

## USING SERIALS SOLUTIONS® 360 AND AQUABROWSER® TO ENABLE SEAMLESS E-RESOURCE ACCESS AND MANAGEMENT



When Rice University opened for classes as the Rice Institute on September 23, 1912, there were 77 students and a dozen faculty members. The first library was in a room on the second floor of the Administration Building.

The current Fondren Library holds nearly 2.5 million volumes, subscribes to approximately 70,000 print and electronic journals, and boasts extensive digital content, including special collections. Located in the heart of the university's campus and managed by a staff of 110, including 30 full-time librarians, the Fondren Library's collection includes excellent coverage in art, architecture, history, literature, music, philosophy, languages, economics, social sciences, natural sciences, and engineering. Rare books, manuscripts and university archives are held at the Woodson Research Center. The library also is a selective depository for U.S. and Texas government publications and a depository for U.S. patents and trademarks.

In 2007, the library at Rice University began evaluating an update to its technology. After reviewing a number of solutions a decision was made in early 2008 to use the Serials Solutions 360 e-resource access and management solution.

The first service implemented by the Rice University library was 360 Resource Manager. Because the library had been using a cumbersome and time-consuming system of managing licensing, subscriptions and contacts, it was imperative that they get their ERM up and running as soon as possible.

David Bynog, Assistant Head of Acquisitions says, "Serials Solutions has supplied us with valuable tools. We are doing things in 360 Resource Manager that we could not do well before in our ILS or any of the other tools we were using. It makes our job easier and we are doing our job more efficiently as a result. The Alerts feature is particularly useful especially with notification of new titles. In the past it was done manually and now it's an automatic process."

*"Moving from what we had in the past to 360 Resource Manager and the other products Serials Solutions offers was the right move at the right time."*

David Bynog

Rafal Kasprowski, Electronic Resources Librarian adds, "Our job is more difficult without a product like 360 Resource Manager. It allows us to manage our electronic resources and provides us with a central repository. Using the backend part of 360 Resource Manager is a good way for us to list all the information for our e-resource holdings, licenses, and administrative details, such as vendor contacts and accounts. The stored information can be shared between library departments, and some of it, like journal holdings and terms of use, can also be presented to library patrons. The ability to share data is a key feature and keeping things in one place makes our work much more efficient."

Once 360 Resource Manager was in place and working smoothly, attention turned to updating the search functionality in the online catalog and licensed databases., Rice University Library uses both AquaBrowser and 360 Search for a robust and complete search service. AquaBrowser offers a discovery layer for exploring the content of the library's catalog and special collections through a unified index. 360 Search is a federated search service that enables immediate article level searches of

licensed databases using various protocols. The two services are combined in a single interface and provide an integrated list of results to users.

Rafal says, "While the implementation had its ups and downs, overall the integrated search project has been a success. Feedback from users indicates that most users are happy which has been a relief for those who worked on the project."

David says, "Preliminary feedback from library patrons is positive. In general, they are pleased to have a 'one-stop search'." Like many libraries, Rice University is struggling with a generation gap between the users of the old catalog system and a young student body that is accustomed to technology that expects online and digital tools. Results from an early LibQual survey prompted the purchase of better search tools. We plan to do another LibQual survey soon and are interested in seeing the results of the survey now that the new search system is in place. 'Information Literacy' is becoming more important over time. We need to educate users about the proper tool for the proper project, especially if they don't know what they need. Having richness in the catalog and easy access through search is key."

Behind the scenes, Serials Solutions support assists the Rice University implementation team and plays a large part in library customization. David explains, "The catalogers at Serials Solutions are thorough about their work. If we want something added to the knowledgebase or if we have questions or changes, it's obvious they have thoroughly searched and checked when they get back to us." Rafal uses the Client Center administrative module all the time. He says, "When our title

*"Integration is the big plus for us. Having the services work together is a winning formula and was a big part of the decision to choose 360 Search and AquaBrowser."*

Rafal Kasprowski

holdings need to be updated or a change needs to be made to any of the 360 Resource Manager services, I use the Client Center whenever possible. If the Client Center cannot be used for a configuration change, I ask Serials Solutions to do it, usually by logging a request through its online problem reporting tool. For me, the key to the relationship Rice has with Serials Solutions is customer service; it's a very important aspect of the partnership."

"Integration is the big plus for us." Rafal says, "Having the services work together is a winning formula and was a big part of the decision to choose 360 Search and AquaBrowser. Users are being better served because we are providing access to data through a medium that they can relate to. The e-resource portal A-to-Z list and its integration with OpenURL, our catalogue, and the 360 Search service bring the collection more immediately to users. We are constantly tweaking to make the experience as seamless as possible for them."

Looking back over the implementation of the services David says that choosing Serials Solutions was the right decision. "Moving from what we had in the past (Ed: largely paper based) to 360 Resource Manager and the other products Serials Solutions offers was the right move at the right time. We have better control over the data including a means of providing accurate holdings statements. It also allows for a clearer understanding of what we are getting in publisher's packages and helps us make the right database choices which benefit our users." He concludes, "Serials Solutions is responsive in a variety of ways and we are very happy with the partnership so far."

#### Find out more!

1-866-SERIALS (737-4257)

360@serialssolutions.com

www.serialssolutions.com

© Copyright 2010 by Serials Solutions, Seattle, WA, USA. All rights reserved.