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Autore	Anderson Elsa K.
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Sommario/riassunto	To get to the bottom of a successful approach to Electronic Resource Management (ERM), Anderson interviewed staff at 11 institutions about their ERM implementations. Among her conclusions, presented in this issue of Library Technology Reports, is that grasping the intricacies of your workflow-analyzing each step to reveal the gaps and problems-at

the beginning is crucial to selecting and implementing an ERM.