

Date: July 3rd 2019

Meeting Time: 8 am EST / 2 pm CET / 1 pm UK

Call in Number: <https://zoom.us/j/995679876>

Meeting URL: <https://zoom.us/j/995679876>

ERM Sub SIG Folio Wiki: <https://wiki.folio.org/display/RM/ERM+Sub+Group>

Google Folder: <https://drive.google.com/drive/folders/17X3tr6siZH8iS07kGcjAqUNI01zVrJmB>

Terms and definitions: https://docs.google.com/document/d/1vue-mbcULpZivWu69a7nAZEdC-H2yXPQqSblbL_0J6U

Agenda July 3rd 2019

Convener: Martina T.

Notetaker: Martina S.

Housekeeping:

- **All:** Please edit the attendees list below and indicate when you are there!
- **Next meeting:** July 10th
- UX survey results:
 - [June 2019 User Research Findings](#)
- **Open discuss posts:**
 - [UXPROD-1755: Support display of license terms in discovery/user facing interfaces](#)
<https://discuss.folio.org/t/support-display-of-license-terms-in-discovery-patron-facing-interfaces/2491>

Agenda items:

1. Development progress
2. Discuss renewal workflow by [Minutes of Washington session on workflows/renewals](#) (please see homework below)

Minutes

Development progress

- just finished previous sprint and started sprint 67 on Monday
- to see what is planned please see [Wiki page](#)
- current dev is about notes functionality and bringing data into internal KB more effectively (new frontend)
- there are no questions

[Discuss post](#)

- if there are additional requirements please comment the discuss post
- Chalmers' requirements are already included, those are needed for August
- Khalilah: Chalmers is conducting an ERM Review this week -> results will be brought back to this group

Renewals

- q: are there scenarios missing
- MS: **mini content review** → is added to the document: [please add workflow and examples](#)
- reasons to have an alert although you have to renew
 - for making sure that you are getting the invoice and paying
 - it is a chance to verify that everything works the way it is supposed to
- nothing else seems to be missing
- the structure is right now: you have an order with a subscription time cycle process, where you process your payment every year and an agreement with a start and an end date
- OS: you can track start and end dates on agreement or on agreement line level

- looking at the use cases we need to decide where we can describe the renewal of a line and where we can regard it as a renewal of the whole agreement - when it is a continued payment and when it is a renewal
- Scott mentions CORAL as a good example to manage workflows → would be great to have another look at
- single titles
 - single title renewal could be a database or a journal
 - q: single title renewal - is that really common or would you not rather renew multiple single titles in one go
 - KM: you often renew a number of single titles at once, especially with subscriptions often running on a calendar year.
 - at the same time you can have rather database renewals that come throughout the year
 - differs - you prorate sometimes or renew on individual basis as titles come up or you do have a list of titles
 - Chicago i.e. tries to prorate subscription years and then you deal with it on an individual basis as they come up
 - OS: how much is a single title subscription done by subscription agents?
 - SC: sometimes you have individual direct subscriptions; they are not always good in prompting
 - does have spreadsheets by month
 - KM: would be good if FOLIO could help create that spreadsheet
 - q: why do I have a title list/ package sent to selectors when it is a single title
 - people rather group titles to send to vendor; lists are grouped i.e. by budget
- an automation is desirable to renew automatically → in Agreements there are statuses for definitely renew or cancel
- works on level of whole agreement or for BIG Deals; maybe not for working on line level
- how do we group this in agreements or is it rather something that is done in orders
- question by OS: what are circumstances where you want to record an agreement and where do you maybe not record an agreement?
- for single titles you might have an agreement per subscription - where I do not have a license: could these subscriptions be done in orders instead? - does having an agreement have any advantages in this case?
- SC: do I need an inventory instance - OS: not if you do not want one
- you do not need to have an instance for an order
- it depends how you manage your bibliographic data - there is no rich bibl. description in Agreements
- it is not sure how the discovery process will work yet
- FH: Is there a way to store license info in Orders in machine readable format?
- OS: No, currently not
- if people have further examples for single titles please add
- packages where titles matter

