Managing Electronic Resources in Rough Seas:
The Changing Ebb of Work Flow at Two University of Maryland Institutions

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Electronic Resources Management Work Flows

UMBC

Increased ER Collection
- More e-book collections
- PDA purchasing models
- More review and control of existing collections

Goals
- Implement EBSCO ERM
- Improve communications between departments
- Easier access to all information related to the resource

More efficient work flows
- Moving information to a central database
- Making the communication flow more transparent

UMUC

1. Analyzed current work flows
   - Acquisitions
   - Operations
   - Evaluation
   - Worked on small solutions to get big results!

2. BPM Application to ERM
   - What is Business Process Management (BPM)?
   - Looking at how you perform your ERM key operations, analyzing performance, reviewing inefficiencies, and implementing better ways to get things done. Applied Six Sigma.

3. Un-Tethered ERM
   - Expand to entire university
   - Seek economies of scale not previously seen before

Common Goals For All Libraries:
- Strategically sustain access to electronic resources over time
- Effective management of library staff that maintains them
- Efficient management and review of purchased materials

Work flows differ according to library type and organization structure within – generates ideas!