

**Strategies for supporting UK Research Communities  
through hard economic times**

**British Library Update May 2010**

A presentation by

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Customer Services**

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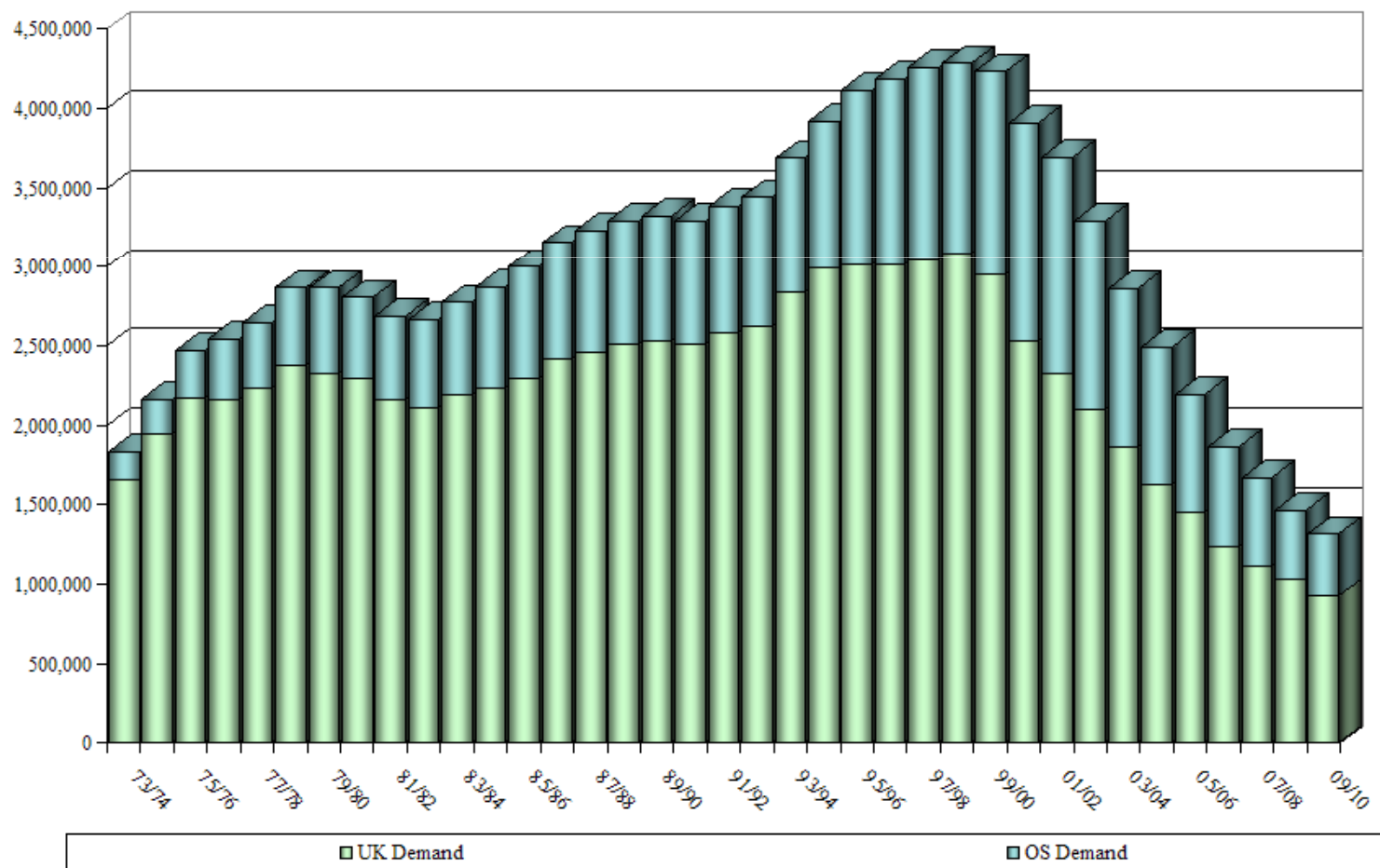
# Agenda

- Document supply update – today and the future
  - The changing document supply model
  - Fileopen
  - The HE Subscription Model
  - HESS
- ETHOS – 12 months on and what happens next
- UKRR
- A glimpse of the future...

