

Coordinated Information Access

Revised July 19, 2006

In 2004, as SEDL Management Council (SMC) began to implement SEDL's strategic plan, SMC worked to articulate and develop or refine processes that led to more effective management of corporate resources across the organization. Some of that work included the development and tracking of new work; review and publishing of products; development of corporate branding and identity standards; and development of a corporate information system to acquire and manage knowledge resources. Towards the development of this information system, a centralized purchasing services for books, journal subscriptions, and audiovisual materials was established in August 2004 as the first function coordinated across the corporation. In July 2006, this process is being refined to include electronic resources, subscription renewals, and orders for multiple copies of resources. The intention of SEDL leadership continues to be to make information resources available to staff in an equitable fashion. Besides allowing for efficient management of corporate funds, coordinated information access enhances a professional and collegial work climate in which SEDL staff can conduct our research, development, and dissemination activities.

Book, Journal, Audiovisual, and Electronic Resource Purchasing Services

Providing SEDL staff with equitable access to information is the primary goal of SEDL's Information Resource Center (IRC). Such access is made possible through the coordinated ordering, processing, cataloging, and circulation of journals, books, audiovisual materials, and electronic resources purchased with SEDL funds and maintained by the IRC. This proposal defines principles that support use of SEDL funds and staff to coordinate the purchasing of books,ⁱ journal subscriptions and renewals, audiovisual, and electronic resourcesⁱⁱ, needed throughout the organization to support program work, that will be integrated into SEDL's corporate library collection maintained by the IRC.

Principles

Coordinated book/journal/audiovisual/electronic resource purchasing services reflect the following principles:

- I. Give budget authorities (BAs) an additional accountability tool to monitor corporate funds.**
- II. Provide access to companywide information through standardized ordering, cataloging, processing, and circulation of materials.**
- III. Respond to program interests and initiatives.**
- IV. Provide a safeguard to prevent unnecessary duplication of materials that are already owned by SEDL or are available for checkout at other libraries to review before, or instead of, purchasing.**

Principles Described

- I. Coordinated purchasing services give BAs an additional accountability tool to monitor corporate funds.**
 - A. BAs are better positioned to make strategic resource acquisition decisions through the following measures:
 1. BAs approve all requests for book, journal subscription (including renewals), audiovisual, and electronic resource purchases from directly-supervised staff.

2. IRC staff processes requests using standardized procedures for ordering, cataloging, and circulating library materials.
3. IRC staff works with BAs to acquire and update resources needed to support SEDL's program interests and initiatives.
 - a. Before a purchase order (PO) is placed for a book, a journal subscription (including renewals), an audiovisual product, or electronic resource, IRC staff will return the request with an explanation if a copy of a requested resource is already available onsite, if a newer edition or a related work has been published, produced, or announced, or if resource requested is out of print.
 - b. IRC staff coordinates purchases for book, journal subscriptions (including renewals), audiovisual, and electronic resources approved by BAs.
- B. BAs can receive quarterly acquisition reports for their departments' resource orders from IRC staff.
- C. Office of Institutional Communications (OIC) Director and the Vice President and Chief Financial Officer (CFO) can receive data on a quarterly basis for all book acquisition activities for all corporate accounts from IRC staff.

II. Coordinated book/journal/audiovisual/electronic resource purchasing services provide access to companywide information through standardized ordering, cataloging, processing, and circulation of materials.

- A. SEDL has established precedents in the following standardized and coordinated organizational procedures:
 1. The procedures for purchasing hardware and software by Office of Fiscal and Technical Services (OFTS) staff.
 2. The coordinated purchase of books online at Amazon.com by IRC staff.
- B. IRC procedures are already in place to provide SEDL staff with:
 1. Ordering of journals through a subscription vendor to reduce invoice processing and payments to individual publishers.
 2. Coordinated access to books purchased for program areas, for study groups, and for specialized references, such as style books, programming materials, etc.
 3. An up-to-date online catalog at <http://www.sedl.org/staff/information/resources/catalog.html> on the SEDL intranet of all SEDL resources ordered through the IRC, so that materials can be found and used by staff throughout SEDL. IRC staff sends out a monthly e-mail message to notify all SEDL staff when a new books list is posted on the SEDL intranet.
 4. Standard and recognizable search termsⁱⁱⁱ for all books processed by IRC staff.
 5. Established technical services for processing, shelving, circulating, and inventorying books.
 6. End-of-contract review of materials for cataloging and transfer of collections from projects into the IRC.
 7. IRC staff's ability to accommodate complex book requests for out-of-print books, dissertations, electronic publications, electronic resources, including online databases, or unpublished materials.

