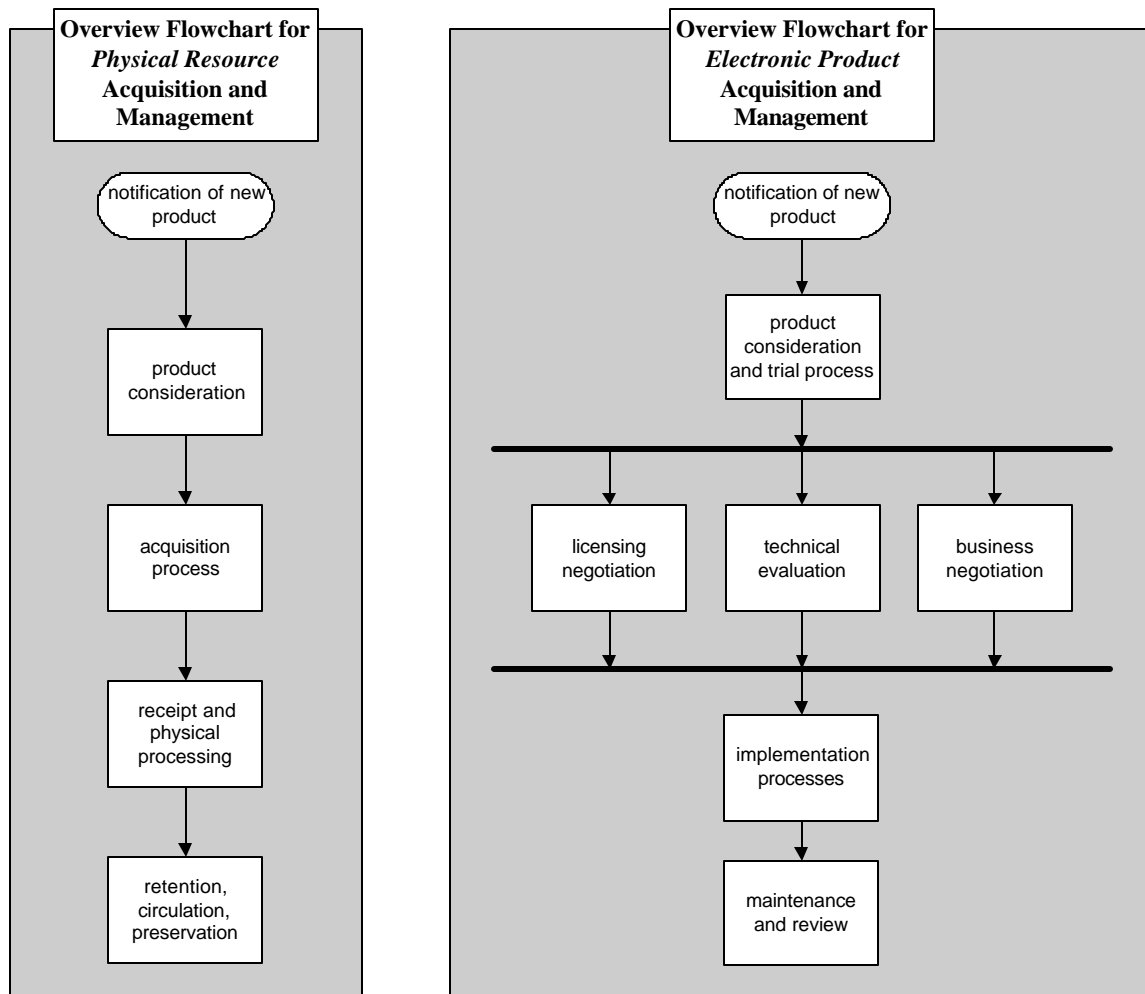


**Report of the DLF Electronic Resource Management Initiative
Appendix B: Electronic Resource Management Workflow Flowchart**

**By Kimberly Parker, Nathan D. M. Robertson, Ivy Anderson, Adam Chandler,
Sharon Farb, Timothy Jewell, and Angela Riggio**