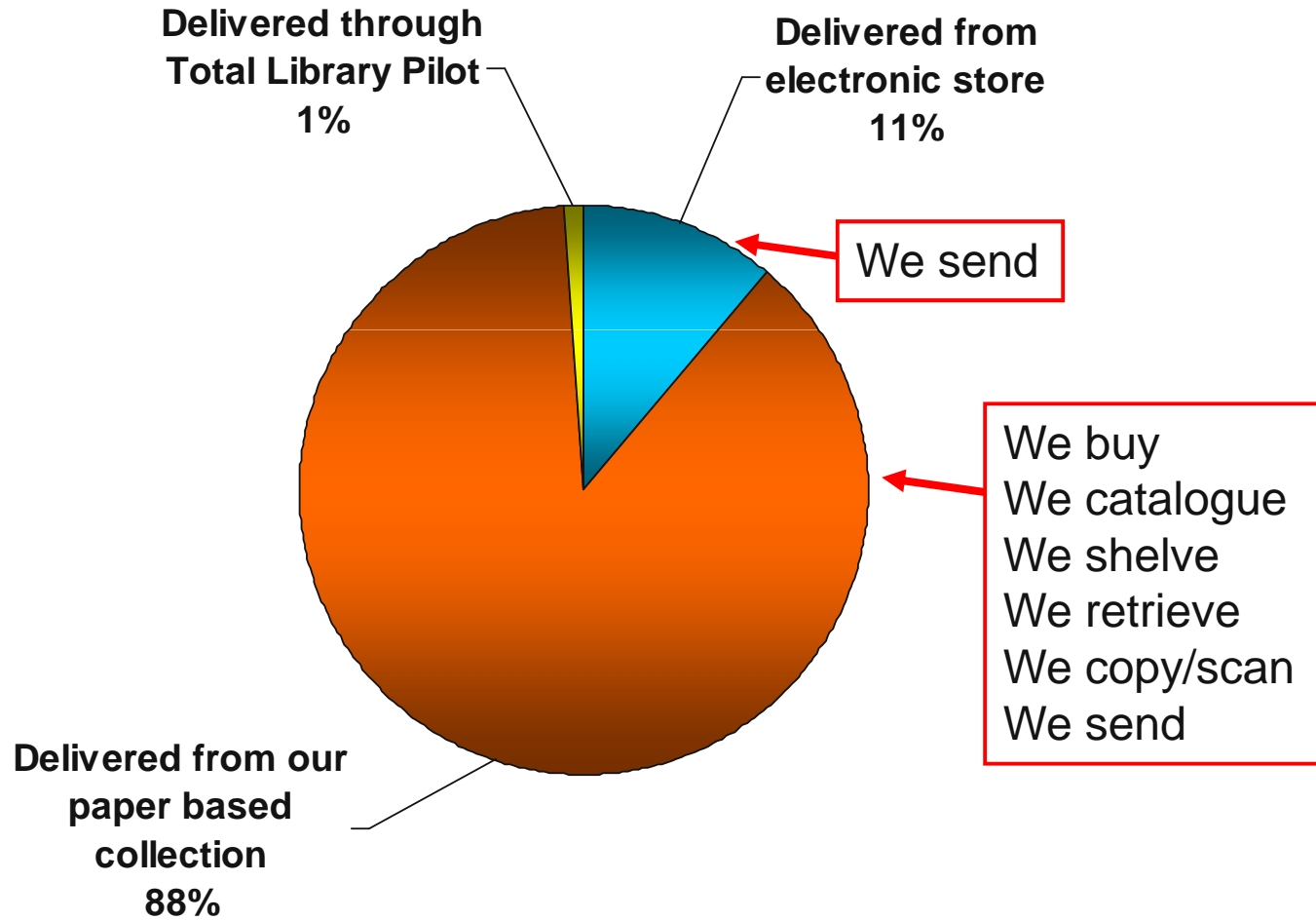
## **How the document supply model will change over the next 3 years**

# Annual demand

Annual Demand - Operations & Services - Document Supply Boston Spa



# Where your documents come from today



# Where your documents will come from tomorrow

## Benefits to the BL

- We don't have to buy to supply
