

# Reports on briefing sessions and workshops held at the 26th UKSG Annual Conference

## Putting the 'e' into learning: implementing an e-only policy (the Glasgow Caledonian Experience)

Lynn Allardyce Irvine, *Electronic Resources Team, Glasgow Caledonian University*

What does e-only really mean? Are libraries without walls more of a reality now than before? Is the hybrid library a thing of the past? This series of three workshops aimed to answer these questions by looking at the adoption of an e-only policy at a modern, dynamic university. The workshops considered the *context*, the *content* and the *complexities* of implementing such a policy and of achieving its aims.

There are a number of internal drivers behind the policy at Glasgow Caledonian. Firstly, the university profile. Glasgow Caledonian University is a modern, innovative, teaching-led institution. Its student profile is predominantly full-time undergraduate (91%) with 94% of its SHEFC (Scottish Higher Education Funding Council) funding for teaching. Users want current information fast and at their fingertips. Remote access is just as important as campus-wide access. E-learning is being strongly promoted and supported, including access to e-resources. The university Learning Café, a cyber café where students can eat, drink, and access electronic resources, is very popular. Space is at a premium. A planned new Learning Centre has less planned space for traditional physical library stock.

There are also a number of compelling external factors. 'Big deals' have (so far) been good deals for institutions like Glasgow Caledonian with small research collections and therefore reasonably small print subscription costs. The view from Europe (BIBSAM in Sweden and HEAL-Link in Greece) suggests a move in this direction for large academic institutions.

What e-only means for Glasgow Caledonian is

the centralisation of the serials budget, preferring electronic-only subscriptions where possible and cost effective, subscribing to electronic archives where appropriate, moving HERON from a pilot to a mainstream service and the promotion and development of e-books. In addition, print titles within print and online subscriptions are not being added to stock, and JSTOR titles are being moved to remote storage. Where possible, digital back-files will replace paper back-runs (e.g. Science Direct back-files collection).

The move from print to electronic journals involves an essential change in the nature of what libraries acquire and manage. The essence of what a journal is has changed in that the electronic environment forces a deconstruction of journals into *form* and *content*. The content may be exactly the same but the form in which this is delivered has a huge impact on the roles of publishers, subscription agents, libraries and the end-user. Libraries are no longer acquiring a product, but a service. E-journals are often packed in 'big deals' so that hundreds of titles are accessed via a publisher's or an intermediary's web site. What does this mean for the library? Do they purchase content, or only the access to it? What happens if a subscription ceases? What about changes to access, e.g. changes to URLs, site updates, addition and loss of titles? How easy is it to manage remotely-accessed content? Does the library add journal-specific URLs to the catalogue? What about web pages? Are additional staff required to cope with this, or is just additional training needed? Pricing models are often very opaque and inflexible, with libraries being left with an 'all or nothing' decision. Can libraries afford the resources required to maintain print and online subscriptions? If not, what do you do with print holdings? Back-runs? Can libraries take the chance of disposing of old paper holdings in favour of digital back-files? What if subscriptions become unaffordable?

Surely the massive increase in available journal literature is a good thing for the end-user? The ability to access this content from the desktop also means not having to go into the library, find the required journal, buy a photocopy card and find a copier that is working. In principle this is true, but which interface does the user choose? Content is often available from a variety of sites (publisher, intermediary, and subscription agent) and with varying holdings dates. Publishers often give content to aggregators but with an embargo on current content. Is access on-campus only or available remotely? What about authentication? How many additional passwords are required to access the content? Are all the titles in 'big deals' useful? How efficient is usage data from publishers? Could we rely on this as the basis for future pricing models?

Workshop participants, including staff from libraries, publishers and subscription agents, considered some of the complexities mentioned above with specific reference to content, pricing models, authentication and culture. The move from print to electronic is almost inevitable for academic libraries, and the complexities raised above need to be resolved in a satisfactory way for all stakeholders. The endgame for libraries and publishers is the same - to get content to the end-user as efficiently as possible. Feedback from workshop participants suggests that there are many desirable alternative models to those currently available. The year 2004 promises to be an extremely challenging year for new e-journal deals. It is to be hoped that dialogue between libraries and publishers is effective enough to solve some of the major issues raised at these workshops at the UKSG conference.

### **Authentication and authorisation for electronic resources**

*Alan Robiette, JISC*

This workshop was run on all three days of the UKSG Annual Conference in April, with lively audiences who contributed greatly to the sessions.

