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Serials Renewal Cycle: Doing it the SMU (A Different U) Way!

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SMU
SINGAPORE MANAGEMENT UNIVERSITY

Libraries

Serials renewal cycle – doing it the SMU (A Different U) way!

By Heng Kai Leong

Electronic Resources Librarian

10TH ANNIVERSARY ER&L #ERL15 2.22-25.15

SMU
SINGAPORE MANAGEMENT
UNIVERSITY

50,000 Books, 110,000 e-Books

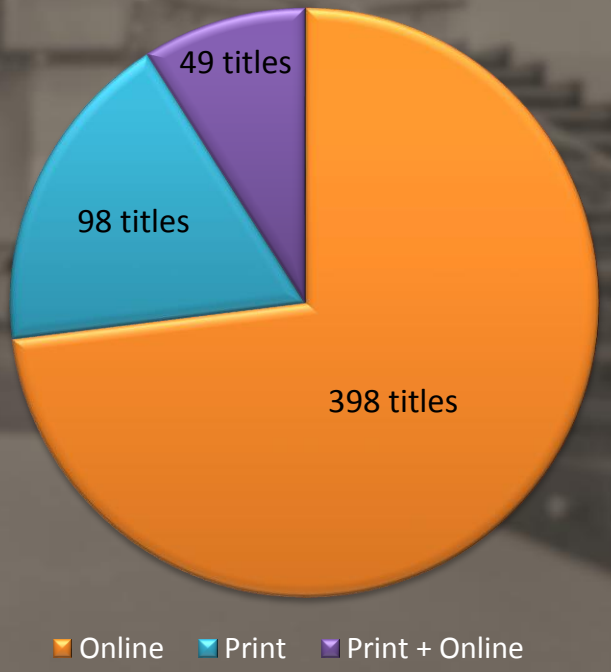
160 Databases, 70,000 Journals

7,000 Students and Faculty

