

USING GOOGLE APPS AS AN ERM

(OR AN ERM SUPPLEMENT)


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USING GOOGLE APPS AS AN ERM


- Google Apps suite, particularly Mail, Sheets, Calendar and Docs
- It is available for free online
- For greater security, we did not move forward until an institutional Google Apps license was purchased




LIBRARY SITUATION

- WMS ILS system
 - Serials Solutions 360 Link Resolver
 - LibGuides 2.0
 - Shared drive for documents and title lists
 - Wiki with ERM admin notes
 - 4 staff members in the department, 1 librarian
 - 150,000 e-books, 75,000 e-journals, 18,000 print items
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1 MAJOR WEAKNESS: COMMUNICATION

- Never implemented task management or alerts in ERM
 - New packages and title updates in the catalog and the link resolver
 - Workflow to update titles and new packages poorly defined
 - Inconsistent assignment and follow up on package and title updates
 - Multiple people involved in licensing and in ERM tasks led to lack of communication and no prioritization
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MAIN ITEMS: GOOGLE SHEETS

- To Do List, created from template
 - Tracks tasks, staff member, started and completed, and includes links to title lists
 - ERM Admin list
 - Administrative information for resources
 - Statistics Tracking
 - Invoice Payment Tracking
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TO DO LIST

To-do list ☆ 📁							
File Edit View Insert Format Data Tools Add-ons Help All changes saved in Drive							
\$ % .0 .00 123 Arial 11 B I A							
Date Due							
TO DO 9/21 completed							
✓	Date Started	Date Due	Date Completed	Done by	URL	Notes	Task
✓	12/3/2015	12/14/2015		Terrell	http://ebooks.iospress.nl/Publisher/Faq#		Create a KBart file for IOS Press Studies in Health Information Technology; upload
	12/11/2015			Elsa			AHA eBooks subscription added to proxy
✓	12/11/2015	12/16/2015		Peter			Update ERM Admin list; check passwords and change email address to libraryresources@mssm.edu
✓	12/14/2015	12/18/2015		Peter			Check Ebsco databases list in WMS and Serials Solutions
	12/14/2015			Terrell	https://docs.google.com/spreadsheets/d/		Update R2 holdings in WMS and Serials Solutions
	12/21/2015			Gregg	https://drive.google.com/a/mssm.edu/file		ISPG titles - access and Serials Solutions for MSHS
	12/21/2015			Terrell	http://ahainst.ipublishcentral.com/	Title list is strange, ask if you need help	AHA eBooks subscription added to Serials Solutions
	12/21/2015			Terrell	http://ahainst.ipublishcentral.com/	Title list is strange, ask if you need help	AHA eBooks subscription added to WMS
	12/28/2015			Elsa	http://libguides.mssm.edu/ejournals_specialdirections		Update special directions E-Journals page
	1/4/2016			Peter	https://docs.google.com/a/mssm.edu/sp		Ebsco E-Journals Annual Update project

ERM Admin							
Resource Name	Publisher	Shared with	Invoiced by	Licensed by	Item type	Local Admin	
ABMS	Elsevier	HSL		Publisher	Database	Elsa	
AccessAnesthesiology	McGraw-Hill Education	HSL		Publisher	Ebooks	Laura	
AccessEmergencyMedicine	McGraw-Hill Education	HSL		Publisher	Ebooks	Laura	
AccessMedicine	McGraw-Hill Education	HSL		Publisher	Ebooks	Laura	
AccessPediatrics	McGraw-Hill Education	HSL		Publisher	Ebooks	Laura	
AccessScience	McGraw-Hill Education	NYU		Waldo	Ebooks	Elsa	
AccessSurgery	McGraw-Hill Education	HSL		Publisher	Ebooks	Laura	
ACM Digital Library	NERL	NYU	NERL	NERL	Ebooks	Elsa	
Alt Healthwatch	Elsevier	NYU	Elsevier	Publisher	Database	Elsa	

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Resource Name	Publisher	Shared with	Invoiced by	Licensed by	Item type	Local Admin	Administrator URL	Username	Password	Account Number	Notes		
2	ABMS	Elsevier	HSL		Publisher	Database	Elsa							

STATISTICS

[illegible]

INVOICE TRACKING

A	B	C	D	E
Resource Name	Publisher	Paid To	Invoice Date	Invoice Number
ProQuest & Serials Solutions	ProQuest	Waldo	12/5/2015	34675
ISPG North America Collection	ISPG	Ebsco	12/11/2015	9185399
NYU - NERL Annual	NERL	NYU	12/11/2015	1046
NYU - ACS, NERL BMJ, Alt Health	NERL	NYU	12/1/2015	1045
Can J. Gastro	Ebsco	Ebsco	12/13/2015	0082510
Cold Spring Harbor Journals	CSH Press	CSH Press	8/19/2015	20169821
AHA Guide to the Health Care Field	Continuation	YBP	12/11/2015	431967

ALSO: DRIVE AND GCAL

- Google Sheets and Google Drive are a great place to load or link title lists
 - Doesn't take up space on local drives, all lists are kept together, manages versioning problems
- GCal is also very useful
 - Helps to schedule yearly tasks and provide reminders of projects coming up



GOOGLE CALENDAR

The screenshot displays the Google Calendar interface for January 2016. The main calendar grid shows dates from Sunday, January 27, to Saturday, January 30. Events are displayed as horizontal bars across the dates:

- Database Audit begins** (green bars):
 - January 4 to January 9
 - January 10 to January 15
 - January 17 to January 22
 - January 24 to January 29
- Ebsco Annual Journal Updates** (blue bars):
 - January 4 to January 9
 - January 10 to January 19
 - January 18 to January 23
 - January 24 to January 29

The interface includes a sidebar on the left with the following sections:

- January 2016**: A small calendar grid showing the current month.
- My calendars**: A list of calendars with checkboxes for ☐ Elsa Anderson, ☒ Library Resources, and ☐ Tasks.
- Other calendars**: A section with a text input field "Add a coworker's calendar" and checkboxes for ☐ Holidays in United St... and ☐ phuang6214@gmail....

