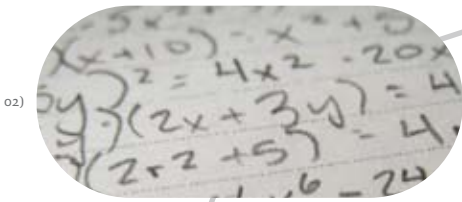


Understanding E-Resource Access and Management Services





02)



03)



12)



The Nature of Collections has Changed

Now that the nature of library collections has changed and the majority of new acquisitions are electronic, E-Resource Access and Management Services (ERAMS) has emerged as a rapidly evolving category of library services for making electronic collections accessible and useful. By helping optimize the usage of e-resources, ERAMS helps libraries achieve their goals of connecting people to information and being the best partner for research in the digital era.

The Four Essential Processes for Delivering ERAMS

ERAMS helps librarians optimize delivery of e-resources through four essential processes: **collect**, **correct**, **connect**, and **control**.

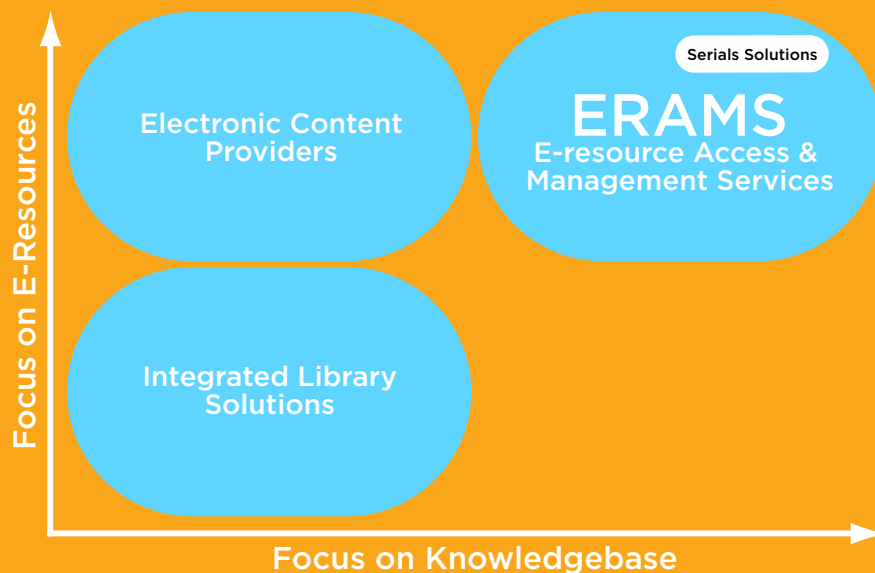
1 Collect
The foundation of ERAMS is a comprehensive knowledgebase of available resources.

2 Correct
The knowledgebase must be precise: constant updates of ever-changing data, normalization, authority control, and vendor-error correction are required to enable accurate connections and effective management.

3 Connect
Patrons need the easiest and fastest method to find the information they require, anytime and anywhere.

4 Control
ERAMS helps libraries optimize staff and budget resources with management tools that streamline workflows and enable librarians to acquire the best content for their library.

The Comparative Landscape



ERAMS require a focus on e-resources and a knowledgebase of e-resources available from all content providers.

The Foundation of ERAMS

To be able to provide effective E-Resource Access and Management Services, a vendor must provide a solid foundation:

✓ **Focus on knowledgebase**

An accurate and comprehensive knowledgebase is fundamental; all ERAMS are dependent on this data.

✓ **Focus on e-resources**

Clarity and focus on e-resources is essential to participating in this product category. Investments in other directions distract from the core mission.

Key Attributes for Success

Many products and services fall into the broad category of ERAMS: A-to-Z Title lists, link resolvers, federated search engines, MARC updating services, and ERM applications are essential components of today's solution set. But the landscape is rapidly evolving. As new and improved services are introduced into the mix, it is imperative that they work together as a cohesive and effective solution. These key attributes determine the effectiveness of the solution:

✓ **Complete and integrated services**

It is impossible to fulfill on the promise if a vendor only addresses a portion of the problem. A vendor can't be successful breaking down barriers if the products only address a few of the challenges, or fail to integrate efficiently with other tools. Librarian workload is reduced by integrated data, access, and management tools.