SOU 15 ANNIVERSARY

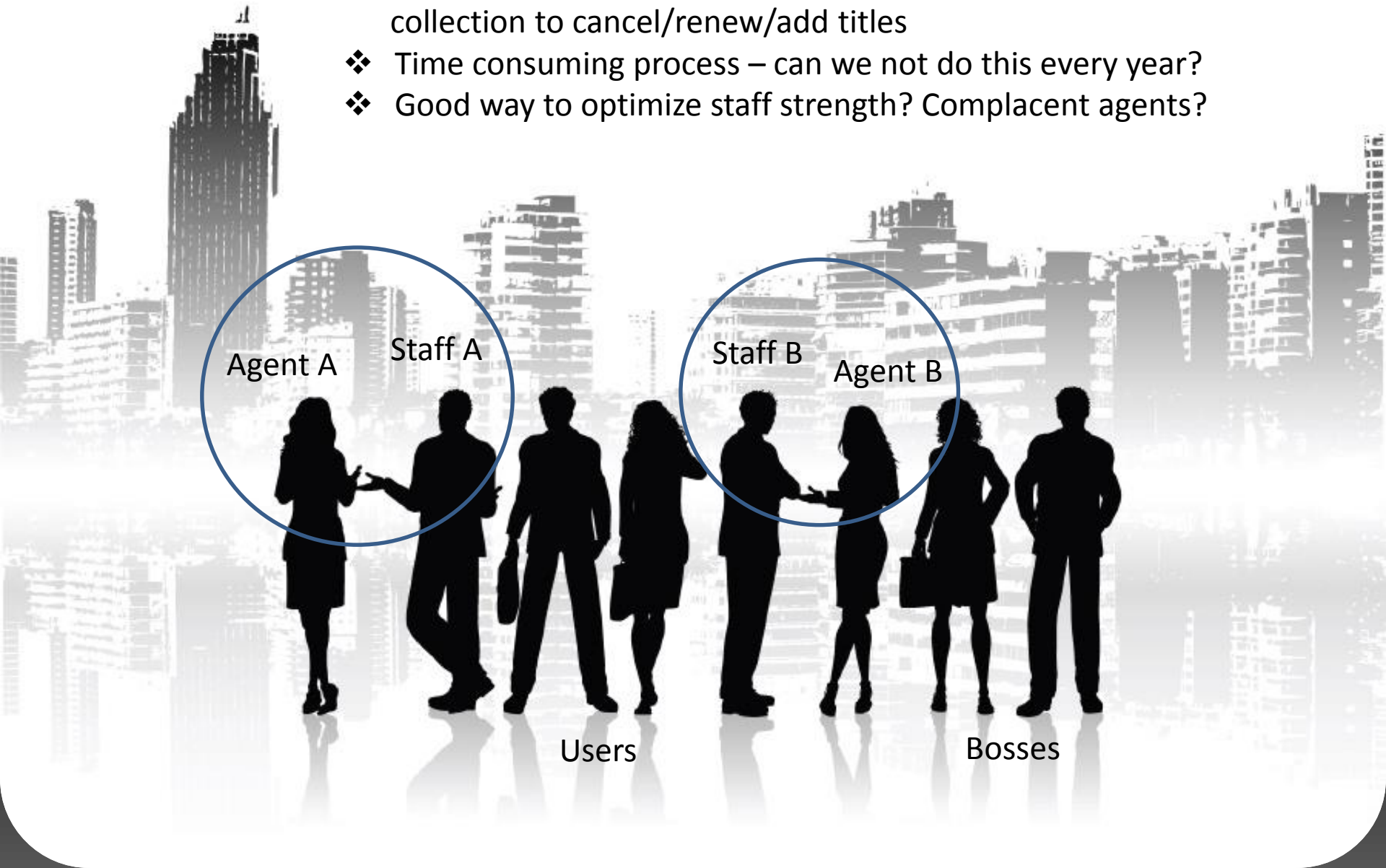
Overview of SMU's Serials Collection

Out of the 70,000 Journals,
500+ titles are subscribed individually
(Mostly thru' an agent)



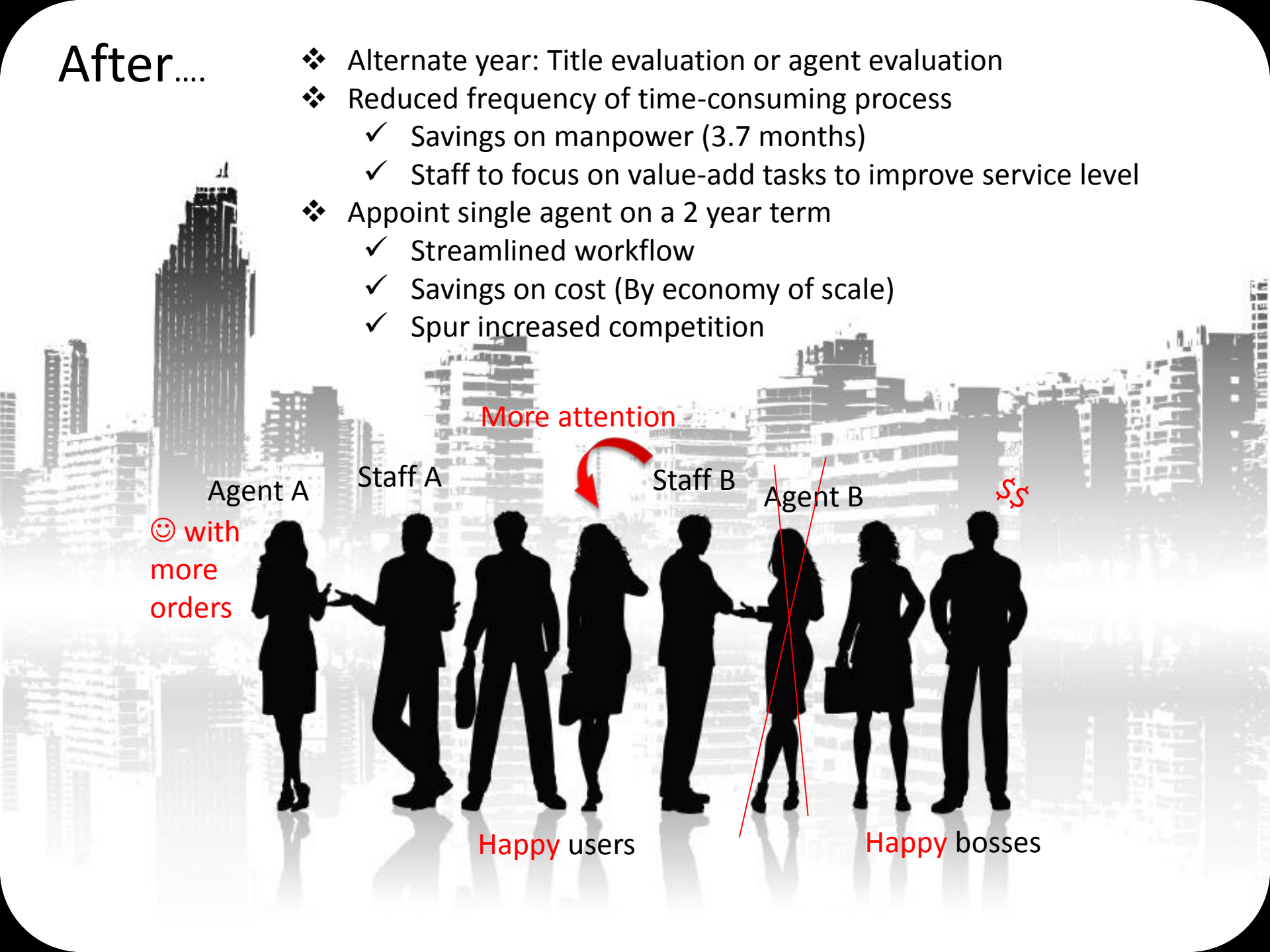
Before….

- 500 orders shared between 2 subscription agents.
- 1 library staff designated to each agent
- Annual exercise with Reference Librarians to evaluate the collection to cancel/renew/add titles
- Time consuming process – can we not do this every year?
- Good way to optimize staff strength? Complacent agents?