Introduction

The Electronic Resource Management Workflow Flowchart provides a detailed overview of the activities associated with managing the lifecycle of electronic products, and is intended to be generally applicable to the processes followed at most institutions. The flowchart highlights functions and processes that are necessary for the acquisition and ongoing management of electronic products. While there are some similarities between the acquisition and management processes for traditional physical library materials and those for electronic products, there are many issues and complexities unique to electronic products. The following overview diagrams of physical resource and electronic resource workflows highlight the similarities and differences between the two processes:

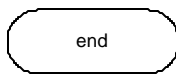


As the diagrams illustrate, there are substantial differences between physical and electronic product management. Electronic products routinely require a licensing process, and may pose technological challenges for implementation. Acquiring and activating an electronic product differs substantially from the receipt and physical processing procedures for physical items, and ongoing maintenance, troubleshooting, and

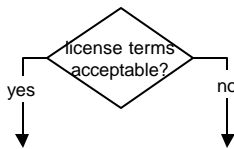
license renewal for electronic products are quite unlike the circulation, physical storage, and repair issues for physical objects.

Throughout the flowchart a number of processes are depicted in detail while others are not. The processes with detailed workflow representations are those where most institutions proceed in a similar fashion and where the processes for electronic product diverge fairly significantly from physical formats. Processes without great detail in the workflow are either those where different institutions have differing processes or those where traditional workflows (with perhaps minor variations) are employed in processing the electronic products.

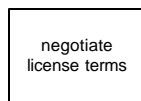
Flowchart Symbols



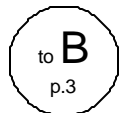
Starting and ending points are represented by terminator symbols (rectangles with rounded ends).



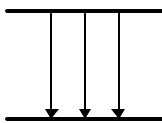
Decision points are represented by diamonds, with possible decisions indicated by the different flow lines that emerge from the diamond.



Actions or processes are represented by rectangles. Once the action is complete, a single flow line indicates the next action or decision.



Circles function as connectors between multiple pages, indicating that the flow continues on (or continues from) another page.