- Minimal failures (which cost us over £5 each)

Delivered through Total Library Service  
20%

## Benefits to the BL

- Savings in Processing, Operations, Acquisitions
- Potentially more flexible licensing terms

Delivered electronically with top 50 publishers  
53%

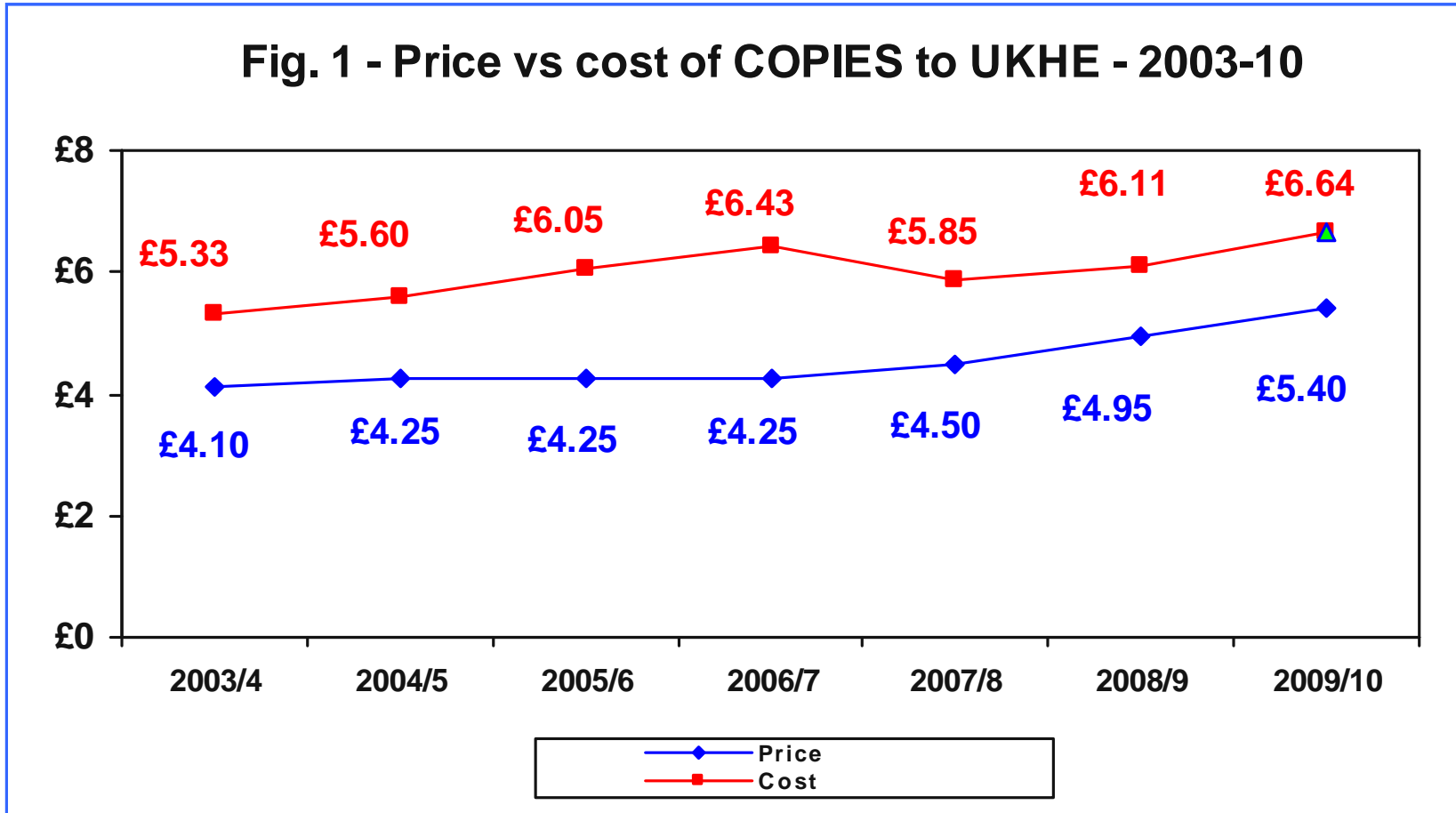
Delivered from our paper based collection  
27%

