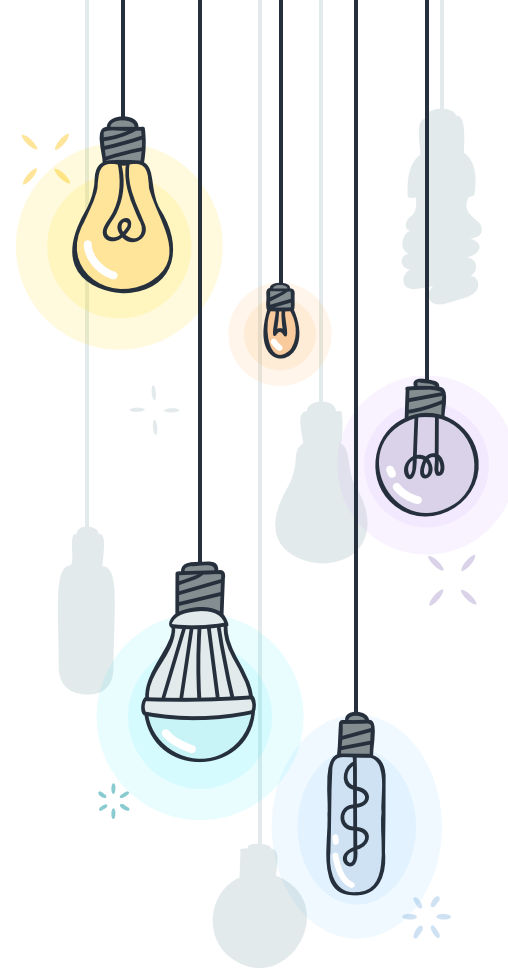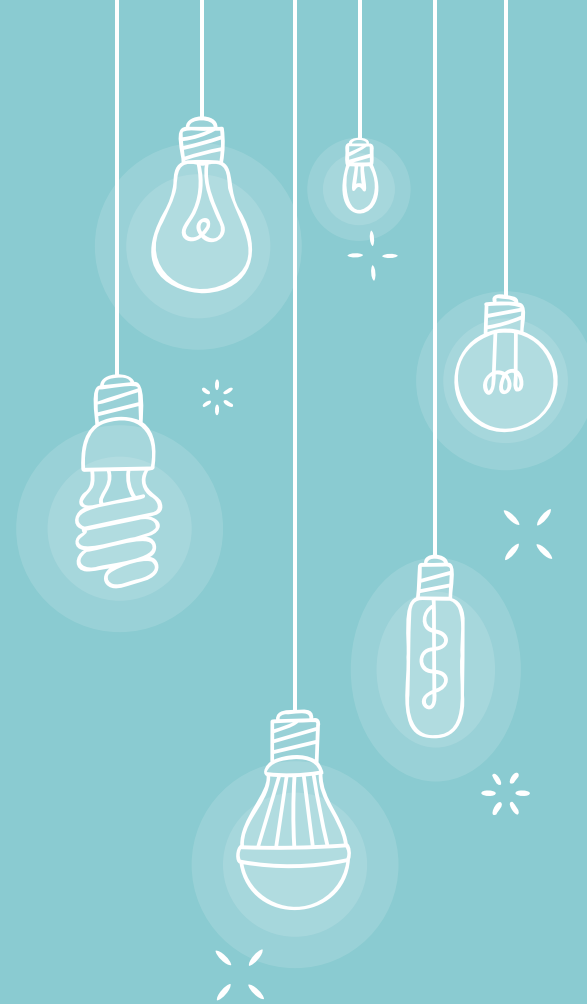| RUBRIC	Innovation	Collaboration	Agility	Equity	Stewardship	Service	Integrity & Honor
Aligns with values	* Updated platform and content * Transformative agreements (willingness to explore alternate models of funding/access) * Responsive to changing technical needs (accessibility, mobile, etc.)	* Has an advisory board with librarian input * Open to consortial negotiation * Reasonable copyright terms for authors (e.g. allows addendas to publication agreements) * Willing to go in on research projects with faculty and staff	* Flexibility when presented with crises, such as the COVID-19 pandemic, natural disasters, etc. * Willingness to embrace new trends in scholarship responsibly	* Accessibility: Exceeds compliance * Actionable EDI policy/statement	* Fair rate of price increases and flexibility with library budget crunches * Transparency in employee pay equity * Company investments and lobbying are socially responsible	* Flexibility on license terms (non-affiliated, walk-ins, SSO, etc.) * Full campus access * Service to local communities	* Demonstrates ethical business practices * Impact on society generally positive
Aligns with some values	* Some updates to platform and/or content * Offers some OA options * Some technical updates	* Has an advisory board, but no librarians are included * Resistant to consortial negotiation, but it is possible * Flexible on copyright terms for authors, but takes a hard line * Unwilling to work on research projects with faculty and staff without remuneration	*Some provisions made in a crisis situation, such as the COVID-19 pandemic, natural disasters, etc. * Some evidence of embracing new trends in scholarship * Expands coverage of new subject areas at an unsustainable rate/price	* Has an EDI statement or policy * Accessibility: WCAG compliant	* Fair rate of price increases, no flexibility with library budget crunches * Employee pay equity statement, but no supporting data * No data found regarding company investments and lobbying * Mid to high employee turnover	* Limited flexibility in negotiating some license terms * Restrictions on off-campus access * No local community service	* Has not been shown to have obviously/demonstrably unethical business practices * Impact on society generally neutral (or at least uncontroversial)
Does not align with values	* Stagnant platform and content * Only supports traditional license / contract arrangements * Outdated technology / platform	* No advisory board * No consortial negotiation * No flexibility on copyright agreements * Staff unable to work on outside projects	* No provisions made in a crisis situation, such as the COVID-19 pandemic, natural disasters, etc. * Sticks to established subject areas only	* Does not address EDI / has received negative press related to EDI * Does not meet any accessibility standards * Lawsuits	* Unreasonable price increases * Employee pay equity not addressed * Company investments and lobbying are socially irresponsible or harmful * High employee turnover	* Inflexible negotiation practices * Actively making their community a worse place	* History of unethical business practices * Impact on society generally negative/harmful * Denies climate change, supports racist/sexist policies, etc.

