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ABSTRACT. The times, they are a changin'! Serials control continues to be both challenging and complex. Librarians and their patrons can access thousands of journals in a variety of formats and from a variety of starting points. The challenge for Albertsons Library at Boise State University was to meet the needs of the patrons who want only one starting point to access the full text articles they need. This article describes the process of finding a commercial solution to the problem of one-stop serials management and access.

KEYWORDS. Serials management, electronic journals, TDNet

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One-Stop: Serials Management with TDNet

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"That's where all the rest of scholarship starts, Garion. All the books [*serials*] in the world won't help you if they're just piled up in a heap."

David Eddings, *King of the Murgos*[1]

As we continue to move from a collection-based view to an access-based view of the library, we at Albertsons Library, Boise State University, needed to find a way to manage access to our journals. Although our serials weren't "piled in a heap", access to our complete holdings was complex. Our goal was, and continues to be, to give our users access to the information they need regardless of where that information is located: within a database, on our shelves, or at a publisher's website, and in whatever format it occurs, paper, microform or emerging e-formats. We wanted to provide our users with a one-stop, coherent interface to diverse journal collections and services. Libraries around the world were also searching for ways to provide the same type of service. We are all dealing with patrons who "... wanted to go to our Web site and, with no training and a few magic clicks, get to the full-text article they needed. No two-step, three-step process for them. The Web generation demands full text and they want it now. Don't talk about copyright or passwords. They know it's all technologically possible and they want it NOW."[2]

For over a decade a printed list of serials in the library had been produced and distributed around the building. By late 2000 that list had become unwieldy to produce and outdated as soon as it was printed. In addition, it cost over $9,000 per year in direct costs, plus staff time for pin-binding, to produce the necessary 120 copies three times a year. That list also included none of the titles in aggregator databases, as maintaining such records would have been overwhelming with our limited staff. In addition, the printed list was out of date before bound copies ever reached public service points. For a year we had also used the open-source service jake (Jointly Administered Knowledge Environment, from http://jake.lib.sfu.ca/) to provide information about journals in databases. The printed list and jake were of some assistance, but didn't meet all of our needs. The combination of services required users to check the online catalog, a

separate and incomplete e-journal list for individual subscriptions only, a printed list, and jake to determine the availability of a journal title.

We have the technical expertise in the library to design and implement an in-house serials management system; that approach, however, can be very costly in both staff development time and in maintenance. The Herrick Library at Alfred University in Alfred, New York opted for a locally constructed database, finding in their particular situation that it required a relative small investment in software and hardware. They did report, however, that their process took about six months and "quite a bit of sweat".[3] Although they found that the Herrick Library serials list is easy for their staff to maintain, we were anticipating some staff changes that we thought might complicate both development and long term maintenance. We also had a serials collection about three times the size of Herrick Library. We decided to take some advice from Michael Gorman's "Five New Laws of Librarianship" and "use technology intelligently to enhance service".[4] Rather than reinvent that technology, we began a search for a commercial vendor that had a serials management product or service already available.

If a suitable commercial product could be located, we would not only be using existing technology intelligently to enhance service but hoped we would also achieve:

1. an accurate representation of ejournals inside aggregator databases;
2. a representation of ejournals that are subscribed to through vendors or directly from publishers, including 'free' journals;
3. a "one stop shopping" list of not only our journals but all of our serial holdings regardless of format; and,
4. usage statistics at the database and title level.

Beginning in the late spring of 2001, a committee composed of the Head of Cataloging, Head of Serials, Network Information Coordinator, and Collection Development Librarian, began locating and investigating companies who were marketing ejournals management products. Three vendors were identified at that time: TDNet, JournalWebCite, and Serials Solutions. TDNet, a subsidiary of Teldan Information Systems Limited, an Israel-based company, was incorporated in the US in February 2001. Serials Solutions was founded by Peter McCracken, Coordinator of Reference Services for the Odegaard Undergraduate Library at the University of Washington, and incorporated in March 2000. Benjamin Adams, of Philadelphia, Pennsylvania, founded JournalWebCite in November 2000. Several other companies have entered the marketplace in the last two years, including EBSCO A-to-Z (http://atoz.ebsco.com), 1cate (http://www.openly.com/1cate/), Journal Finder (http://journalfinder.uncg.edu/), and others. Since our original search for providers JournalWebCite has been purchased by TDNet and Serials

Solutions has been purchased by ProQuest.