- what is the difference to where they do not matter? - you can choose your subscription titles vs. top of titles
- you are not required to renew
- you can look at usage and have a certain cancellation allowance
- it is like a Big Deal with an optional renewal - can decide every year whether you want to renew
- SC: Elsevier - list of titles - individually invoiced - those titles have to be renewed every year = are restricted titles - but can swap titles in and out up to a certain percentage - but you need to stay at cost amount - you can collect usage for the “restricted” titles vs. you take the package or you do not take it
- difference to Big Deals: i.e. if you have a consortia like NERL - you have no control over individual titles
- OS: it is then rather a difference where titles matter versus where the titles do not matter - just other time frames for renewing
- KM: agrees, scenarios have a fair amount of overlap
- SC: concerning workflows: where titles matter: I look at individual titles for usage instead of looking at the whole package - workwise it is different
- more complex workflow for packages where individual titles matter
- OS: renegotiation might be similar to renewal? - SC: difference is the timeframe aspect
- KM: is almost like a matrix of questions; that will have go down your workflow down a path of more and more complexity
- there are questions like are you dealing with a bunch of titles where you can make decisions on a title level; in that scenario you may not be able to negotiate the price
- we did not have time to have a closer look at CORAL functionality
- UMass will work on this and share on Slack
- please add comments and further use cases if needed as well as scenarios and examples
- please look at general comments and statuses and comment
- KM hints at workflow working group in 2016: <https://drive.google.com/drive/folders/0ByKXfvKzMDq-VjdITIBRcVRiekU>

Chat

Von Owen Stephens an alle: 02:07 PM

<https://wiki.folio.org/display/ERM/ERM+Sprint+67>

Discuss post <https://discuss.folio.org/t/support-display-of-license-terms-in-discovery-patron-facing-interfaces/2491>

Von Khalilah an alle: 02:09 PM

JFYI - Chalmers is conducting an ERM Review this week.

Von Scott Stangroom an alle: 02:18 PM

On a multi-year deal, we want annual reminder to get invoice and pay invoice, we want to be sure our proxy settings are still good. If we have swap and cancellation rights, we want to exercise those with a review of use and need.

We'd also want an updated title list.

Von UMass Amherst / Five Colleges an alle: 02:18 PM

^^ I also just review the access to make sure nothing is broken in our discovery layer, link resolver, etc. And if there are changes I execute the, *them

Von Scott Stangroom an alle: 02:23 PM

If we could pick and choose steps; rearrange, consolidate or expand steps (in all scenarios) that would be great. While our workflows are generally similar, we all know our staff and individual workflows. While I love the idea of a drop down or preassigned set of workflow sets, I also hate it if I am not able to make the flows work for us without work arounds. Set up a framework for us to set up the workflows on our own, as we need them.

Thumbs up

Von Lars-Håkan Herbertsson an alle: 02:24 PM

Agree with Scott!

Von UMass Amherst / Five Colleges an alle: 02:24 PM

+1

Von Kristin Martin an alle: 02:26 PM

I think people often renew a number of single titles at once, especially with subscriptions often running on a calendar year.

Von Felix Hemme (ZBW) an alle: 02:29 PM

For single e-titles it is often agreed that it will continue if not cancelled. Could this be automated, e.g. if I pay the invoice the agreement is going to be renewed?

Von mir an alle: 02:30 PM

In orders you can choose between definitely renew / for review / definitely cancel

Von Felix Hemme (ZBW) an alle: 02:31 PM

So what is the connection to agreements with this statuses?

Von mir an alle: 02:31 PM

No connection, maybe we can reuse?

ANSWER by Owen: this is in agreements where you have definitely renew or definitely cancel or review

Von Kristin Martin an alle: 02:34 PM

LOve the idea of Selector app!

Von Scott Stangroom an alle: 02:34 PM

Kristen +1

Von Felix Hemme (ZBW) an alle: 02:38 PM

Yes good point Owen, that was something I've been thinking about.

Von Benjamin Ahlborn (SuUB Bremen) an alle: 02:40 PM

Agree with Owen: No license - no agreement, but a just a plain order.

Von Felix Hemme (ZBW) an alle: 02:42 PM

Is there a way to store license info in Orders in machine readable format?

ANSWER by Owen: No

Von Scott Stangroom an alle: 02:49 PM

We have subscriptions for journal packages, e.g., Sage, whereby we have to accept titles that we to which we have subscriptions with another publisher and now Sage is assuming the title. Rather than include that title automatically in our package, we have to pay for that single title outside the package (at least for that first year Sage has the title). Hope this makes sense.

Von Felix Hemme (ZBW) an alle: 02:53 PM

We are part of a alliance consortia where another university library is negotiation the license and the content. So we are renewing our agreement if the journals included match our economic profile.