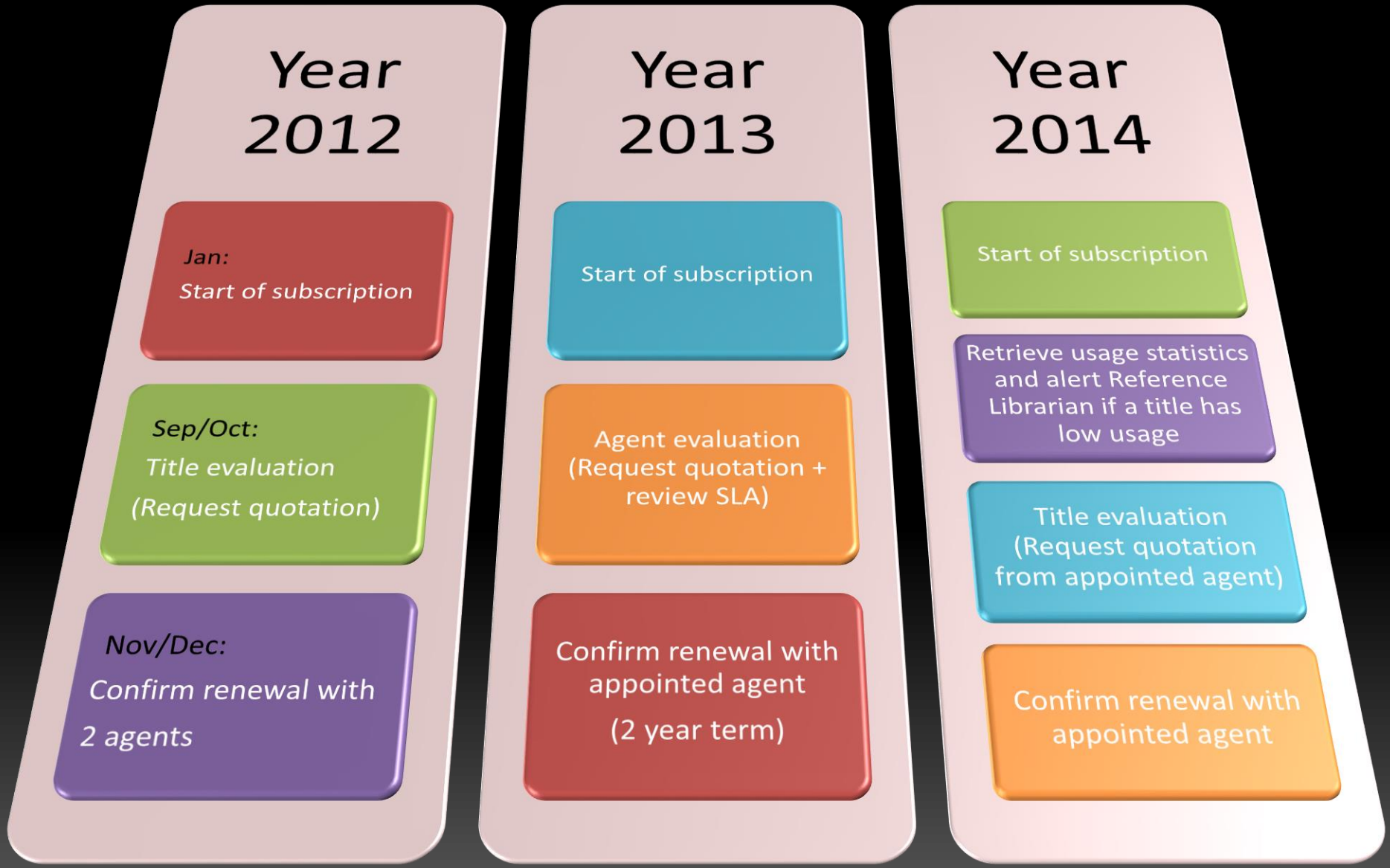


After….

- Alternate year: Title evaluation or agent evaluation
- Reduced frequency of time-consuming process
  - ✓ Savings on manpower (3.7 months)
  - ✓ Staff to focus on value-add tasks to improve service level
- Appoint single agent on a 2 year term
  - ✓ Streamlined workflow
  - ✓ Savings on cost (By economy of scale)
  - ✓ Spur increased competition



BEFORE → AFTER



How to get the most out of the agent?

- Service Level Agreement
- Service Level Agreement on a given template

- Quotation in Excel
- Quotation in Excel with data arranged to your needs

Template at a glance

1. Service overview
2. Ordering
   - New titles
   - Renewals
3. Invoicing
4. Cancellation
5. Claiming
6. Reports
7. Value-add services (provided at no additional cost)
   Eg: Subscription management portal, Missing copy bank , EDI-claiming/invoicing etc.
8. Additional services (optional with additional cost)
   Eg: Consolidation service, Usage analytical tool, Shelf- ready processing , etc.

end