## Benefits to the customer

- Quicker, cheaper
- Full colour, native PDF

# What this means to you

**Fig. 1 - Price vs cost of COPIES to UKHE - 2003-10**



BRITISH  
LIBRARY

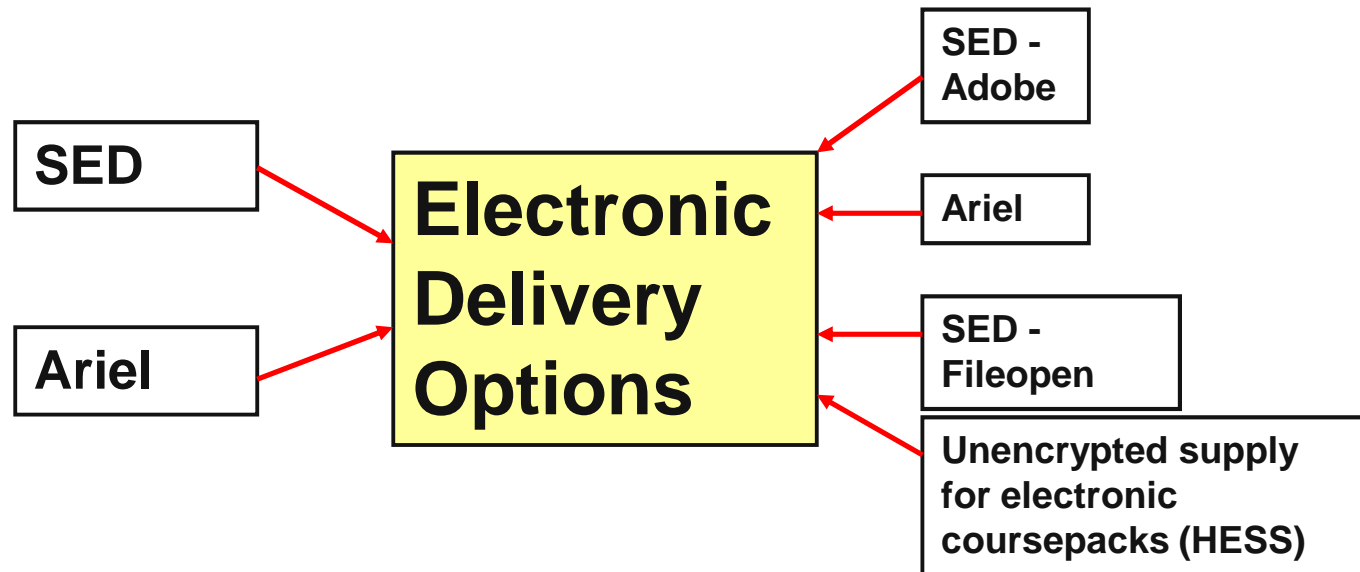
**Fileopen is Here!**



# The BL DRM options

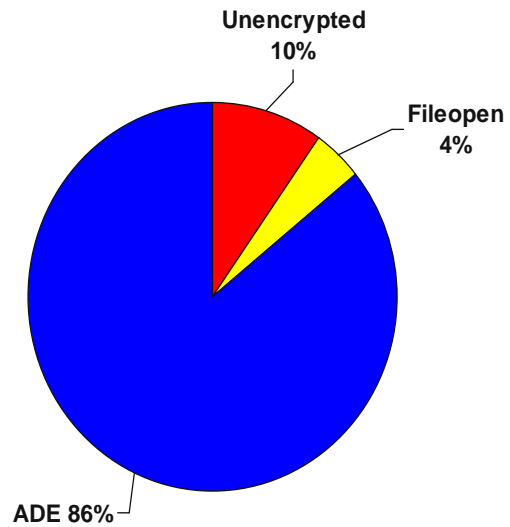
*BL about a year ago*

*BL today*



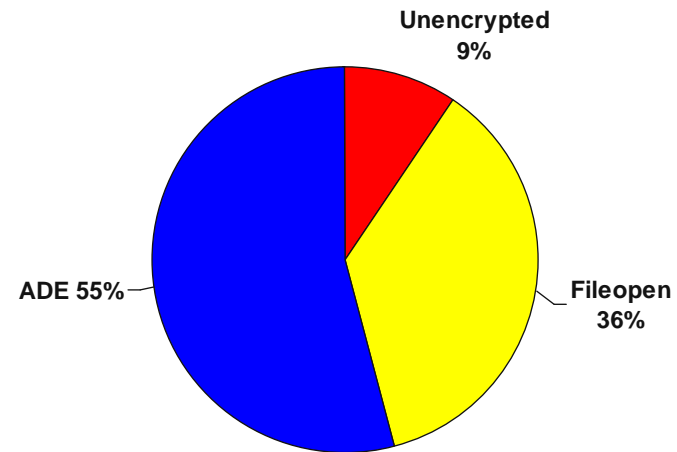
# 72% of our document delivery is now electronic

Electronic delivery routes – June 2009



■ Unencrypted ■ Fileopen ■ Adobe Digital Editions

Electronic delivery routes – Feb 2010



■ Unencrypted ■ Fileopen ■ Adobe Digital Editions

## Why Fileopen and not Adobe Digital Editions?

- You only need to download it once for all users.
- There are no forced upgrades.
