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workflows vs lifecycle management: bridging the gap

questions?



@superjax



jaclyn.mclean@usask.ca

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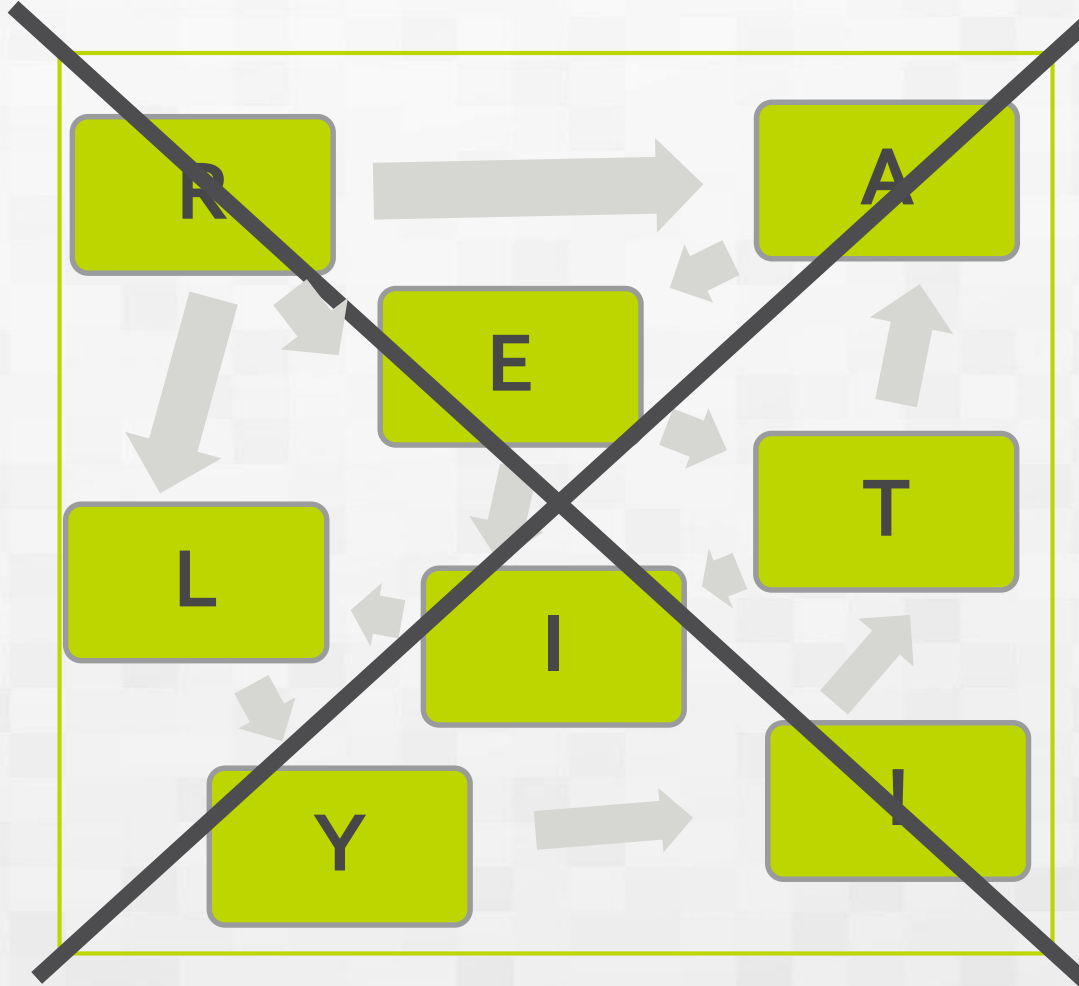
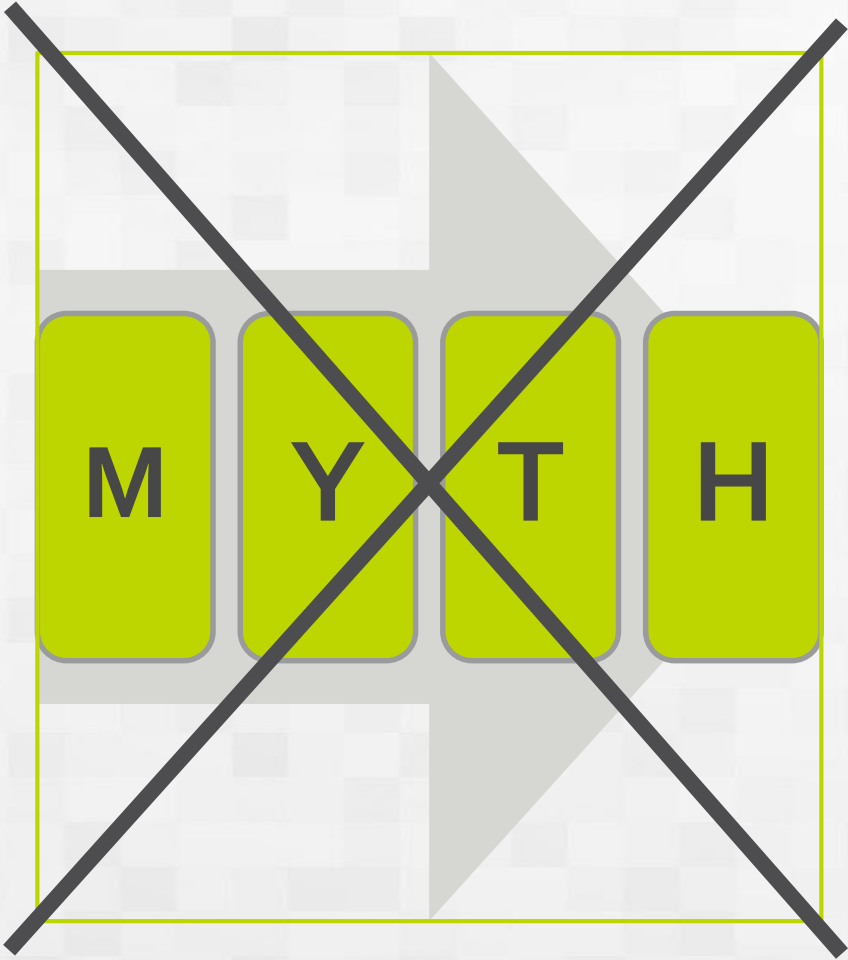
First, Accept That:

- every publisher/vendor will do things differently
- we will never manage every resource perfectly
- we will fail sometimes
- every time we dust ourselves off & try again, we succeed
- e-resources work is ambiguous & complex



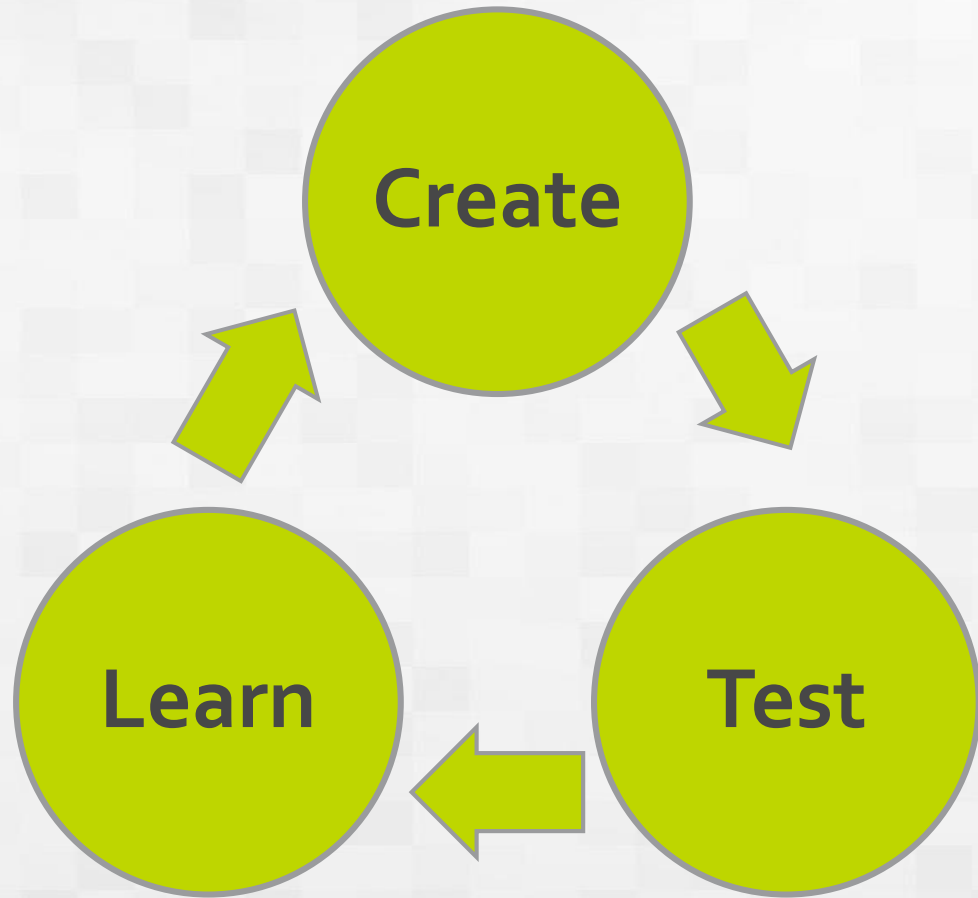
Workflows

vs. Checklists



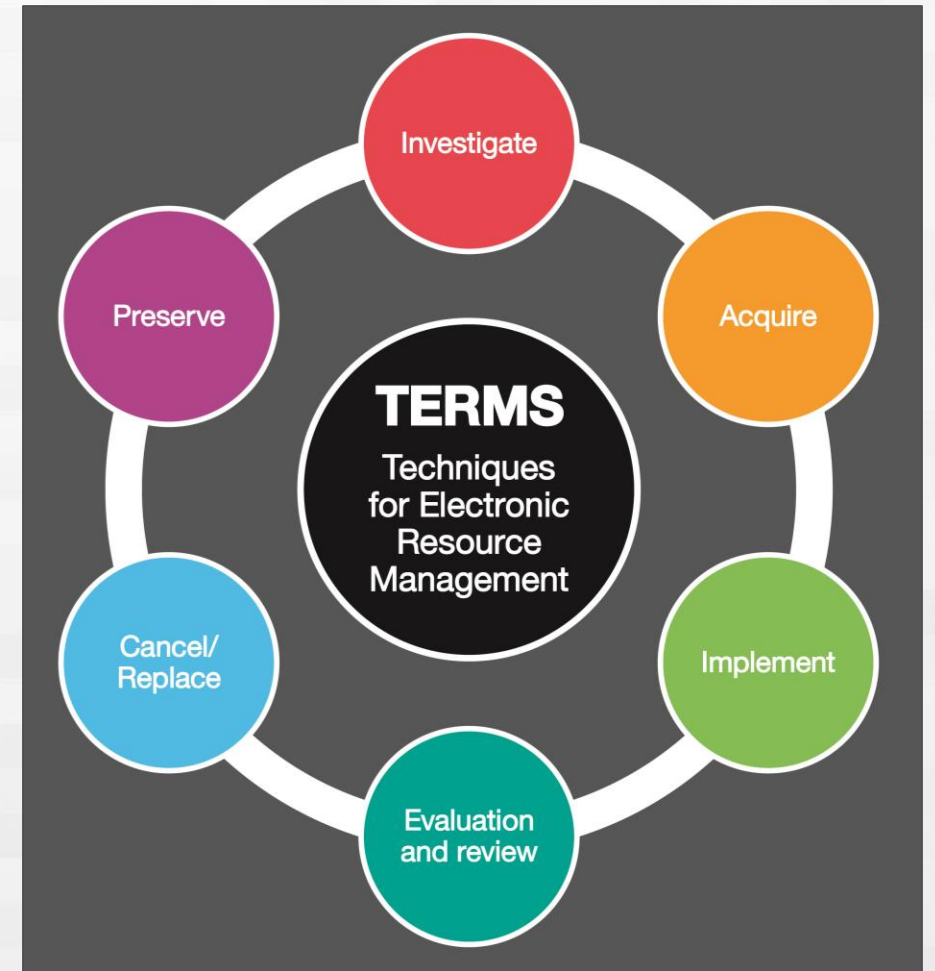
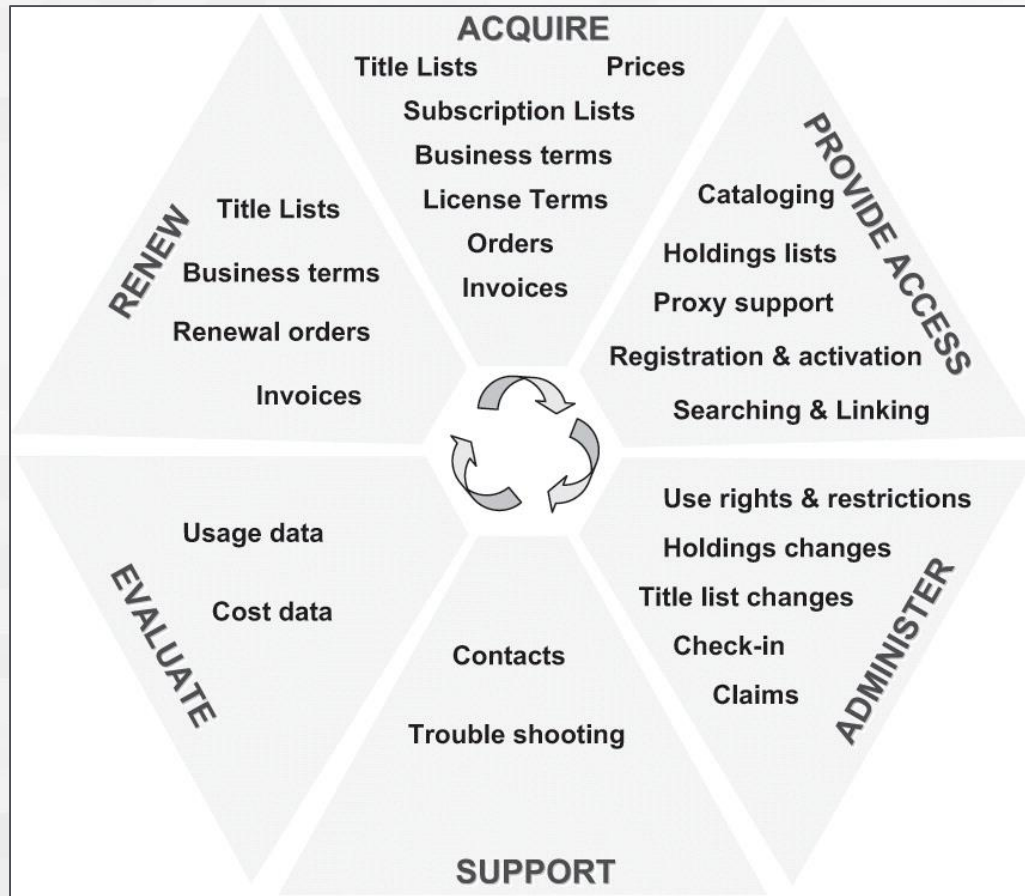
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An Iterative Approach