We identified and talked with customers of TDNet, Serials Solutions, and JournalWebCite, read company literature, visited their web sites, and made numerous conference calls to the various sales representatives. We summarized the information in a comparison chart of the three systems. (See Table 1.) Ellen Finnie Duranceau published a similar summary of the three companies and their services including a comparison chart in her recent article, "E-journal Package-Content Tracking Services". [5]

TABLE 1. Electronic Journal Management Comparison Chart, Summer 2002.

| Features	JournalWebCite	SerialsSolutions	TDNet
Coverage display	yes-if more than 1 place, 1 title entry with coverage of all	yes-if more than 1 place, title entry for each	yes-if more than 1 place, title entry for each, or mouse over for each
Customized interface	yes	yes-html or Excel, local	yes-customized to specific collection, logos, local preferences, menu bars
Direct article linking if possible	yes	yes-if possible, approx 65%	yes
Document delivery	?	?	yes
Embaragoed titles		yes-closed holdings statement	will work with us to represent them in the list
Full text titles	yes	yes	yes
Hosted	their server or ours	our server	their server or ours
Index & Abstract titles	no	no	yes
Licenses	subs based	annual subscription	annual subscription
Links to journal – aggregator	yes	yes	yes-updates urls, tracks appearance/removal of titles, harvests table of contents
Links to journal – free		yes	yes
Links to journal – password	yes	yes-we have to provide url with ISSN which may require a script	yes
Links to journal – print	yes	yes	yes
Links to journal – publisher		yes	yes, if desired

Links to journal – vendor		yes	yes, if desired
Multiple database listings	yes	yes	yes
Number of titles	30,000	160,000	30,000
Records include:			yes-can include title, vendor, publisher, archive, access permissions, print holdings, local view
Remote access	yes	yes	yes
Rpts: Cost comparisons		no	
Rpts: Duplicate coverage	yes	no	yes
Rpts: Use statistics – provider produced	dynamically produced	no	no?
Rpts: Use statistics – library produced	?	no	yes
Rpts: Use statistics - title level	yes	no	yes
Rpts: Use statistics – database level	yes	no	yes
Rpts: Use statistics - breakdown by cost	yes	no	yes?
Rpts: Use statistics - bookmarking	no	no	no
Search engine - Site search/title, issn	yes	beta testing-2 wks	yes
Search engine – subject	yes-can be locally defined, limited at this time, no boolean	not yet-exploring LC	yes-boolean
Search engine - Table of Contents	no	no	yes
Set up time – library	approx 1 hr	1 hr	approx 1 hr
Set up time – provider	immediate for databases	2 wks to 1 month	Immediate for databases
Table of contents alerting service	no	no	yes
Table of contents searching	no	no	yes
Updates – Frequency	90 day guarantee	can be monthly, otherwise every other month	weekly

TDNet offered the broadest range of services and we selected it in October 2001. Although the other two products handled the information on titles in aggregator databases, they didn't provide statistical information on usage of the titles or

databases. They also lacked an easy method of integrating locally owned print and microform holdings and were updated less frequently than TDNet's weekly cycle. We considered frequent updates to be a critical service as databases change on an almost daily basis and we have been fortunate to be able to add new databases on a regular basis. The other products did have the advantage of being considerably less expensive, however. Either of them would have saved in comparison to the printed lists we had been providing instead of costing somewhat more. TDNet also offered the ability to provide weekly current awareness notifications by title or subject for users who had established personal profiles with the MyTDNet service. Finally, readily available statistical reports at the title level were critical for our collection development and analysis procedures.

We originally planned to have the service operating by early November 2001. However, the addition of our locally owned print and microform titles turned out to be more complex than originally anticipated, and there were some difficulties performing the integration. We introduced TDNet to our staff and patrons on January 7, 2002. At the time of our implementation, we were the second site in the U.S. and the only TDNet customer using the database to provide a complete list of all of serials holdings whether in print, microform, or electronic format, current and dead or discontinued titles. Not only we were very happy to see our new serials management system come online but were also pleased that we were following another of Gorman's New Laws by, in a small way, "helping to create the future."[6] The Boise State University installation's home page is shown here (See Figure 1), and may be seen online at http://tdnet.boisestate.edu. The online version is available to anyone with web access, although access to articles is restricted to those with a currently affiliated with Boise State University.