✓ **Interoperability of services**

The E-resource landscape integrates multiple vendors in multiple categories. Interoperation demands participation in

the library community and partnership with libraries of all sizes. Standards are essential to ERAMS. Among the most important are z39.50, OpenURL, MARC, SUSHI, SRU/SRW, Dublin Core, and others.

✓ **Web-native**

It is imperative that ERAMS be architected from the ground up to be Web-native and take full advantage of the functionality of the Internet. This enables rapid and responsive development, the usability patrons expect, and adoption of trends and technologies such as Web 2.0, Library 2.0, AJAX, XML, APIs, RSS, and Web services.

Conclusion

ERAMS opens up a world of possibilities for librarians. By creating multiple, effective search paths optimized for their resources, ERAMS helps libraries attract patrons and become a key part of any user's research process.

Because they are Web-based, ERAMS enables librarians to build out Library 2.0 user services that are tightly integrated with e-resource access, and maintain an

up-to-date knowledgebase that tracks the constantly changing e-resource landscape.

Today, ERAMS provides libraries with ways to optimize searches, e-resource usage, and e-resource management. In the future, ERAMS will expand in functionality to provide additional paths for the continued enhancement of e-libraries in the digital era.

Headquarters/North America

Serials Solutions

501 North 34th Street # 400
Seattle, WA 98103
U.S.A.
Toll Free: 1 866 SERIALS (737 4257)
Tel: 1 206 545 9056
Fax: 1 206 525 9066
E-mail: info@serialssolutions.com

United Kingdom

ProQuest CSA
The Quorum, Barnwell Road
Cambridge, CB5 8SW
United Kingdom
Tel: +44 1223 215512
Fax: +44 1223 215513
E-mail: marketing@proquest.co.uk

Europe

Germany

ProQuest CSA
Strassheimerstr, 33D-61169 Friedberg
Germany
Tel: +49 6031 87468/72
Fax: +49 6031 87469
E-mail: vertrieb@germany.proquest.com

Spain

ProQuest CSA
España, C/ Castillo nº 95 - 6º D
28006 - Madrid
Spain
Tel: +34 91 575 5597
Fax: +34 91 575 9885
E-mail: editor@spain.proquest.com

Middle East

United Arab Emirates

ProQuest CSA
Al Thuraya Tower II
Floor 13, Office 1304
Dubai Media City
Dubai
United Arab Emirates
Tel: +97150 245 0148
E-mail: middle.east@proquest.co.uk

Asia Pacific

Australia and New Zealand

ProQuest CSA
P.O. Box 181, Drummoyn, NSW 1470
Australia
Tel: +61 2 9911 6660
Fax: +61 2 9911 6652
Toll Free: 0800 443 429
Toll Free: 1 800 11 6660
E-mail: sales@anz.proquest.com

China

ProQuest CSA
Room C-4-20E, In-do Mansion,
No 48A Zhi Chun Road, Haidian
Beijing 100086
P. R. China
Tel: +86 10 5873 3098
Fax: + 86 10 5873 3100
E-mail: saleschina@asia.proquest.com

Hong Kong and Macau

ProQuest CSA
Room 1501B, 15/F., World-Wide House
19 Des Voeux Road, Central
Hong Kong
Tel : +852 2912 8218
Fax : +852 2868 9948
E-mail: sales@asia.proquest.com

Japan

ProQuest CSA
1-11-11, Kitasaiwai
Nishi-ku, Yokohama 220-0004
Japan
Tel: +81 45 320 0081
Fax: +81 45 320 0150
E-mail: sales@japan.proquest.com

Korea and Taiwan

ProQuest CSA
Room 1402, Doosan Bearstel 1319-11
Seocho 2-Dong
Seocho-Gu
Seoul, 137-072
Korea
Tel: +82 2 588 6045
Fax: +82 2 588 6046
E-mail: pqsales@asia.proquest.com

South East Asia and India

ProQuest CSA
B909, Block B (9th Floor)
Phileo Damansara 1, No. 9 Jalan 16/11
Jalan Damansara, 46350 Petaling Jaya
Selangor D.E.
Malaysia
Tel: +60 03 7954 2880
Fax: +60 03 7958 3446
E-mail: sales@asia.proquest.com

Latin America

Brazil

ProQuest CSA
Avenida das Américas
700, bloco 3, Sala 317
Cittá América, Barra da Tijuca
Rio de Janeiro - RJ - 22640-100
Brazil
Tel: +55 21 2132 7230
Fax: +55 21 2132 7395
E-mail: sales@latin.proquest.com