

1. Record Nr.	UNINA9910787094003321
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Titolo	Electronic resource management systems : a workflow approach // Elsa K. Anderson
Pubbl/distr/stampa	Chicago, Illinois : , : ALA TechSource, , [2014] ©2014
ISBN	0-8389-5923-7
Descrizione fisica	1 online resource (49 pages)
Collana	Library technology reports : export guides to library systems and services ; ; Volume 50, Number 3
Disciplina	025.174
Soggetti	Libraries - Special collections - Electronic information resources Electronic information resources - Management Electronic records - Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references.
Nota di contenuto	Cover; Electronic Resource Management Systems: A Workflow Approach; Contents; Chapter 1: Introduction; Background; Digital Library Foundation-Electronic Resource Management Initiative; ERM Systems; Methods; Notes; Chapter 2: Elements of Electronic Resource Management; Knowledge Base or Holdings; Acquisitions-Budget, Subscription, and Purchasing; Administration and Contacts; Licensing; Reporting; Conclusion; Notes; Chapter 3: Workflow Analysis; Why Do a Workflow Analysis?; Different Methods for Doing an Analysis; Tools for Workflow Management-ERMSs ERMS Selection Using Workflow Analysis ResultsNotes; Chapter 4: Electronic Resource Management Systems and Related Products; Vendor Systems; Open-Source ERMSs; Homegrown ERMSs; Related Software; Notes; Chapter 5: Works Cited
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.

