February 2013

Profile-Cheryl E. Highsmith

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Recommended Citation

(2013) "Profile-Cheryl E. Highsmith," *Against the Grain*: Vol. 25: Iss. 1, Article 32.

DOI: <https://doi.org/10.7771/2380-176X.6433>

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Analyze This ...
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than clustering eBook management decisions annually, collection reviews may be made in response to vendor offers throughout the fiscal year, and usage reports are pulled and examined to support purchasing decisions per platform as needed.

We are still facing the fact that our select eBook vendors have not congregated around a primary metric. We will now be providing a split metric overview usage report, with the preferred **COUNTER** Book Report 2 (Number of Successful Section Requests by Month and Title) competing with the second gathered metric of the Book Report 1 (Number of Successful Title Requests by Month and Title). Where the **COUNTER** Book Report 3 (Turnaways by Month and Title) is applicable, these data may inform future expansion of access, when such options are financially feasible. A single platform currently houses a high percentage of eBook titles under simultaneous usage restriction. This collection has now moved to a platform where the Book Report 3 is available for analysis. Usage for scattered eBooks available on database platforms is not routinely examined or reported, as of now.

Continuity of access is a key factor in analyzing usage and is closely tied to judicious use of collection funds. Raw vendor reports are retained and archived for future reference. Each genre has a dedicated overall fiscal year compilation spreadsheet where the primary arrangement is by vendor or publisher. Ideally, usage statistics would be reductive to one all-encompassing metric. But in the interest of granular examination of usage, for the time being, we are pursuing the worthy goal of comparing apples to apples until such time as that elusive ideal of the one-size-fits-all metric becomes a reality. As we continue to accumulate stored data, time series reporting where grand fiscal year totals are entered into master spreadsheets for continuing e-resources, per genre, allows for usage overview and analysis of trends. Reports in this format must account for such variables as the occasional database and e-journal migration, with the resultant potential overlapping transitional usage data. Other factors challenging continuity in reporting include the detailing or documenting of cancellations or cessations, titles changes, and significant product upgrades.

Future trends and events will necessarily dictate a reflection on existing practices and

against the grain people profile

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Cheryl E. Highsmith

BORN AND LIVED: Champaign County, IL, and elsewhere in IL; later in Philadelphia, PA; and now in Orange County, CA.

EARLY LIFE: Champaign, IL.

PROFESSIONAL CAREER AND ACTIVITIES: Active member of **ALA-ALCTS** and (substantial) academic library experience in both public and technical services positions; certified teacher at the secondary level and member of the AATG.

FAMILY: Mom (a retired librarian); three siblings, including a brother who is a librarian; nieces & nephews.

IN MY SPARE TIME I LIKE: Reading; writing.

FAVORITE BOOKS: Mysteries by a short list of authors; historical non-fiction.

PET PEEVES: Poor planning.

PHILOSOPHY: Do it right the first time.

MOST MEMORABLE CAREER ACHIEVEMENT: As I am submitting this profile, one thing does not stand out, other than chairing a committee and making an award presentation at **ALA Annual 2012**. This article might supersede that, and there are other possibilities. Let's just say I have a lot of "irons in the fire."

GOAL I HOPE TO ACHIEVE FIVE YEARS FROM NOW: Book/book chapter publication(s).

HOW/WHERE DO I SEE THE INDUSTRY IN FIVE YEARS: Fewer service positions identifiable as librarians; consolidation of services and content access points via vendor/publisher mergers or otherwise; library acquisitions increasingly driven by patron options/selections made at the point-of-use. 🌱

drive procedures. Emerging and expanding services models, such as patron-driven acquisition (PDA), may influence renewals and prove to be a more cost-effective and responsive option than outright subscriptions or purchases. We would actively consider implementation of a proprietary third-party usage gathering or loading tool, pending available funding. We recently launched a discovery service, and after I have the opportunity to review its impact on the recorded usage of electronic resources, I will act on my observations and suggest refinements for in-house usage gathering, reporting, and analysis, accordingly. The now-combined format coverage of the **COUNTER Code of Practice for e-Resources: Release 4**, with the

deadline date for implementation of 31 Dec. 2013, will inform a reexamination of internal practices, a realignment of reporting priorities, as needed, and the anticipated incorporation of new vendor-provided reports into the mix.

Driven by ever-changing vendor options, the e-resource landscape will continue to evolve. A flexible approach in the management of electronic collections will entail being proactive in exploring new options, while reacting analytically to the data content of usage reports. For the immediate future, the "orange," "apple," and "banana" representing the three genres remain in the usage statistics mix, but may be joined in the future by new ingredients. 🌱

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save some money and appear to be generous by helping the other libraries. Added to all of this was the advent of open-access materials including the riches of the Web, open-access journals, and now the mass availability of millions of non-commercial eBooks.

I began this piece by examining **Dr. King's** dreams and how they have been largely realized. We then moved into a brief review of how libraries and the profession followed suit and made it possible for America's black readers and librarians to join and enrich the mainstream. While there is much yet to be done, I think this is remarkable and is due to the fact that, as my non-librarian wife often remarks, librarians are such nice people. While

these changes have been extraordinary, I think the advent of so much non-commercial and relatively affordable commercial e-content is equally amazing. We often talk about the need for "even playing fields." While I don't think they completely exist, I do believe that with the advent of the Web we are much closer to achieving the dream of all librarians: To help people to find the information they need. 🌱