ERM Tools for Licensed E-resources: Keeping Track of It All

The University of Houston Experience

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University of Houston

How to choose an ERM

• Types of systems
  – Commercial
  – Home grown

• Considerations prior to purchase
  – Your library’s needs
  – Familiarization with ERMI

http://www.flickr.com/photos/neura/5454559017/
Considerations for Selection

- Pricing model/cost range
- Hardware/software requirements
- Availability
- Number of customers
- Implementation period
- Documentation/training
- Frequency of updates to knowledgebase
Granularity

• Great documentation

• Interconnectivity

• Customization

Continuity

• DLF ERMI

• Workflow
Help

• Client centered help service

• No listservs

• Customer Service

Serials Solutions Support Center

Logged in as: Jeannie Downey (if you are not Jeannie Downey click here.) University of Houston - Main Campus

Support Center Highlights & News

* Recorded Training Sessions Now Available
* Federated Search & Google
* Service Status Announcements
* Click here for current status of 360 Search Connections
* Click here for current status of WebFeat Translators
* Click here for current status of 360 Link

Online Community
The Serials Solutions Online Community is the place to be for collaboration and information about how libraries are utilizing the many products Serials Solutions provides.

Find Answers, Documentation & Information
We store all resolved problems in our solution database. Search by product, category, keywords, or phrases.

Ask a Question
Submit a question to our Library Support staff who will reply to you by email.

My Stuff
Login to check the status of your questions, modify your answer update notifications, update your personal profile, or access restricted information and features.

Close Window

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Collections

- Multiple products from same vendor grouped together
- Ability to add notes and statuses
### University of California Press Collections

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Alerts

- Uses for alerts
- UH’s uses
Contacts

• Several different types of contact types available

• Subject Librarians have a central place to look for contact information
Licenses

• Strict adherence to the DLF ERMI

• Ability to add specific information to the License fields
Conclusion: SW Analysis

**Strengths**
- its superior knowledgebase
- better workflow support
- its experience operating a hosted solution
- the ability to operate in a web-based environment without the need for dedicated client software
- a commitment to open standards and interoperability
- an agile development process
- vendor responsiveness
- significantly lower cost

**Weaknesses**
- too strict an adherence to the DLF ERMI
- Comments to notes do not trigger an alert – important if the comment has new information
- in the e-catalog search feature, All Titles does not search all titles
- ability to only input dates into coverage and not volume/issue
- no customizable fields
Bibliography

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