Popular topics of discussion were:

*What is the distinction between authentication and authorisation, and how is it applied in practice?*

In conventional multi-user systems the two are often carried out via the same process, in that the user, once authenticated, is immediately placed in an environment already provided with the resources which he/she is authorised to use (applications, filestore, etc.). It becomes much more

important to make the distinction in complex distributed systems, where it may well be logical for the two functions to be performed by different authorities. The trend, in fact, is for authentication to be the responsibility of the user's organisation (college, university or equivalent) but for authorisation to be the responsibility of the resource owner.

*What is Shibboleth, and how does it relate to the Athens service currently in use in UK higher and further education?*

Shibboleth (see <http://middleware.internet2.edu/shibboleth/> for more detail) is a new authorisation framework developed in the US higher education environment by the Internet2 community. It relies on an authentication service from the user's home institution. Once the user has been authenticated, Shibboleth conducts a dialogue with the resource provider determining which attributes of the user are desired by the resource owner for access to be permitted, and balancing this against the attribute release policy of the home institution; the latter policy controls which attributes the institution is willing to disclose. Thus privacy is a concept at the heart of Shibboleth. The default position is that the home organisation should never reveal more information about the user than is required by the conditions of use which apply to the resource in question.

Although Shibboleth is a new design with a somewhat richer architecture, the recent developments in Athens (see <http://www.athensams.net/> for further information) – in particular the Athens Devolved Authentication product – are taking Athens in similar directions, and there are plans to develop compatibility between the two frameworks.

*How does all this relate to Digital Rights Management*

Digital Rights Management (DRM) is in essence a way of defining conditions for allowing access to a resource. These are typically more complex than in the licences normally employed for resources in an academic environment. For example they might limit the number of times a given user can read a document, or play a multi-media file; or they might allow a document to be viewed but not printed. The current generation of access management systems for electronic resources (including both Athens and Shibboleth) does not, in general, have the capability to deploy complex DRM conditions today. However, there are interesting analogies with access management in leading-edge scientific computing ('The Grid') which do permit resource

owners to define complex policies for allowing access to their resources, and it is likely that these technologies will in time be transferred into the electronic resource field.

### **E-journals for beginners**

*Graham Stone, Serials and Electronic Developments  
Manager, Bolton Institute*

This briefing session was an update of the 2002 briefing session 'Newcomers to serials' (*Serials*, Vol.15, No.3, p254-55, 2002). The session was aimed at the novice and based on the speaker's experience of working with e-journals in a small/medium-sized UK higher education institution. However, many of the topics covered translate to all institutions dealing with electronic resources. Institutions such as Bolton Institute have a similar e-spend to that of older universities per FTE student.

The session started by looking at the way e-journals have led to new job roles such as Electronic Resources Co-ordinator. This often encompasses a much wider job role than the traditional serials librarian including licences, technical aspects, access, usage statistics, user education, databases, e-books and increasing amounts of administration.

Financial management was covered briefly with a comparison of the traditional one-in-one-out policy of print journal subscriptions with e-journal no cancellation clauses, an increasing worry as titles are effectively paid for twice, causing other non-electronic titles to be cancelled to balance the budget. It was noted that the traditional 60:40 split in favour of serials was also under threat as e-book deals become more subscription based.

Comments on the 2003 JISC/NESLi/CHEST deals suggested that timing of deals was often poor. It was hoped that NESLi2 would go some way to improve things.

The administration of e-journals was covered, including suggestions for the right questions to ask at the contract stage, such as:

- Does the resource have remote access?
- How is this controlled? If it is not Athens authenticated, then why not?
- Are all titles available?
- Are there back files?
- What is the archiving policy?
- Do the journal titles have durable URLs?
- Is full text linking included and is it free?

Is the publisher/aggregator aware of the Special Educational Needs and Disability Act?

Access management included a look at how Bolton Institute accesses its e-journals from the library catalogue linking them to a database-generated web page containing access information for each title. However, access to some titles seems to come and go and it is sometimes difficult to agree with publishers and subscription agents exactly what there is access to at any given time. Tallying up various lists takes a huge amount of staff time and can be an impossible task. The answer may be to go with content management systems. However, this could involve a prohibitive cost both in resources and time for a small institution.

Licences were discussed briefly with the advice to check the definition of an authorised user with reference to part-time, distance learners (both at home and overseas), franchise students (often FE based) and cross-sectoral partnerships.

The session ended with a look to the future, which touched on the subject of embedding full text e-journal links into VLEs and library portals. Embedding of resources would require input into course handbooks, WebCt/Blackboard modules on information literacy skills and increased partnerships between library and academic staff – maybe another job for the serials librarian?

