# Day 2 Management of electronic resources

# Unit 2.3: Managing user access

*Exercise 2.3.1.3 Managing user access*

Issue 3 – Downloading and saving material

**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

"…if I'm just flicking through looking at abstracts, I'll read abstracts and scan stuff but if I want, if it’s a piece of work I want, and I want in the future, I'll print it off. And I can write notes on it then and show it to people, there's the whole feeling that you've 'got' it then."

"I'm old fashioned about that, I tend to think, this latest electronic journal for example, they gave us free access for six months. I simply download the whole thing and I get it printed out."

"…at the end of the day I like to print stuff out and read it on paper."

"I'd be killing off half the Amazon rainforest if everyone printed out everything I want to, but I do print out quite a lot….I just keep things around for evidence and the nice thing is that it’s so easily accessible."

"I save it on a disk, especially if I want like to quote something, so I don't have to …type again, but just save it on a disk, the sections which I'm interested in."

"I think printing is too expensive. Because its 50c per page, so if you have to do like fifty page document that's a lot, it creates some difficulties for certain persons who cannot afford it."

"Basically they use the electronic resources but the thing is they want to print, or they want to email it to their own addresses, or they want to save it on a disk, you see. So those are some of the problems that they face…."

## Context

In what ways do library users and staff save material they want at the moment?

Is there a need to improve the ways in which this is done?

What resources are available to help (e.g.IT support within the library, etc)?

What constraints there are on your ability to improve this?

How can you manage these constraints?

Do different groups of people (e.g., library staff, academics, researchers, students, others) have different needs for saving material? Give details.

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

What strategies could you use to improve people’s ability to save material they want?

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?)