SERIALS DEPARTMENTS AREN'T WHAT THEY USED TO BE:
The Journey to Satisfaction

In the beginning there were traditional duties: Checking-in Claiming Binding

A little history

- Early 2000s the cancelling of print and ordering of electronic
- In 2004 Open URL link resolver, SFX, implemented
- In 2005 a major shift to electronic

Problem statement:

- How will the user access problems be identified and resolved?

Employee Work Profile (EWP)

EWP 2004: Pre e-serial invasion (No electronic responsibilities)
- Checks in & claims periodicals
- Maintains current periodical stacks
- Checks in government documents

EWP 2005: Beginning of the e-serial invasion (95% electronic responsibilities)
- Maintains records for e-serials
- Reviews & investigates e-reports
- Responds to inquiries regarding access & status of e-resources
- Maintains database for license agreements
- Processes & claims gov docs

EWP 2011: Total invasion of e-serials (100% electronic responsibilities)
- Maintains records for e-serials
- Manages Open URL link server (SFX) monthly reports
- Monitors SFx after installation of updates
- Monitors SFx to determine if Knowledge Base has been updated
- Responds to inquiries regarding availability and status of e-resources
- Maintains database of license agreements

Steps to Create an...

Skills

- 2 staff & 2 librarians
- License terms
- Parse params
- Effective communication
- IPs, URLs
- Link resolver
- Interpreting users’ problems
- Proxy
- Trouble shooting

Success: user satisfaction

24-hour response time

Users return to form

Staff satisfaction

Problem resolution: Develop e-form that users can fill in to report e-problems. Redefine duties & repurpose staff.

Effective workflow:

- Identify and analyze current workflow
- Redesign workflow to incorporate EJP
- Define and identify skills required for responding to EJP
- Implement new workflow
- Monitor workflow & look for bottlenecks
- Adjust & streamline to eliminate ineffective areas

Effective communi-

ting

Interpret-

ing

users’

problems

Proxy, IP & access. Oh my!

Problem: user satisfaction

33,000 students
61,000 serials
56,428 e-journals
2,000 reports/day

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Staff response time:
- simple questions - 10 minutes;
- complex questions - hours-days

E-journal problem report form (EJPR)

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