3

How to use this Rubric

Application

Information Sources:

- Platform evaluation
- Contract
- Other libraries

RUBRIC	Innovation
Aligns with values	* Updated platform and content * Transformative agreements (willingness to explore alternate models of funding/access) * Responsive to changing technical needs (accessibility, mobile, etc.)
Aligns with some values	* Some updates to platform and/or content * Offers some OA options * Some technical updates
Does not align with values	* Stagnant platform and content * Only supports traditional license / contract arrangements * Outdated technology / platform

Information Sources:
- Company website
- Contract
- Other libraries
- Conversations with vendor reps

RUBRIC	Collaboration
Aligns with values	* Has an advisory board with librarian input * Open to consortial negotiation * Reasonable copyright terms for authors (e.g. allows addendas to publication agreements) * Willing to go in on research projects with faculty and staff
Aligns with some values	* Has an advisory board, but no librarians are included * Resistant to consortial negotiation, but it is possible * Flexible on copyright terms for authors, but takes a hard line * Unwilling to work on research projects with faculty and staff without remuneration
Does not align with values	* No advisory board * No consortial negotiation * No flexibility on copyright agreements * Staff unable to work on outside projects

Information Sources:
- Prior experience
- Content evaluation
- Contract
- Other libraries
- Conversations with vendor reps

RUBRIC	Agility
Aligns with values	* Flexibility when presented with crises, such as the COVID-19 pandemic, natural disasters, etc. * Willingness to embrace new trends in scholarship responsibly
Aligns with some values	*Some provisions made in a crisis situation, such as the COVID-19 pandemic, natural disasters, etc. * Some evidence of embracing new trends in scholarship * Expands coverage of new subject areas at an unsustainable rate/price
Does not align with values	* No provisions made in a crisis situation, such as the COVID-19 pandemic, natural disasters, etc. * Sticks to established subject areas only

Information Sources:
- Company website
- News searches
- Platform accessibility evaluation
  - https://libraryaccessibility.org/testing
- NexisUni
- Company annual reports (EDGAR, Mergent, S&P Capital IQ, D&B Hoovers)

RUBRIC	**Equity**
Aligns with values	* Accessibility: Exceeds compliance * Actionable EDI policy/statement
Aligns with some values	* Has an EDI statement or policy * Accessibility: WCAG compliant
Does not align with values	* Does not address EDI / has received negative press related to EDI * Does not meet any accessibility standards * Lawsuits

Information Sources:

- Prior experience / renewals
- Glassdoor
- Other libraries
- Conversations with vendor reps
- Company annual reports
- S&P Capital IQ Investment data
- News searches

| RUBRIC	Stewardship
Aligns with values	* Fair rate of price increases and flexibility with library budget crunches * Transparency in employee pay equity * Company investments and lobbying are socially responsible
Aligns with some values	* Fair rate of price increases, no flexibility with library budget crunches * Employee pay equity statement, but no supporting data * No data found regarding company investments and lobbying * Mid to high employee turnover
Does not align with values	* Unreasonable price increases * Employee pay equity not addressed * Company investments and lobbying are socially irresponsible or harmful * High employee turnover

Information Sources:
- Prior experience Other libraries
- Conversations with vendor reps
- Company annual reports
- Investor reports (Mergent, Refinitiv, Business Source Complete)
- News searches

RUBRIC	Integrity & Honor
Aligns with values	* Demonstrates ethical business practices * Impact on society generally positive
Aligns with some values	* Has not been shown to have obviously/demonstrably unethical business practices * Impact on society generally neutral (or at least uncontroversial)
Does not align with values	* History of unethical business practices * Impact on society generally negative/harmful * Denies climate change, supports racist/sexist policies, etc.

A Values rubric does not stand alone

- Use in conjunction with standard evaluation metrics
- Conversation tool with both colleagues and vendors
- No numbers assigned, no pass/fail, not prescriptive
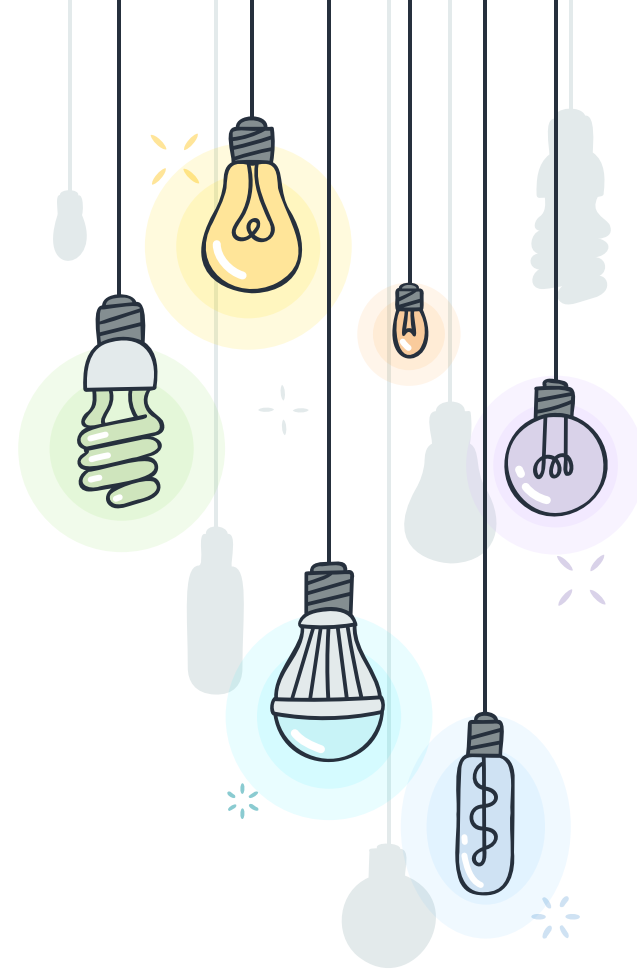
4
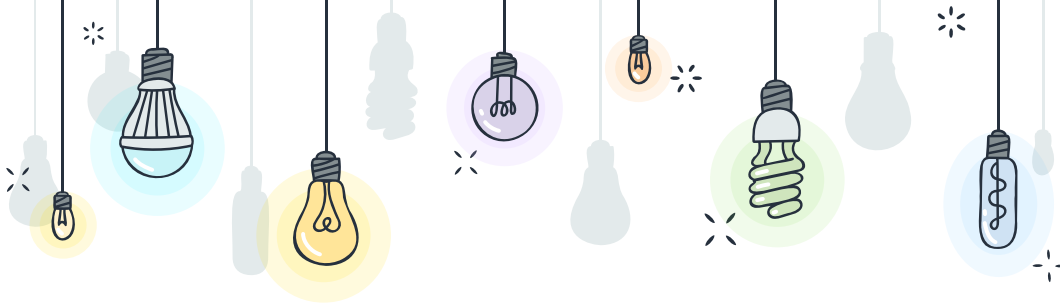
The Rubric in Action

Test Cases

GOOD

MID

POOR

INNOVATION

Some OA content.

