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Electronic Resources Management
Electronic Resources at Clayton State University Library are classified into 4 categories: database, eBook, eJournal, and digital collection. Management of electronic resources is a nonlinear process. The Electronic Resources and Services unit applies a modified version of the Oliver Pesch e-resource life cycle: acquire, access, administer, support, monitor, and evaluate.

The Head of Electronic Resources and Services manages the life cycle of local database subscriptions and digital collections. The Electronic Resources Librarian manages the life cycle of one-time eBook purchases, eBook continuations, annual eJournal subscriptions and eJournal packages.

1. Policies
   1.1. Acquisition of Electronic Resources
Locally hosted electronic resources are purchased directly from the vendor except for eJournals which are primarily managed by the subscription agency EBSCO. eJournal subscriptions purchased directly from the vendor are acceptable but not preferred. Cost share resources are purchased on our behalf by GALILEO and are approved for purchase in the spring. Special, limited offers and negotiated discounts offered by LYRASIS are to be considered when acquiring new electronic resources.

To comply with accounting guidelines, the preferred 12 month subscription cycle for electronic resources is July – June. Vendors offering only a January – December subscription cycle are the exception. Prorated subscriptions are to be requested when adding a new subscription during the calendar year outside of June or July.

The preferred purchasing model for eBooks is single title, perpetual with low DRM restrictions or DRM-free. Affordable one time purchase subject sets or annual collections are acceptable.

The preferred purchasing model for eJournals is an annual subscription that includes backfile access up to at least 10 years hosted by a recognizable platform. The eJournal publisher must have a clause in their terms about protected access through a known preservation service (e.g. LOCKSS).

The preferred purchasing model for digital collections is one time purchase with no or nominal hosting fee. The digital collection vendor must cooperate with a digital preservation and electronic archiving program (e.g. Portico).

Invoices generally arrive addressed to the Head of Electronic Resources and Services via email, except for eBook purchases which are managed by the Electronic Resources Librarian and majority of our eJournal subscriptions which are included in the EBSCO invoice managed by the Serials Librarian.
See the Collection Development Policy for selection criteria for electronic resources.

1.1.1. Trials
Clayton State University Library will make available to the University community 30-day trials for the purpose of previewing and evaluating electronic resources to determine if they will provide needed support for the University’s curriculum. Recommendations for trials can be made by students, faculty, librarians, and staff members. Decisions on whether to initiate a trial will be based on the value of the resource in filling a curriculum need and the expected cost of the resource.

Trials are scheduled in September after Labor Day, October before fall break, in February or March. Offering trials during any of these months ensures:

- enough faculty and students are available to preview, test, evaluate and provide feedback
- sufficient time to complete the contract review process, submit the order and reconcile payment

The Head of Electronic Resources and Services:

- contacts vendors to establish trials
- notifies librarians that a trial has been activated and requests assistance with communicating this information to others as appropriate
- negotiates license agreements and pricing if the decision is made to establish permanent access to the resource

Liaison Librarians:

- forward resource trial requests to the Head of Electronic Resources and Services
- communicate trial information to appropriate faculty and request feedback
- advocate for the faculty in their subject area for content that would be useful as a permanent addition

1.1.2. Contract Review
License agreements and terms & conditions for new electronic resources are reviewed by the Office of the Vice President of Business & Operations. The Head of Electronic Resources and Services submits contracts for review and negotiates revisions with the vendor. The Office of the Vice President of Business & Operations approves and signs contracts and agreements over $2,500.00. The Dean of Libraries approves and signs contracts and agreements less than $2,500.00.

Countersigned contracts are uploaded to the campus repository via email, contracts@clayton.edu
1.2. Access to Electronic Resources
It is the goal of the Clayton State University Library to make access to our electronic resources direct, convenient, and timely for the user. Access is restricted to authorized users as defined in the vendor's license agreement. Off campus users are prompted to authenticate using the EZproxy server.