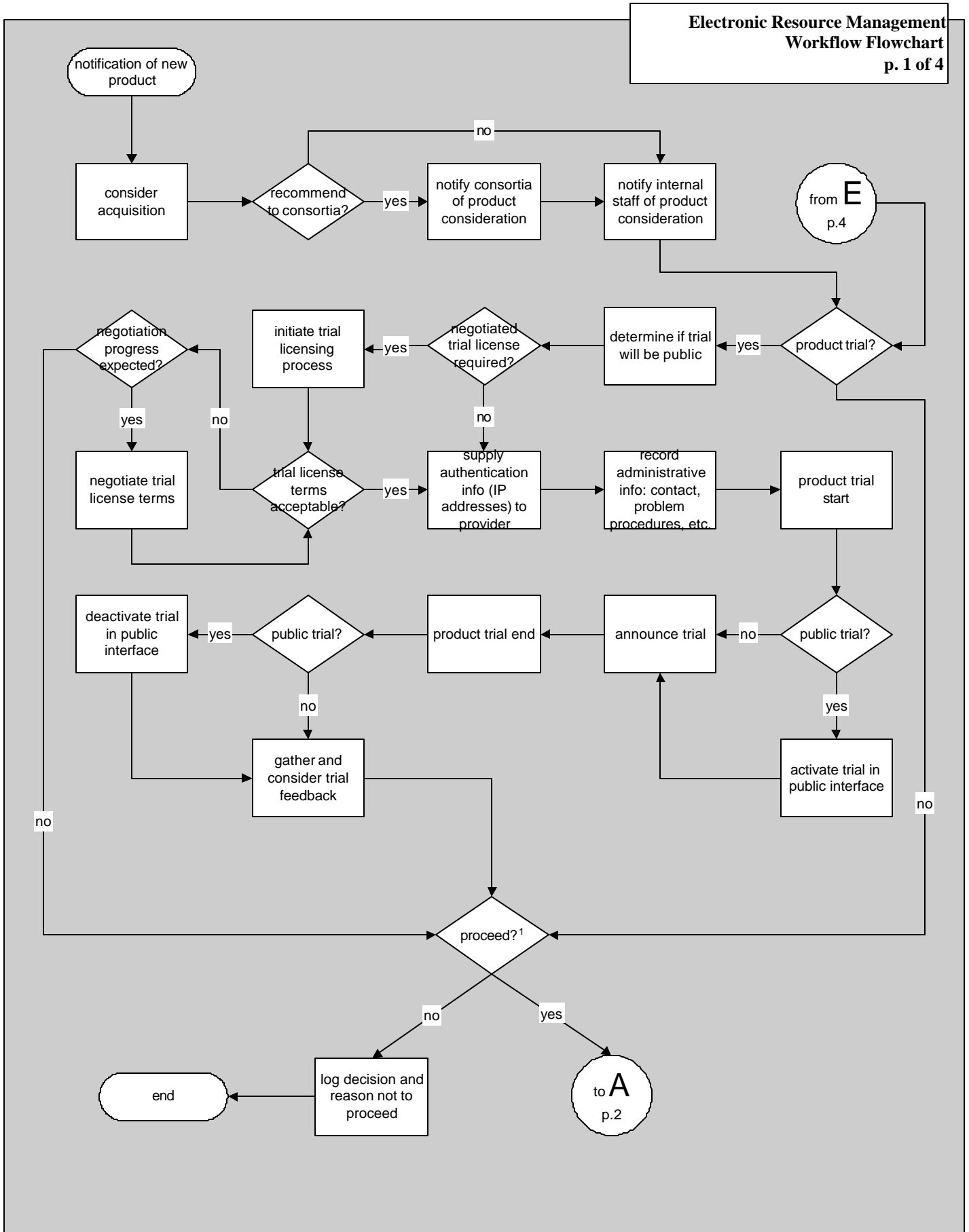


Solid lines indicate the start and end of parallel processing. Activities between the parallel processing lines may be done simultaneously or in any order, and after all activities are complete, the next step in the flowchart may begin.

Electronic Resource Management Workflow Flowchart