III. Coordinated purchasing services are responsive to program interests and initiatives.

Responsive service directives include:

- A. Resource purchasing services by IRC staff are completed with delivery of cataloged materials or receipt of journal issues to requesting program comparable to time it would take a program to order and receive materials directly from a publisher or other vendor.
- B. The shared knowledge of resources that are available and accessible via a centralized online catalog promotes SEDL-wide use of resources.

IV. Coordinated purchasing services provide a safeguard to prevent unnecessary duplication of materials already owned by SEDL or are available for review before buying.

Identification and prevention of duplicated resources can result in budgetary savings and quicker use of materials already available onsite.

- A. Staff requesting a resource checks the Information Resource Center (IRC) Library Catalog at <http://www.sedl.org/staff/information/resources/catalog.html> to see if the material is already owned at SEDL. If the material is already owned at SEDL, staff should contact IRC staff to check out resource needed.
- B. If the material is not already at SEDL or accessible through one of SEDL's options, staff may request that their budget authority purchase the resource materials.
- C. All institutional purchases for books/journals/audiovisual/electronic resources, including renewals and multiple copies must be approved by Nancy Reynolds, SEDL's IRC information associate, before a PR can be issued.

Procedures

The procedures for requesting a purchase are as follows:

- A. Staff requesting the resource fills out an online Resource Search Request Form on the SEDL intranet at http://www.sedl.org/staff/information/resource_search.cgi and submits the form electronically to IRC staff.
- B. IRC staff receives the request and researches the following:
 - 1. Author, title, price, availability, current edition, and publication/production date of resource.
 - a. If request is for a journal subscription (including renewals), IRC staff will check on the appropriateness of placing the order with subscription service used by the IRC, or
 - b. If PR is for an electronic database, IRC staff will contact online vendor for pricing options and licensing agreement.
 - 2. Availability of resource at SEDL, UT General Libraries, or other libraries to borrow for staff to review prior to or instead of purchasing.
 - 3. Resources for reviews such as *Books in Print* and journals that review education and social/behavioral sciences resources.
 - 4. If requested resource is not available, IRC staff may offer other resources (books, reports, articles) by the same author on the same subject or current articles or books on the same topic.
 - 5. If requested resource is already at SEDL, IRC staff notifies appropriate BA who may then respond with information to explain why duplication of a resource is warranted.

6. The IRC staff and the program manager come to an agreement about whether another purchase is necessary. Ordering additional copies of materials (including journal subscriptions) may be needed when an entire department plans to use a resource for a length of time exceeding checkout of one month from the IRC, or plans to purchase multiple copies to share with clients.
 7. If the budget authority and IRC staff are unable to agree, the matter is referred to the director of communications for a final decision.
- C. IRC staff reports findings to staff requesting resource and to appropriate BA and lets them know projected timeframe for ordering/receiving material, if known.
 - D. The requesting department issues a PR and attaches proof that the IRC has “signed off” before OFTS prepares a PO. (If staff submits a PR to OFTS before going through these steps, OFTS will send the PR to IRC to review before a PO is issued.) When OFTS issues a PO,
 1. if Amazon.com is vendor selected, OFTS sends PO to IRC staff to place order online;
 2. if PO is for a journal subscription (including renewals), OFTS sends PO to IRC staff to place order with subscription service used by the IRC if appropriate.
 - E. When material arrives, it is received by OFTS and sent to the IRC where it is:
 1. cataloged in online database,
 2. processed (e.g., marked with ownership stamp, labels and pocket), and
 3. checked out to original requester and delivered with packing slip/copy of invoice to administrative assistant of program that requested the material.
 4. If a resource has been ordered to give to clients, OFTS notifies IRC staff that the material has been received; IRC staff does not catalog the materials.
 - F. Staff members are responsible for returning the book or other material that have been checked out to them by the agreed-upon date.
 - G. For journal subscriptions, IRC staff will notify the program that initiated the request when the first issue for a subscription is received. If requested, subsequent issues received in the IRC will be routed to staff who requested a subscription.

ⁱ Books include dissertations, reports, and monographs in print or digital format such as PDF (e.g. resources intended to be published once, not as a serial or periodical).

ⁱⁱ Electronic resources include resources (i.e., databases, journals, encyclopedias, maps, textual CD-ROMs or DVDs) in electronic formats that require license agreements.

ⁱⁱⁱ These standardized (e.g., *ERIC Thesaurus*, IRC’s Thesaurus of Subject Headings; Library of Congress Subject Headings) search terms would be adopted throughout SEDL; the OIC currently catalogs/metatags using standard search terms in SEDL’s external and internal databases.