Platform is functional.

Found one example of a transformative agreement.

COLLABORATION

No advisory board that we could find.

Some consortial negotiation.

Standard copyright agreements.

AGILITY

Made health science resources related to COVID-19 freely available during pandemic.

EQUITY

No statement on site regarding accessibility. Used Tota11y tool to check WCAG compliance and found a few minor issues with headings, but overall seems accessible.
No EDI language on website.
Bad EDI review online.

COMPANY A: SMALL PRIVATE
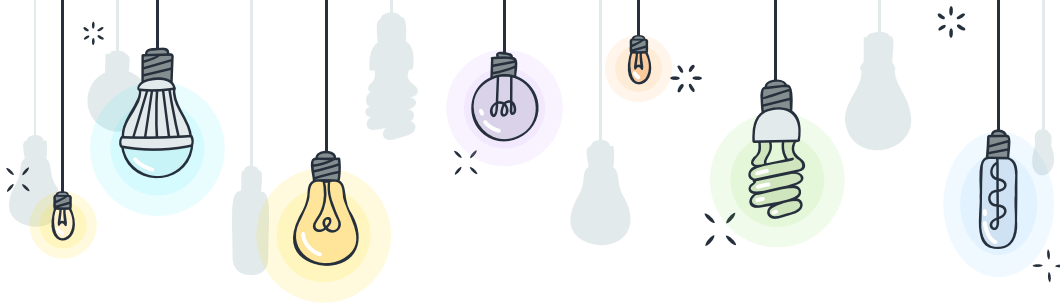
GOOD

MID

STEWARDSHIP

In our own experience:
History of large percentage price increases.
Have been difficult to deal with, in terms of negotiation, in the past.

Middling to poor reviews on Glassdoor.

SERVICE

In our own experience:
Limited flexibility in negotiating license terms.
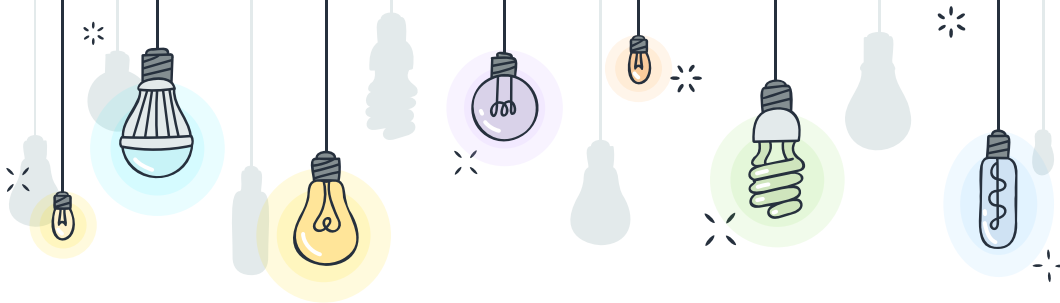
INTEGRITY

No information found.

This is a private company and there is a lack of transparency regarding company values on the website.
.
Little to no info in Mergent, Privco, and S&P Capital IQ.

POOR

COMPANY A: SMALL PRIVATE

INNOVATION

Found two Transformative agreements.

Public statement supporting Open Access Policies.

COLLABORATION

Unclear if they have academic advisory boards.

Tangential projects do have boards and include librarians.

AGILITY

Made health science resources related to COVID-19 freely available during pandemic.

EQUITY

DEI statements online.

Women in top leadership positions, unsure about BIPOC representation.

Above and beyond regarding accessibility.

GOOD

MID

POOR

COMPANY B: LARGE PUBLIC

GOOD

MID

POOR

STEWARDSHIP

Working to become a sustainable and positive impact business.

Positive reviews on Glassdoor.

Nothing obviously problematic in company investments.

SERVICE

Local community service.

Supportive of researchers in developing countries.

INTEGRITY

Troubling history of conflicts with editorial boards.

No major lawsuits found in Nexis Uni.

COMPANY B: LARGE PUBLIC

What do vendors think of this type of evaluation?

Is this type of information something you would be comfortable providing your customers?

Slides Carnival

Free templates for all your presentation needs

For PowerPoint and Google Slides

100% free for personal or commercial use

Ready to use, professional and customizable

Blow your audience away with attractive visuals

34