Figure 1. Opening Screen of TDNet at Boise State University Albertsons Library
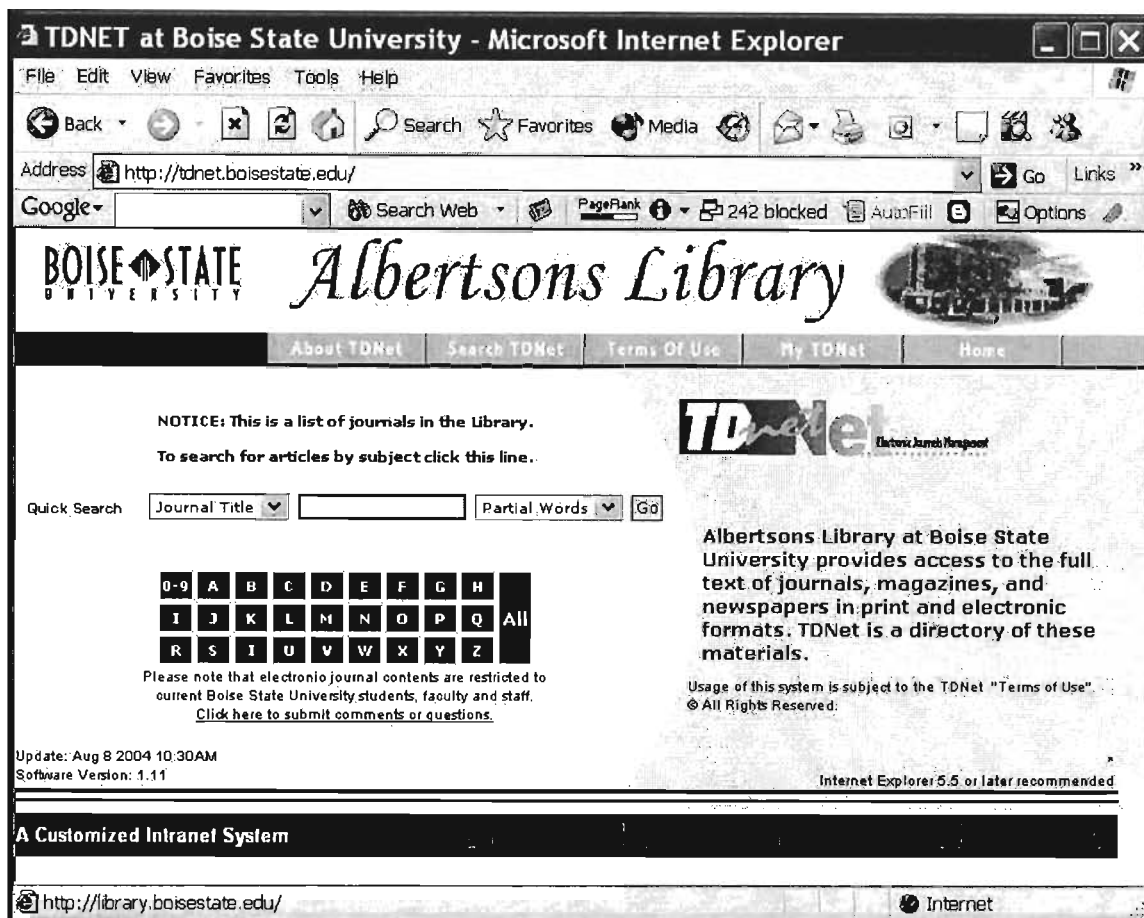
At first the service ran from an off-campus site hosted by TDNet in the United States. Since we prefer to manage our own services whenever possible, and since we were experienced with Microsoft SQL Server 2000 and Windows 2000 Server, we later moved the installation to one of the servers in the library. The nine hour time difference and the different work weeks provided a few communication problems, but they were resolved quickly. We continue to work closely with the TDNet staff to add, delete, and correct title records in our list of serials and to request and monitor changes in the databases. This takes more staff time than we initially anticipated but still takes considerably less time than if we had developed a local system or had added electronic resources to our printed list.

The TDNet serials management system, which we call simply the Journals List, has been extremely popular at our library. Our faculty, students, and staff are pleased with the one-stop access to all of our serials information from the Journals List. Faculty members and graduate students are happy with the weekly table of contents alerting service, MyTDNet. Once a subscriber has created an account, weekly alerting notices are sent directly to his or her email address. This was not on our original list of requirements for a

serials management system but has been a welcomed addition and was a factor in our selection of this service. The direct links to the content of ejournals have greatly increased the usage of these resources. We can access usage information on a title by title basis from staff computers at any time. Since Boise State has a great many distance education students, providing services to students around the world is vital to the library. We are able to provide the full electronic resources of the library to all of our users, by the use of EZProxy to connect remote users. TDNet staff has facilitated the use of EZProxy for our technical staff by also providing weekly updates to the configuration file that software uses. This updated file from TDNet has greatly simplified maintenance of the EZProxy server for us.