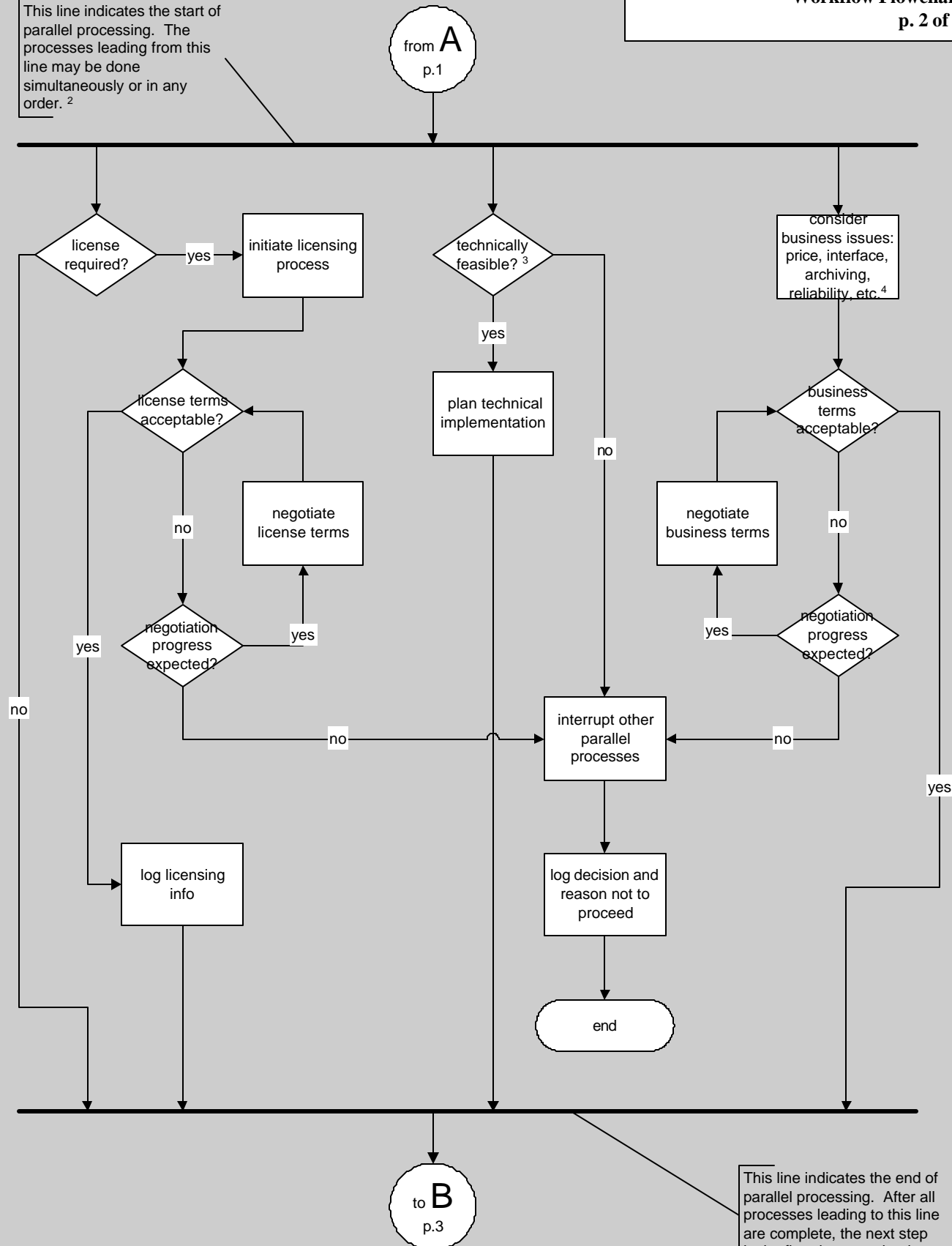
The following diagram, pages B-3 to B-6, is the complete Electronic Resource Management Workflow Flowchart. (Note that page references within the flowchart refer to chart pages, not pages of this appendix). Explanatory endnotes follow the diagram.

