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People Profile: Chad Hutchens

Editor

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lists and costs, etc. We employ a variety of tools including an **ERM** system, for which we contract with a vendor other than our subscription agent, and other homegrown solutions.⁶ In the end, we removed approximately \$1,000,000 from our annual renewal list and saved about \$30,000 in service fees. We have numerous individual electronic subscriptions that we continue to allow our subscription vendor to handle, but we viewed the removal of our "big deal" e-journal packages from our annual renewal list as an effective cost-saving measure. Will our approach work for every library? Certainly not. Should all libraries cut out their subscription vendors (a "stick it to the man" attitude)? Again, certainly not. A subscription vendor's services can be valuable for libraries large and small. In fact, for small libraries, cutting out the agent is likely a bad idea and will result in more work than a small staff can handle. However, I believe this approach is worth considering seriously at most medium-sized and large academic libraries.

New Services and Pricing Models

What new services and pricing might libraries expect from subscription vendors in the newly emerging world of managing "big deal" bundles? Negotiation services have already been discussed as a possibility. If a library does all the negotiating and up-front work, perhaps a lower service fee could be charged for that publisher's package. Perhaps subscription vendors should provide libraries with an **ERM** system as part of the service fee instead of charging an additional fee. Libraries invest huge amounts of money, time, and human resources in maintaining and implementing **ERM** systems, and they have become necessities. In the past, subscription vendors developed tools to make managing print journals easier. These tools included complicated spreadsheets replete with subscription information, billing integrated with ILS acquisition modules, and Web-based administrative portals. It makes sense to me that **ERM** systems replace and supplement many of these older systems, but not for an additional fee. Librarians are performing different tasks with new and different systems, for the same managerial purpose. Perhaps subscription vendors should be maintaining **OpenURL** knowledge bases as part of their fee. Perhaps librarians should demand that publishers allow subscription vendors to activate online subscriptions. Maybe subscription vendors could offer an annual rebate for libraries that have a low number of service requests. These are simply ideas at this point; it is hoped that they will contribute to a long and productive dialogue with our subscription vendors. 🌸

Rumors from page 69

agement software for libraries distributed by **OCLC**. **CONTENTdm** software offers a complete set of tools to store, manage and deliver

against the grain people profile

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BORN & LIVED: Born in San Jose, CA, grew up in Colorado Springs, CO, lived in Austin, TX, Minneapolis, MN and now Bozeman, MT.

EARLY LIFE: Playing in the hills of the Front Range in Colorado.

FAMILY: One older brother, my folks, and my dog, Horatius Cocles.

EDUCATION: BA and MA in Classics from the **University of Colorado** at Boulder, MLIS from the **University of Texas** at Austin.

FIRST JOB: At 14, working the local Mini Golf course for \$4/hr.

PROFESSIONAL CAREER AND ACTIVITIES: First professional job was as the "Digital Learning Services Librarian" at **Augsburg College** in Minneapolis, MN. It was a nice mix of reference, tech services, and Web design. Ultimately, I knew reference was not for me and I landed myself in Bozeman, MT as **MSU's** Electronic Resources Librarian where I can focus my attention on all things electronic. Plans for the near future include releasing a light-weight open-source **ERM** system (aimed at small libraries) built on **PHP/MySQL** and installing a test instance of an open-source federated search engine.

IN MY SPARE TIME I LIKE TO: Run with my dog, pretend that I'm still a competitive triathlete, work on my classic car, listen to Texas country, and explore the open spaces in Montana in any way I can.

FAVORITE BOOKS: *Homer's Odyssey* and *Virgil's Aeneid*.

PET PEEVES/WHAT MAKES ME MAD: Rush hour traffic, crowded ski slopes, and motorists who throw objects at cyclists.

PHILOSOPHY: You work in a library, calm down, no one is going to die!

MOST MEANINGFUL CAREER ACHIEVEMENT: Transforming myself into a technophile from an almost computer illiterate Classicist.

GOAL I HOPE TO ACHIEVE FIVE YEARS FROM NOW: Achieve tenure, develop positive relationships with all of our vendors, become more involved with **NASIG**, and make tangible contributions to the field of e-resources management.

HOW/WHERE DO I SEE THE INDUSTRY IN FIVE YEARS: You never know where we'll end up, but I think we'll likely see the demise of the **OPAC** and our reliance upon it as a front-end tool. In addition, I see the advent of automation in the **ERM** world...or maybe I'm just praying for it? 🌸

Endnotes

1. **Hahn, Karla**, "The State of the Large Publisher Bundle: Findings from an ARL Member Survey," *ARL Bimonthly Report* 245 (2006).
2. *ibid.*
3. **Feick, Tina & Herman, Shawn**, "Electronic Journal Subscriptions: The Agent's Perspective," *Against the Grain* v.17, no.6 (December 2005/January 2006): 42-45.
4. **Dames, K. Matthew**, "Buying E-Content: Librarians, Salaries, & Opportunities," *CopyCense* (December 13, 2005), http://www.copycense.com/2005/12/buying_econtent.html.
5. *supra* n. 3.
6. **Marshall, Susan & Kawasaki, Jodee**, "The Master Serial List at Montana State University — A Simple, Easy to Use Approach," *The Serials Librarian* 47, no. 4 (2005): 3-15.

digital collections such as historical documents, photos, newspapers, audio and video on the Web. **OCLC** has been the exclusive distributor of **CONTENTdm** software to libraries, cultural heritage organizations and other nonprofit organizations since 2002. **Greg Zick**, founder of **DiMeMa** and former Professor at the Uni-

versity of Washington, will be Vice President of **OCLC Digital Services**, and will report to **Phyllis B. Spies**, Vice President, **OCLC Collection Management Services**. The **DiMeMa** staff of 11 will maintain its office in Seattle, Washington.

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