QUESTION by OS: is this similar to one of Sara's examples (Cambridge)? - ANSWER by FH: yes

Von Scott Stangroom an alle: 02:53 PM

yes

Von Scott Stangroom an alle: 02:58 PM

Right

Von Scott Stangroom an alle: 03:00 PM

Right

Sure. UMass will work on this and share.

Von Kristin Martin an alle: 03:02 PM

<https://drive.google.com/drive/folders/0ByKXfvKzMDq-VjdITIBRcVRiekU>

Von Scott Stangroom an alle: 03:03 PM

Bye.

Homework

Linked as homework are the minutes of the "Washington workflow session" on renewals:

The minutes are structured by the different use cases:

- Renew single titles
- Renew general package
- Renew packages where single titles matter
- Renew package through subscription agent
- Big deals

Added to each use case are the statuses and alerts which would apply in each case.

There is a table below each section to add concrete examples.

Homework:

1. Please review and comment on: [Minutes of Washington session on workflows/renewals](#)
2. Please add a real life example for each use case:
 - a. Renew single titles
 - b. Renew general package where single titles do not matter
 - c. Renew package where single titles matter
 - d. Renew package through subscription agent
 - e. Big Deals

Attendees list

| Present | Name | Home Organization |
|---------|-----------------|-----------------------|
| | Alice Daugherty | University of Alabama |

| | | |
|---------|--------------------|---|
| | Alistair Morrison | Johns Hopkins University Libraries |
| x | Andrea Meindl | UB Regensburg |
| | Ann-Marie Breaux | EBSCO |
| | Annika Schröer | UB Leipzig |
| x | Benjamin Ahlborn | SuUB Bremen |
| | Björn Muschall | UB Leipzig |
| | Carole Godfrey | EBSCO |
| | Charlotte Whitt | Index Data |
| x | Claudia Malzer | ULB Darmstadt, Developer |
| | Dennis Bridges | EBSCO |
| | Eric Hartnett | Texas A&M University |
| x | Felix Hemme | ZBW Kiel |
| | Frances Webb | Cornell, Developer |
| | Gill Osguthorpe | UX/UI Designer - K-Int |
| regrets | Gisela Weinerth | SUB Hamburg |
| x | Ian Ibbotson | Developer Lead - K-Int |
| X | Jack Mulvaney | UMass Amherst / Five Colleges |
| | Jag Goraya | K-Int |
| x | Janet Ewing | Five Colleges / Mount Holyoke College Library |
| | Johann Rolschewski | ZDB, Berlin |

| | | |
|---|-------------------------------|--|
| x | Julie Brannon | Duke |
| X | Kathleen Berry | UMass Amherst / Five Colleges |
| x | Khalilah Gambrell | EBSCO |
| | Kirstin Kemner-Heek | VZG, Göttingen |
| x | Kristen Wilson | Index Data |
| x | Kristin Martin | Chicago |
| x | Lars-Hakan Herbertsson | Chalmers |
| | Laura Wright | University of Colorado Boulder |
| x | Lindsey Lowry | University of Alabama |
| | Luca Lanzillo | Sapienza Library System Sapienza University of Rome |
| | Maike Osters | hbz, Cologne |
| x | Marie Widigson | Chalmers |
| | Mark Deutsch | Duke |
| x | Martina Karlsson | Chalmers |
| x | Martina Schildt | VZG, Göttingen |
| x | Martina Tumulla | hbz, Cologne |
| x | Matthieu Bordet | DMCultura, Ravenna, Italy |
| | Moritz Horn | VZG, Göttingen |
| x | Nicole Eichenberger (b-rm105) | Stabi Berlin |
| | Olga Harder | TIB Hannover |

| | | |
|---------|--------------------|---|
| x | Owen Stephens | Product Owner - Owen Stephens Consulting |
| x | Paul Trumble | Amherst |
| | Peter Böhm | HeBIS, Frankfurt |
| x | Peter McCracken | Cornell |
| | Rüdiger Stratmann | IAI SPK Berlin |
| | Sabine Howahl | ULB Darmstadt |
| | Sabrina Bayer | UB Regensburg |
| x | Sara Colglazier | Five Colleges / Mount Holyoke College Library |
| X | Scott Stangroom | UMass Amherst / Five Colleges |
| | Sobha Duvvuri | EBSCO |
| | Susanne Schuster | BSZ Konstanz |
| regrets | Tatjana Clemens | UB Frankfurt |
| | Theodor Tolstoi | Chalmers, EBSCO |
| | Xiaoyan (Yan) Song | NCSU |
| x | Yvonne Mönkediek | SuUB Bremen |