- It works!

**“Here at UEA we've been involved in the testing of FileOpen from the start and I would say it is a great improvement on Digital Editions; easier to network and no problems with upgrades. There was one early bug involving (I believe) double layers of security, but this was quickly sorted out and BL were very helpful all along.”**

**Michael Robbins  
Senior Assistant - ILL  
University of East Anglia**

## Coming soon? – Fileopen Viewer

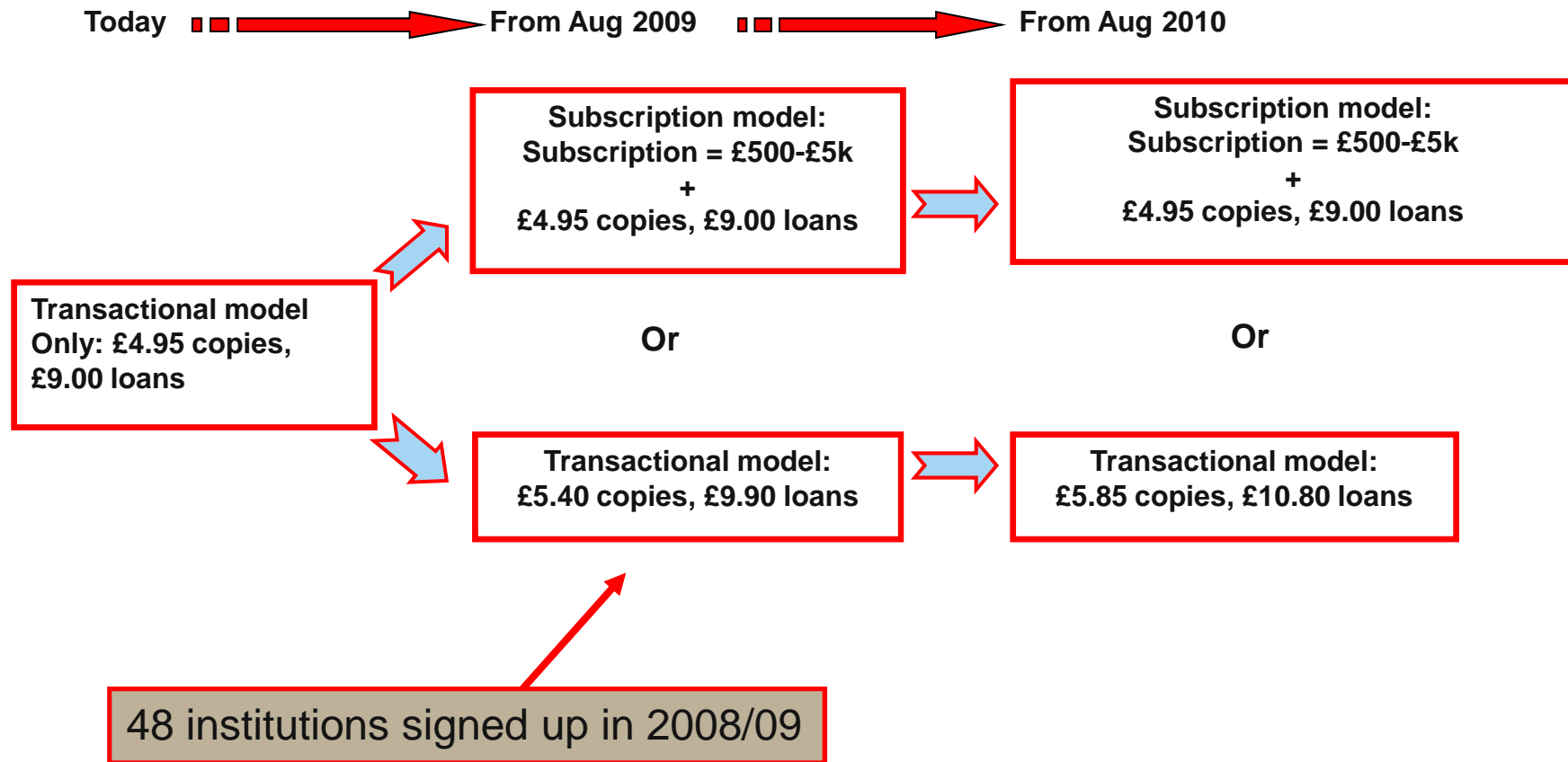
- **New DRM option that can be used in conjunction with Fileopen plug-in.**
- **Does not require user to download any software (although Flash needs to be installed).**
- **Online viewing only and document disabled once printed.**