**Electronic Resource Management
 Workflow Flowchart
 p. 1 of 4**



**Electronic Resource Management
 Workflow Flowchart
 p. 2 of 4**

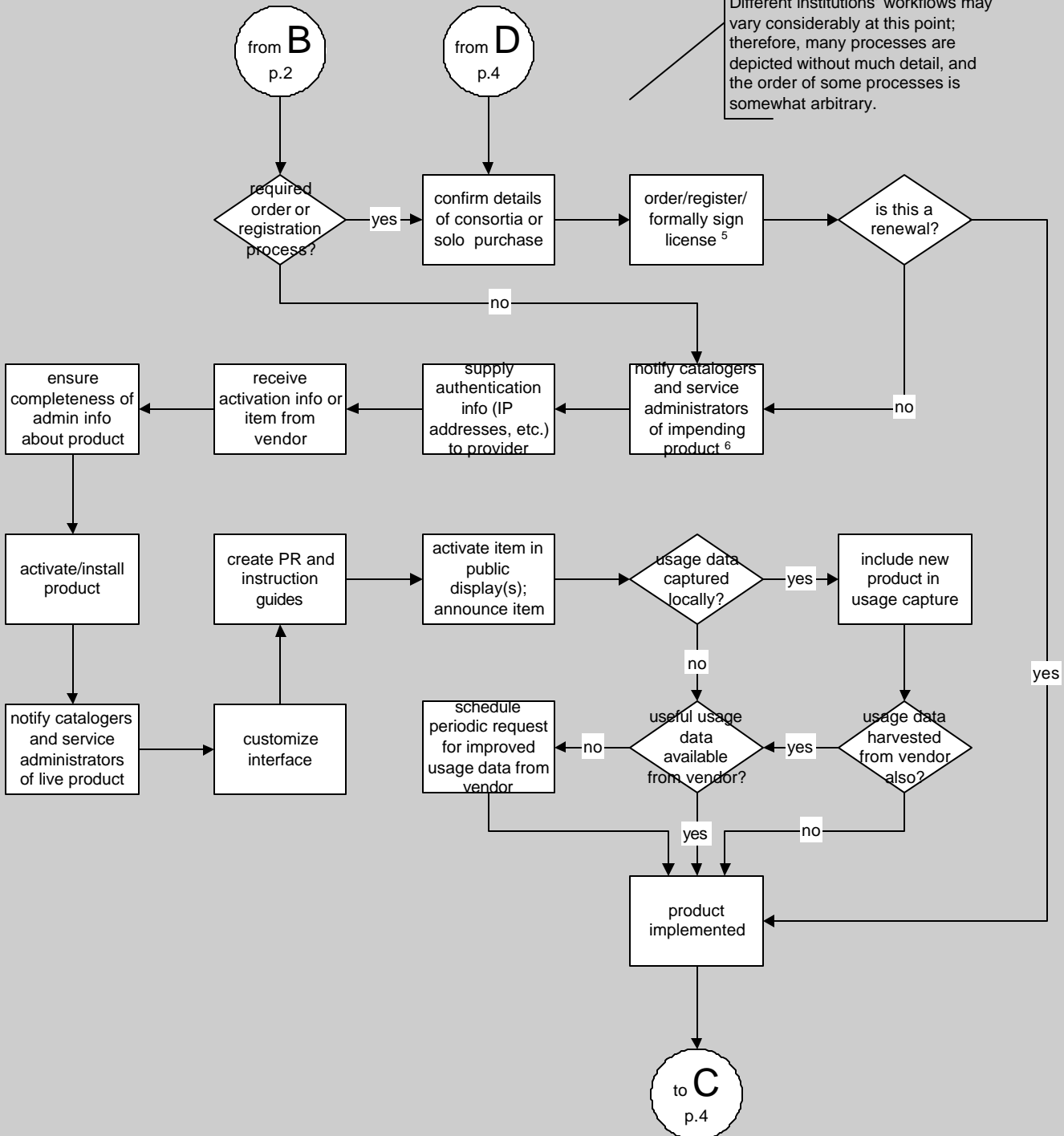
This line indicates the start of parallel processing. The processes leading from this line may be done simultaneously or in any order.²