It is the responsibility of the Electronic Resources and Services unit to:

- establish and manage multiple access points from a variety of services including but not limited to LibGuides A-Z Electronic Resources, eJournals Title List, and GALILEO platform
- connect users to full-text content using OpenURL linking when available
- troubleshoot, resolve or report access issues to the appropriate vendor technical support team
- disseminate service alerts to library staff and the Clayton State community
- manage the EZproxy server

1.3. Administration of Electronic Resources
Administrator account login credentials for electronic resources are logged and maintained in a shared repository.

Approved branding elements are:

- Logo: Clayton State University with orange swirl and blue font
- Institution Name: Clayton State University
- Library Name: Clayton State University Library
- Statement: Subscription paid for by Clayton State University Library
- Thumbnail: Laker Blue background with orange swirl and white font logo

Landing page choices for electronic resources are to clearly display a basic search or advanced search feature for the user to immediately begin their search experience.

Customization and preference options are to be evaluated and applied to enhance the search experience for the user.

1.4. Support of Electronic Resources
Technical issues including access, authentication, linking, and display are expected to happen at some time based on the vulnerable nature of technology. It is the goal of the Electronic Resources and Services unit to troubleshoot, report and resolve issues in a timely interval. Staff performs periodic review of access points, OpenURL linking and authentication to minimize disruption in access.
Technical Support contact information is logged and maintained in a shared repository.

### 1.5. Monitoring Electronic Resources

It is the responsibility of the Electronic Resources and Services unit to keep up-to-date on new feature releases, interface upgrades, platform migrations, and improved functionality releases.

COUNTER compliant usage statistics are collected monthly, quarterly and reported by fiscal year. For annual reports and external surveys, usage statistics are downloaded as requested.

### 1.6. Evaluation of Electronic Resources

Annual review for continuation or cancellation of electronic resource subscriptions is imperative to maintain a valuable collection which adequately supports the research needs of the University. A variety of staff with collection responsibilities review locally acquired electronic resource subscriptions and provide guidance in the retention decision.

A subscription can be cancelled if 2 or more variables are met:

- usage statistics are consistently low over a significant period of time
- the resource’s price inflates to a level beyond affordability
- content is no longer supporting the curriculum or research needs of the Clayton State community
- content is found to duplicate content in another more affordable resource
- a competitive or comparable product has become available on the marketplace that can deliver a more superior research experience
- poor customer or technical support service from the vendor

The Head of Electronic Resources & Services notifies the vendor within the time frame determined by the license agreement of the intention to cancel an electronic resource subscription.

### 2. Procedures

### 3. Definitions

DRM (Digital Rights Management) is imposed technology to control access and to track and limit uses of digital works.
The LOCKSS Program, based at Stanford University Libraries, is a low-cost, open source digital preservation tool to preserve and provide access to persistent and authoritative digital content.

Portico preserves scholarly literature published in electronic form to ensure researchers will have access to it in the future.

EZproxy is an access and authentication software used by libraries for users to gain secure remote access to web-based, licensed content.

OpenURL linking enables users to connect to the full-text electronic resource from an abstract citation in an electronic index.

COUNTER (Counting Online Usage of Networked Electronic Resources) is established international standards of reporting usage statistics in a consistent and compatible method.

4. Resources
Electronic Resources @ the Clayton State Library
http://clayton.libguides.com/electronic-resources

American Library Association: Digital Rights Management (DRM) & Libraries
http://www.ala.org/advocacy/copyright/digitalrights

LOCKSS
http://www.lockss.org/

Portico
http://www.portico.org/digital-preservation/

Trials: Databases, eBook Collections, Electronic Resources
http://clayton.libguides.com/trials

Clayton State University Contract Review
http://www.clayton.edu/contract-administration

EZproxy
https://www.oclc.org/ezproxy.en.html

Off-Campus Access to Electronic Resources
http://clayton.libguides.com/offcampus

Project COUNTER
http://www.projectcounter.org/about.html