## **The HE Subscription Model – 12 months on**

## HE Subscription – what it is?

- **Introduced in August 2009, the UKHE subscription service offers a range of premium document supply services and a guarantee of frozen transaction charges for 2 years**
- **48 institutions signed up in year 1**
- **Benefits really step up in year 2 (August 2010)**
- **Subscription fee determined by volume of business with university.**

# The new hybrid subscription model



## The hybrid subscription – what it includes

Subscription of £500-£5k includes:

From Aug 2010

Institution X

- Continuation of their reduced rate
- All Banker Transactions
- 2hr service for £15 (usually £26)
- 24hr service for £10 (usually £16)
- Guarantee of no increases to transactional rate until at least Aug 2011
- Guarantee of <inflation rise to subscription price until at least Aug 2011
- Branded SED.

£4.95 copies, £9.00 loans



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# **ETHOS**

**Review of the service 12 months on**

## Agenda

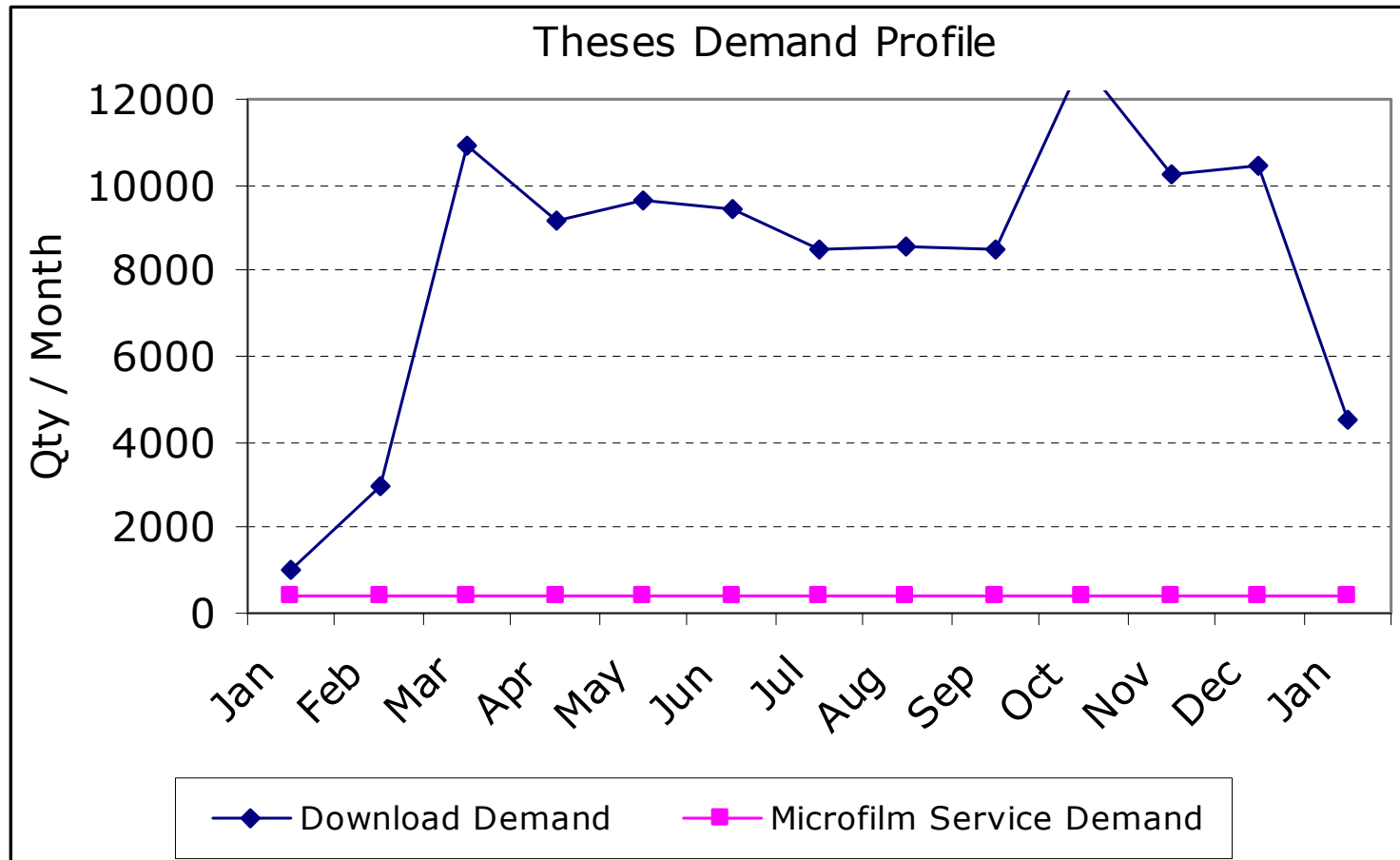
- **Where we are now**
  - Demand and usage of ETHOS
  - Uptake and usage by HEIs
  - BL Operations and Finances
- **Where are we going (or could go).**