The top navigation bar includes a "Calendar" header, a "Today" button, navigation arrows, the month "January 2016", and view options: "Day", "Week", "Month", "4 Days", "Agenda", "More", and a "Settings" gear icon.

ADVANTAGES


- Available off campus
- Allows multiple simultaneous editors
- Eliminates version problems, no read only spreadsheets
- Password protected
- Easy to control access to sensitive information



IMPLEMENTATION

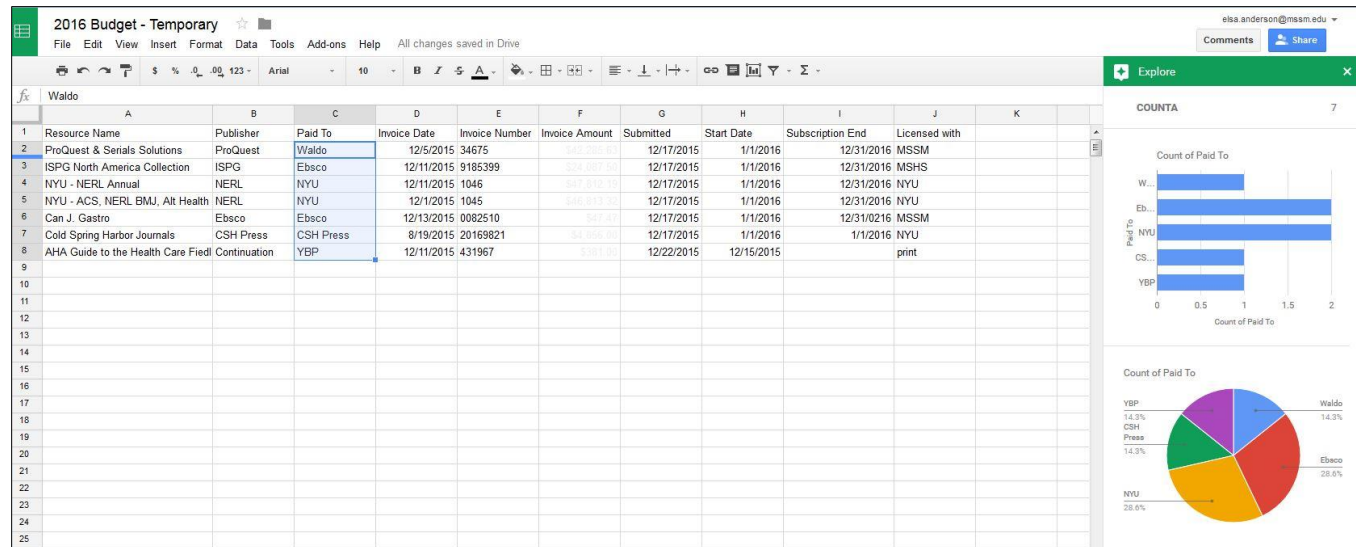
- Cost: \$0 to the library, \$someamount to the institution
- Personnel: learned the system very quickly, as they are used to Google and to spreadsheets
 - Getting all staff logins to the institutional Google Apps was the hard part
- Technically: simple to implement. Required a few days to implement fully
 - This is a small department and staff were excited about the new process. Your mileage may vary.

DOES IT WORK?

- So far: YES!
 - Great as a manager, when surprise tasks come in can easily add them to the to do list
 - More efficient: staff aren't waiting for me to set up projects, delegate and train, and follow up
 - Staff feedback:
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FUTURE PLANS

- Explore budget analysis tools in greater detail
- Expand statistics collection and tracking
- Schedule monthly projects to make workflow processes more clear



OTHER LIBRARIES ON GOOGLE AS A TOOL

- England, Lenore. "ERM Ideas and Innovations." *Journal of Electronic Resources Librarianship* 26 3 (2014): 193-202.
- Hartnett, Eric. "Using Google Apps through the Electronic Resource Life Cycle." *Collection Management* 37 1 (2012): 47-54.
- Jensen, Karen. "Managing Library Electronic Resources Using Google Sites." *Journal of Electronic Resources Librarianship* 25 2 (2013): 115-23.
- Murray, Adam. "Electronic Resource Management 2.0: Using Web 2.0 Technologies as Cost-Effective Alternatives to an Electronic Resource Management System." *Journal of Electronic Resources Librarianship* 20 3 (2008): 156-68.
- Rathemacher, Andree. "Serials Spoken Here: Reports of Conferences, Institutes, and Seminars." *Serials Review* 39 3 (2013): 202-05.
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QUESTIONS?

Thank you!