### **E-books strategy: what does the future hold?**

*Louise Edwards, JISC, and  
Hazel Woodward, Cranfield University*

An audience mix of publishers and librarians made the perfect forum for a rounded discussion on the progress of electronic books in the UK higher and further education sectors. Today, e-books form part of a rich collection of online resources being offered by JISC (Joint Information Systems Committee) to universities and colleges. Leading activity in this area is a working group of committed individuals representing key stakeholders, including publishers, librarians and academics. Together, the members of this working group monitor the industry, influence the development of economic models and support the marketing and promotion of e-books.

The group's agenda was well informed by market research undertaken by Ray Lonsdale and Chris Armstrong<sup>1</sup> on its behalf. Based on focus groups, predominantly librarians and other learner

support professionals, they investigated attitudes to e-books within universities and colleges, established customer priorities on e-book purchase and explored views on economic models.

JISC's first acquisition of e-books was a significant one. *Early English Books Online* is a resource of 125,000 titles published between 1473 and 1700. At the other end of the spectrum, *Wiley Reference* makes available major reference works in science, technology and engineering. The plan to assemble a portfolio of general reference works of broad appeal was achieved through offers for *Oxford Reference Online*, *xreferplus* and *Britannica Online*<sup>2</sup>. Negotiations for high-demand monographs are now well under way with leading UK publishers.

Several key strategic issues have arisen for the group to address. The availability of free, mostly out-of-copyright texts is significant and is being mapped to enable users to locate valuable resources. A vital question is that of electronic textbooks, both in terms of licensing and pricing, but also a long-range vision for the development of the textbook and its role in teaching and learning. Critical to the successful uptake of e-books within the academic community are marketing and promotion. The group has commissioned major pieces of work in all these areas, with publication due in the autumn.<sup>2</sup>

## References

1. To be published via the JISC web site (<http://www.jisc.ac.uk>)
2. Further information on all JISC collections can be found on the JISC web site (<http://www.jisc.ac.uk>)

## Serials catalogues and cataloguing: SUNCAT and other UK developments

*Tony Kidd, Glasgow University Library and  
John Nicklen, National Library of Scotland*

This briefing session covered two separate but related topics: the emergence of SUNCAT, the Serials Union Catalogue for the UK, and the recent developments in standards for serials cataloguing.

SUNCAT has had a gestation period going back a number of years, but has now received funding from JISC to move forward from feasibility and specification studies towards at least initial implementation. Edinburgh-based EDINA is the lead partner, while others participating as partners include Ex Libris, and the Universities of

Edinburgh, Oxford, Cambridge and Glasgow, together with the National Library of Scotland. The aim is to provide an 'early start service' incorporating around 20 'Phase 1' libraries (including the British Library and leading UK research universities), by the end of 2004, with hopefully additional funding available during 2005 and 2006 to include around 200 libraries, including some important learned society and other specialist libraries, as well as additional university and other collections. The union catalogue will be designed to be a first port of call for researchers seeking sometimes hard-to-find and rare serials, while also acting as a resource, and record source, for libraries.

For those able to use it as a record source, SUNCAT will include bibliographic records from the CONSER database and the ISSN register as well as records from contributing libraries. Records will be in MARC21 format. MARC harmonisation and recent changes in the rules for bibliographic description of serial publications, which incorporate elements of both CONSER and LC practice as well as the ISBD(S) and ISSN concept of major and minor changes, should reduce the amount of local editing required, thus reducing costs. The second part of the briefing session focused on the 2002 revision of AACR2 and Chapter 12 (Continuing resources) in particular. This chapter now includes rules for cataloguing integrating resources which can be either finite or continuing.

## Further information and useful websites:

SUNCAT: <http://www.suncat.ac.uk>.

Revising AACR2 to accommodate seriality: report to the Joint Steering Committee for Revision of AACR (prepared by Jean Hiron, CONSER Coordinator, with the assistance of Regina Reynolds and Judy Kuhagen and the CONSER AACR Review Task Force)  
<http://www.nlc-bnc.ca/jsc/ser-rep0.html>

Transforming AACR2: Using the revised rules in Chapters 9 and 12 (PowerPoint slides from a session given at NASIG, June 22, 2002)  
<http://lcweb.loc.gov/acq/conser/aacr2002/A2slides.html>

AACR2, 2002 Revision, Chapter 12, etc. (Presentation, Denver, Colorado, 19 September, 2002, Judith A. Kuhagen, Cataloging Policy and Support Office, Library of Congress)  
[http://lcweb.loc.gov/catdir/cpso/Denve\\_files/v3\\_document.htm](http://lcweb.loc.gov/catdir/cpso/Denve_files/v3_document.htm)

Library of Congress implementation of the 2002 edition of AACR2  
<http://lcweb.loc.gov/catdir/cpso/aacr2002.html>