# **ETHOS**

**Review of the service 12 months on**

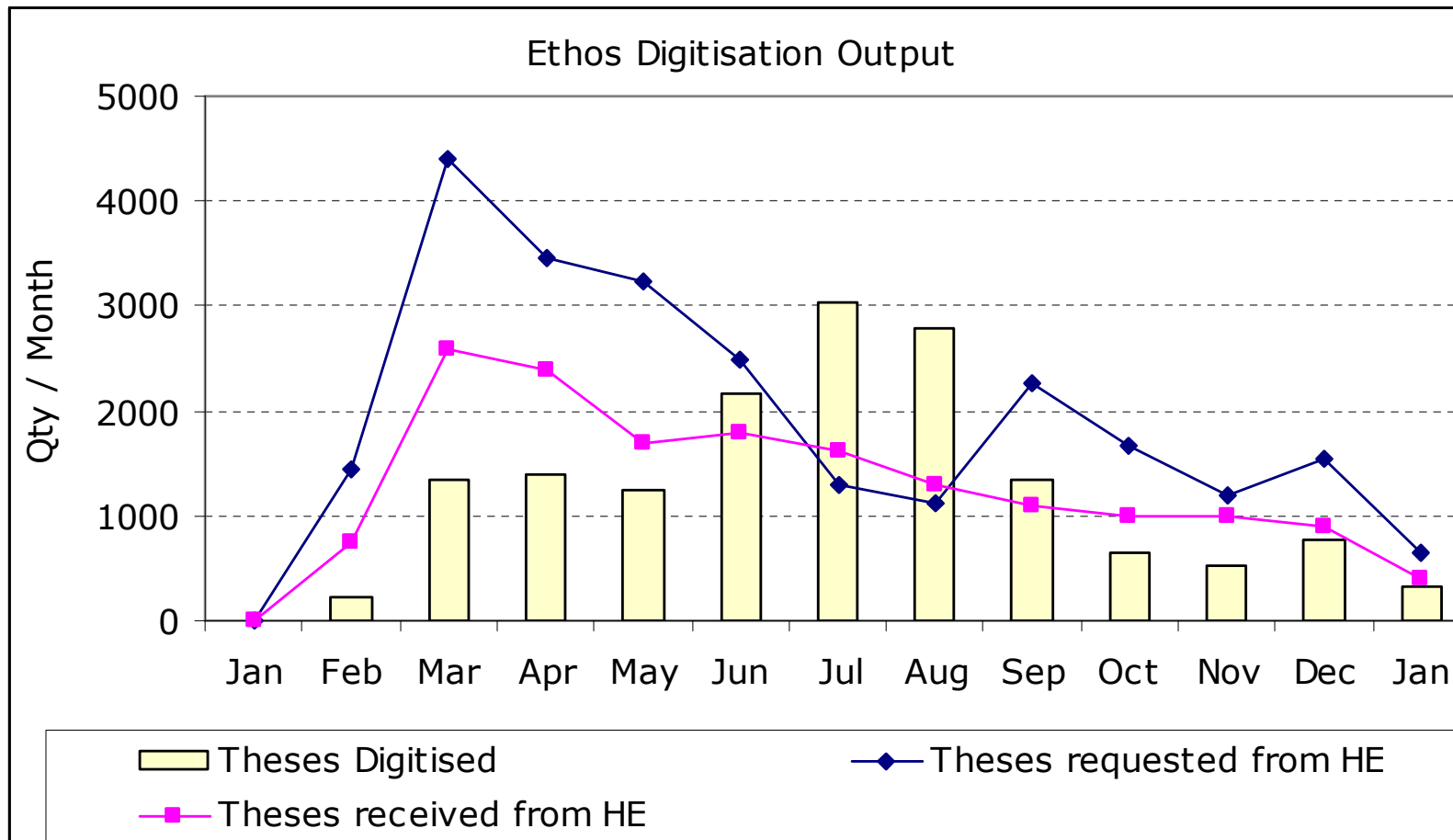
## **A) DEMAND AND USE OF ETHOS**

# Ethos Service - Demand

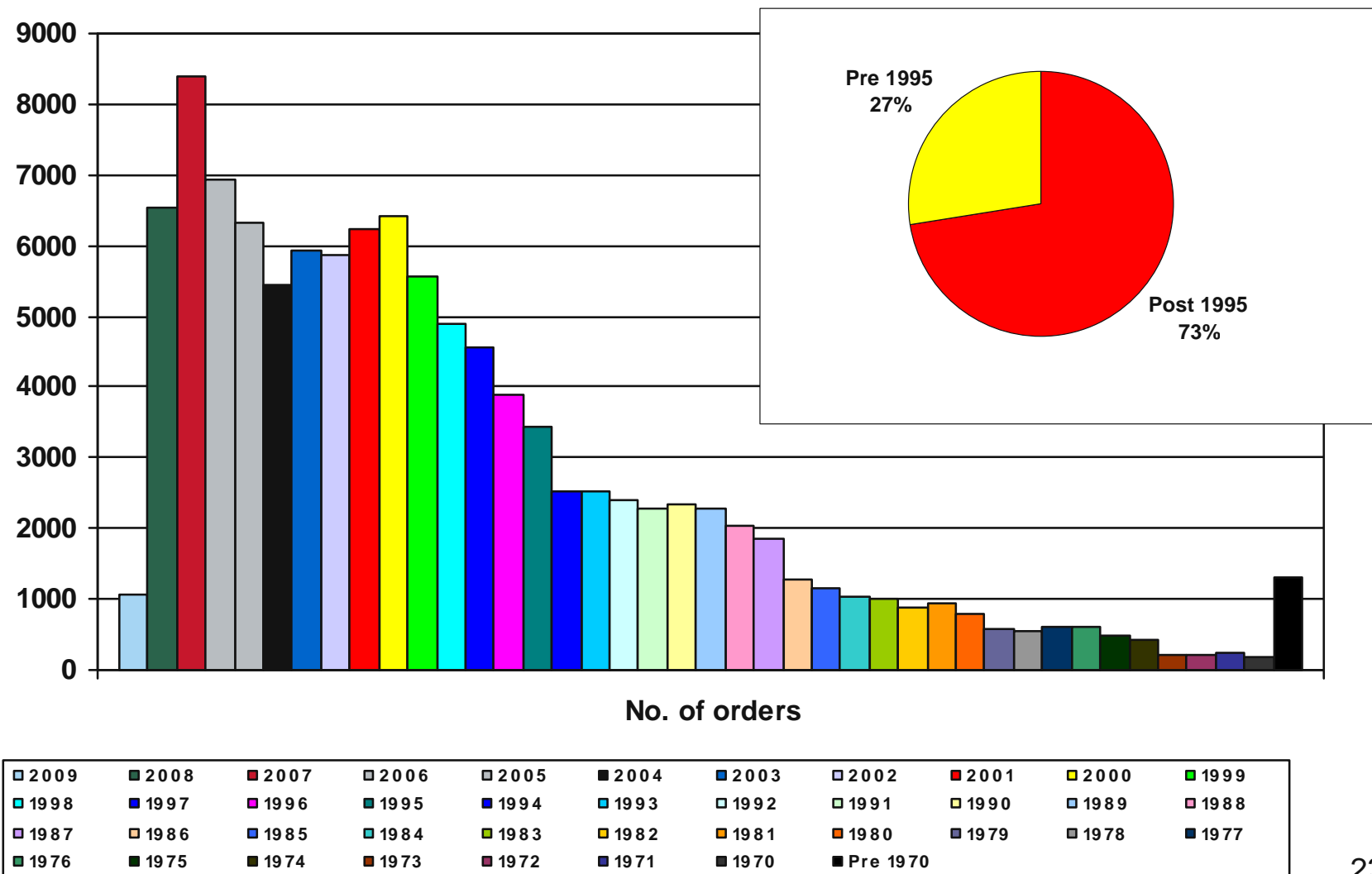


**The demand exceeded expectations averaging 7600/m downloads compared to 400/m items supplied from the previous microfilm service.**

