# Day 2 Management of electronic resources

# Unit 2.3: Managing user access

*Exercise 2.3.1.1 Managing user access*

*Issue 1 - Awareness of resources*

**Work in:** Groups of 4-5

**Time:** 20 minutes

**Please be prepared to report back to the plenary session after discussion**

## Instructions

**In your small group** read through the quotes and suggested questions—these should be used to help start discussion.

Try to develop your ideas into a list of possible strategies that might improve the way people can save electronic information resources. The ‘report back’ form could be used as an aid to focus your ideas, ready to present to the rest of the groups.

## Quotes from librarians and users

"My personal viewpoint is that we haven't done nearly enough to advertise and go out and say what we do,… people need to be aware of the electronic resource and know that they are stable. And then you can start to prune away at some of the print."

"…the lecturers themselves aren't particularly electronically aware. That's where I see the next big step for the library here is to start marketing actively. The librarians have done a good job, but they are talking to the ones who are interested, it’s to get to the others…"

"I realise that most people, truly speaking, are aware more of books, they come and ask about books. And sometimes if they don't draw a clear distinction between books and bounded journals. So you tell them this is journal not a book. You find them searching and they are not getting the material and they wonder why, and then when you show them 'You need to go to journals title' or 'You need to go to electronic database' if you need this kind of report. Then they get their information and they're happy."

"if they use the computer to find a resource, sometimes they think it is free and they do not realise it comes from the library, you do have to explain to a lot of people…"

"…as the academics found that they could get things, that actually caused problems I would say, in that the academics then found they could access certain journals free on the Internet and were saying 'Well the library must make this available type of thing to everybody', and they didn't understand that, we have to pay the publishers. But the academics don’t help the library get more budget to pay for resources so when they all fell away and couldn't get the access any more they complained and said, 'What's happened?' and 'Why can't I get it now?'"

## Context

In what ways do library users and staff become aware of electronic resources at the moment?

Is there a need to improve awareness of electronic resources?

What resources are available to help raise awareness (e.g. library newsletters, web sites, staff skill, etc)?

What constraints there are on your ability to do this?

How can you manage these constraints?

Do different groups of people (e.g., library staff, academics, researchers, students, others) have different levels of awareness of electronic resources? Give details.

What support, if any, would the different groups need?

What further information could you gather to support your decisions?

What strategies could you use to raise awareness of resources within your library?

What would the implications of implementing these strategies be for library staff and management (e.g. more expense/time/training needed)?

## Report back

Summary of problem

Constraints

Resources available or needed

Strategies to improve the situation

Actions (Who should do it? When would it need to be achieved by?)