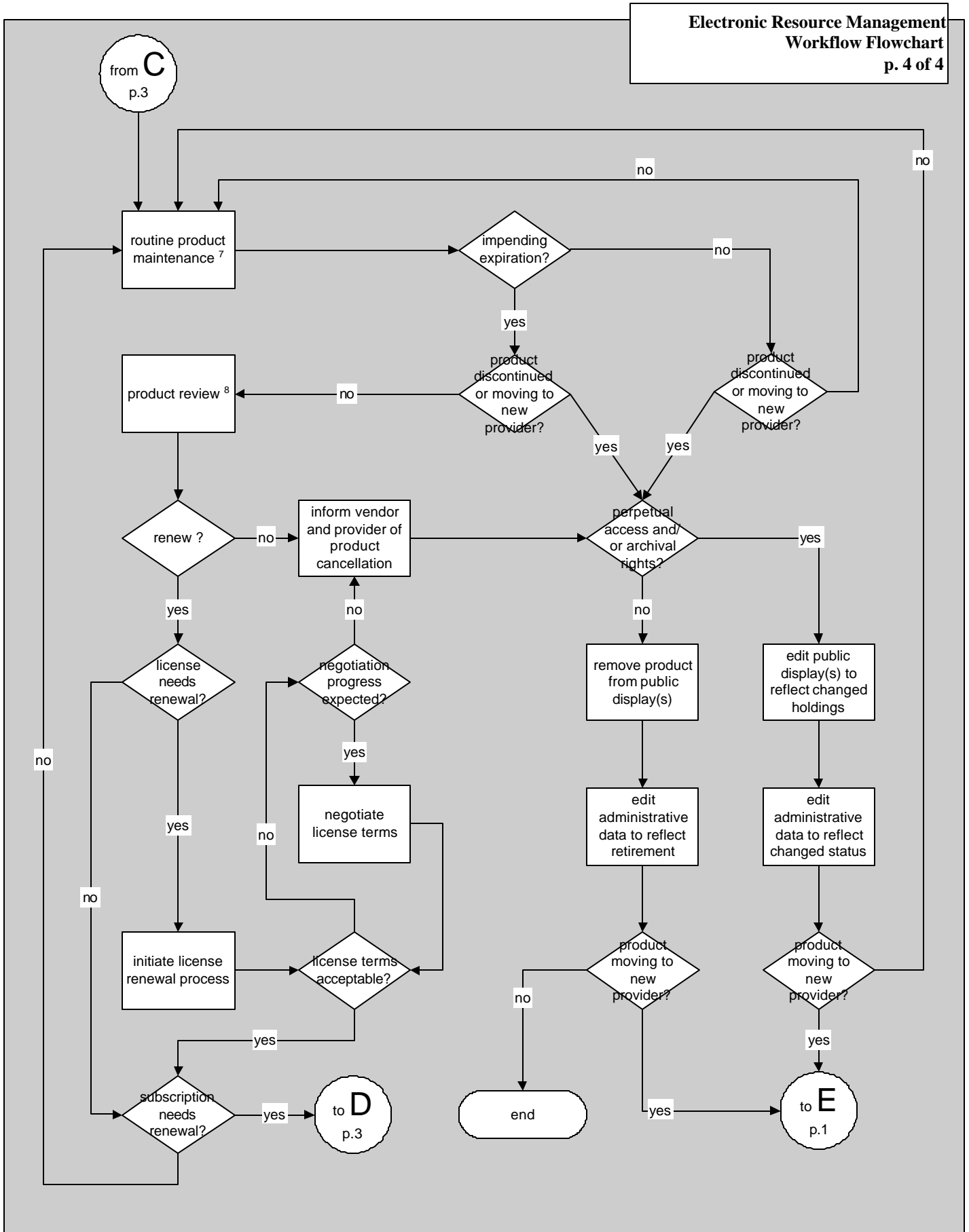
This line indicates the end of parallel processing. After all processes leading to this line are complete, the next step in the flowchart may begin.

**Electronic Resource Management
 Workflow Flowchart
 p. 3 of 4**

This page includes many processes that must be completed before a product is fully implemented. Different institutions' workflows may vary considerably at this point; therefore, many processes are depicted without much detail, and the order of some processes is somewhat arbitrary.



**Electronic Resource Management
 Workflow Flowchart
 p. 4 of 4**



Notes

1. A decision to “proceed” indicates that the product’s content has been evaluated during the preceding consideration process and a serious effort to acquire the product should begin.
2. While the parallel processes represented on page 2 are shown as following after a trial period if one takes place, in some cases the parallel processes may begin during the trial period if one is held, and the trial will assist in answering questions raised during the parallel review processes.
3. “Technically feasible?” represents a review of whether the product will function without difficulty within the institution’s technical environment, or, if not, whether an acceptable level of effort will allow the product to function.
4. “Business issues” embodies an extensive list of important concepts. Among the items that might be investigated in this grouping are: price, archival needs, interface trajectory, vendor quality, branding capability, usage statistics, MARC record availability and price (if appropriate), instructional ports/accounts (if appropriate), OpenURL compliance, deep-linking capability, etc.
5. It is entirely possible that the license will already be signed by this point, or that the license signing process is completely divorced from the order process. The “order/register/formally sign license” action point is completed when the institution has formally committed to acquiring the product in every way necessary.
6. The action of notifying catalogers and service administrators (e.g. proxy server manager, OpenURL resolver manager, broadcast search service manager, etc.) may occur at any number of points. This item was placed early in the workflow diagram to emphasize that some products are problematic for service managers and early notification is often very beneficial.
7. “Routine product maintenance” encompasses a large array of functions not detailed here. Among the functions included in this concept are the capture of usage statistics, troubleshooting and resolving problems, routine product changes from the vendor (such as URL revisions), revisions to public documentation, etc.
8. “Product review” on page 4 is simply a truncated form of the review of a new product that occurs on page 2. The extent of the review may vary from product to product and from institution to institution.