- Go back to the drawing board regularly
- Learn from & share your failures
- Be flexible

Review the Models



Pesch, O. (2008). Library standards and e-resource management: A survey of current initiatives and standards efforts. *The Serials Librarian*, 55(3), 481–486. <https://doi.org/10.1080/03615260802059965>

<https://library.hud.ac.uk/blogs/terms/>



Think about Competencies

(for E-Resource Librarians)

Life Cycle
Knowledge

Technology
Know-how

Research &
Assessment

Personal
Qualities

Effective
Communication

Supervision &
Management

Trends &
Professional
Development

http://www.nasig.org/site_page.cfm?pk_association_webpage_menu=310&pk_association_webpage=1225



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Find What Works for You

- Use the models & competencies to provide perspective on local challenges
 - Keep them in mind when reviewing processes
 - Identify new areas to focus effort as you develop mastery
- Pick your priorities for each iterative review
- Build a team—virtually or in-person



What Has Worked Well for Me

- Kanban boards to manage & visualize work
- Quality service as #1 priority helps identify areas to work on:
 - use ticketing software for troubleshooting messages
 - display license usage rights in link resolver
 - maintain EZproxy in a mindful way
- Remember that you can't fix everything all at once, identify gaps & keep them in mind for next iteration



What Works Well for You?

Quick wins?

Bright ideas?

Join the conversation on Twitter