We have been very pleased with the excellent customer service that we have received from TDNet. We work closely with the sales staff, the technical support group, and the President of the company and have found that they are extremely attentive to costumer input and suggestions. They have made numerous changes to the database based on that input. Some examples for those changes in the past year are true word searching, removing unnecessary icons, and adding a quick search box.

Augustine Birrell pointed out more than a century ago that libraries are not made; they grow.[7] We expect our library and our serials management system to continue to grow and improve. One particular improvement we are hoping for in the near future is better subject searching. Subject searching is not the strongest feature in TDNet. This has not been a significant problem for us to date, as we do not encourage patrons to use the Journals List for that purpose. Although improved subject searching capabilities would be useful, the primary purpose of the serials management system at Albertsons Library is to give access to specific, known titles. Subject/article searches should begin in the subject appropriate database, such as *America History and Life* or *ERIC*. The results of those searches should then be checked in the Journals List.

One of the most recent developments in TDNet has been the addition of their TDNet Open URL Resolver, TOUR. We've been testing TOUR by adding TOUR links to some of our databases so that when a patron finds an article of interest he or she can click on the TOUR links, and in many cases go directly to the article that is on a publisher's website or in some other aggregator database. Although all Open URL resolvers have problems due to the lack of consistency of linking methods among various databases and publishers, this new feature has facilitated patrons' accessing articles. As standards continue to develop in the Open URL resolver field, this feature will become ever more important in libraries.

Judith Szilvassy wrote in the Foreword of the Basic Serials Management Handbook that the management, acquisition and preservation of serials create

substantial challenges for librarians.[8] We couldn't agree more. What have we learned from this process? Perhaps it isn't what we learned but rather what was reinforced, something we, Michael Gorman, Judith Szilvassy, and Bob Dylan already knew, that the times, they are a changin'. Serials control is a challenging and complex business and those challenges and complexity have only been exacerbated with the addition of electronic journals. Albertsons Library's acquisition of TDNet's serials management system is helping the library staff and its patrons to deal with those challenges.

A library starting to search for a serials management system will need to assess their own local needs, and determine which features are essential and which are optional or desirable. A first step would be to review the volatile marketplace as it stands at that time. As more serials management systems vendors enter and leave the business and additional services become available, we would recommend asking at least the following questions from any vendor before purchasing a system.

1. What are the essential features of your serials management system?
2. What are the costs for the initial system?
3. What are the costs for continuing operation and maintenance?
4. What is the estimated amount of time from contract signing to live system?
5. How frequently will system updates be made?
6. Where will the system be hosted?
7. Can your vendor provide additional services beyond the A-Z list?
8. Do you want or need additional serials management services?
   - Full or brief catalog records
   - Notification of changes in titles in the system
   - Table of contents alerting service
   - Open URL Link Resolver
   - Federated searching over all electronic databases and the online catalog
   - Statistical reports on usage of titles and databases

In addition, those investigating the acquisition of a serials management system should be sure to consult with comparable libraries that are actually using the various systems under consideration. As the marketplace changes and systems develop, merge, and die, some libraries will change their serials system provider for various reasons. The researcher should be sure to contact a variety of users, and not just those to which they are referred by the prospective vendor.

NOTES

1. David Eddings, *King of the Murgos*. New York: Ballantine Books, 1987.

2. Davida Scharf, "Interim Serials Management Strategies from the Real Virtual World," *Searcher* 8, no.2 (2000): 59-64.

3. Gary Roberts, "Constructing a Database of Local Serials Holdings," *Computers In Libraries* 19, no.9 (1999): 24-35.

4. Michael Gorman, "Five New Laws of Librarianship," *American Libraries* 26, no.8 (1995): 784-785.

5. Ellen Finnie Duranceau, "E-journal Package-Content Tracking Services," *Serials Review* 28, no.1 (2002): 49-52.

6. Gorman, "Five New Laws of Librarianship," 784-785.

7. Augustine Birrell, *Obiter Dicta*. New York, C. Scribner's sons, 1885.

8. Judith Szilvassy, *Basic Serials Management Handbook*. New Providence [N.J.]: K.G. Saur, 1996.