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Against the Grain against the grain

JB: 360 Resource Manager and 360 Counter are services that Serials Solutions has offered for a number of years. Together, they make up the Serials Solutions ERM Solution. 360 Resource Manager manages the information about an e-resource through its lifecycle in the library. 360 Counter provides for consolidating and analyzing usage data for these resources. We have been aggressively enhancing those services over the last 18 months, with functions that help libraries get data into our ERM solution, help them use that data more efficiently, and provide an improved user experience. We will continue to enhance our ERM solution.

The market is evolving, and we can use what we learn in building Intota to make all of our products work better. Of course, Intota is taking this to a new level, but we are addressing known challenges in our existing services as well.

For example, we have just announced a license template library in 360 Resource Manager to make the entry of license data more streamlined because we know that libraries were still spending too much time entering license data. Similarly, enhancements to 360 Counter improve how libraries can utilize and communicate usage data.

The functions performed by 360 Resource Manager and 360 Counter, as well as the 360 MARC Record service, are all part of the vision for Intota. Eventually, all of the functions of these existing services will be also included in Intota.

The ERM Solution also relates to Summon. When a library chooses to acquire an e-resource, it becomes part of their list of e-resources in these services. At that point, the library specifies whether it also wants the resource searchable in Summon. So, these services are actually a part of the current Rights Management function that Summon checks before displaying results.

ATG: What realistically would you say is the shelf-life of these services with new applications, platforms, and products coming out all the time?

JB: Libraries will set their own timeframes for migrating to a Web-scale collection management solution. Not all libraries will move off the ILS in the short term. They need good solutions for managing their e-resources today because their ILS doesn’t do it. E-resources consume the majority of every academic library’s acquisitions budget today. So we expect to support the ERM Solution for the foreseeable future.

Plus, using the ERM Solution today gets the data about the e-resources “converted” into a standard definition. It makes the data ready for migration to a Web-scale management solution, which will make the overall migration shorter and easier for the library.