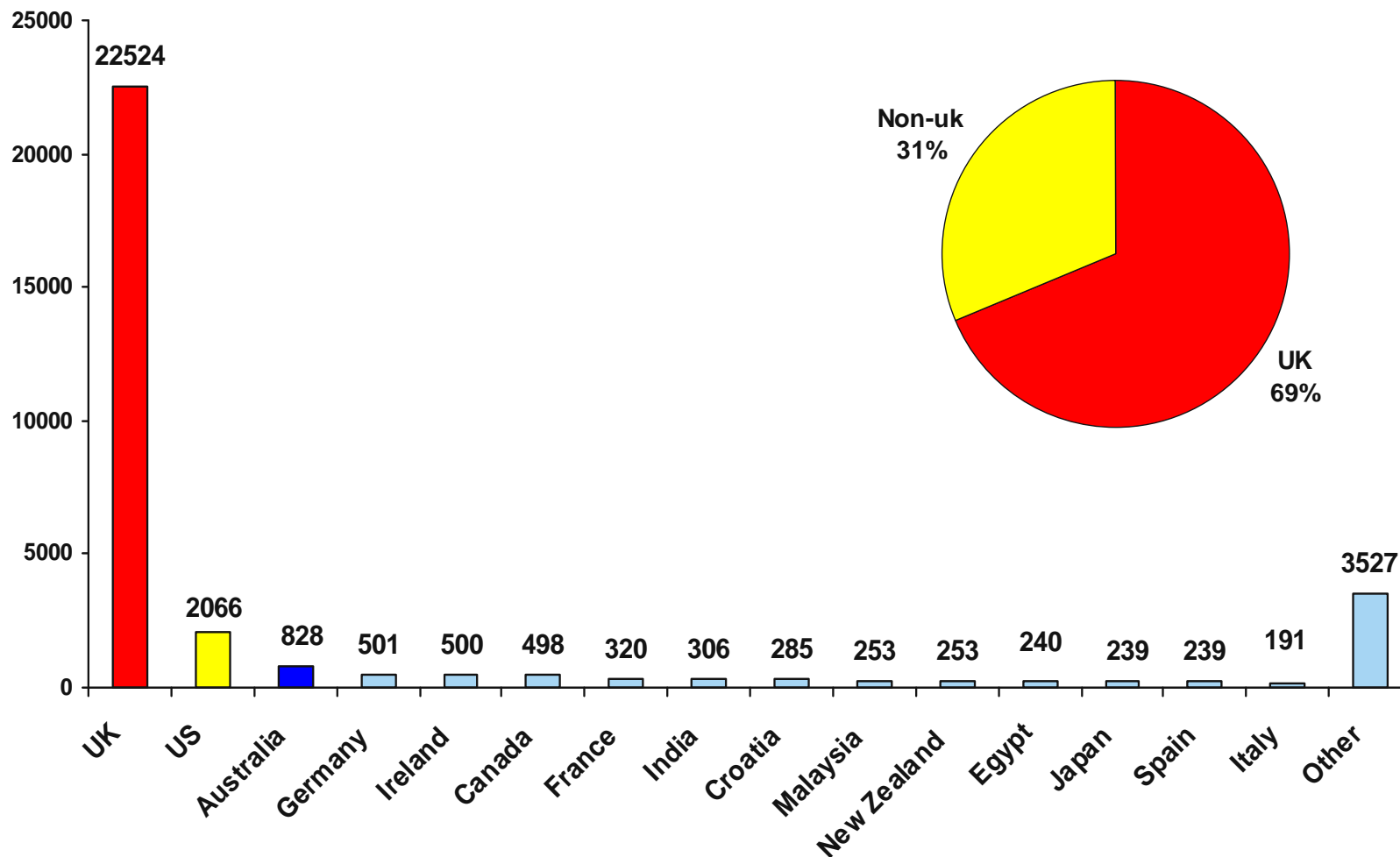
# Ethos Service – Backlog



# Age of theses ordered through ETHOS since launch

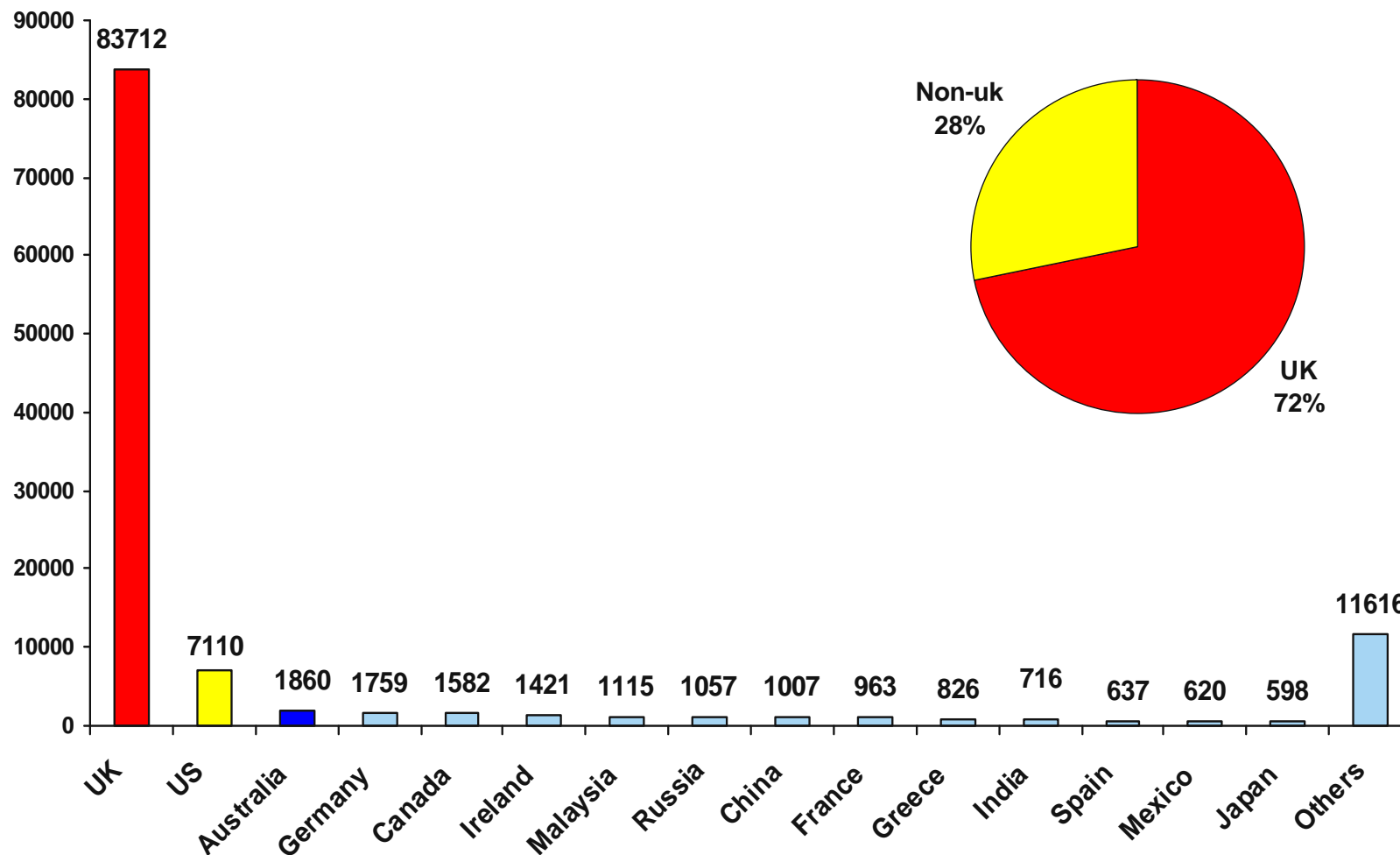


# ETHOS – Who has registered since Jan 09?





# ETHOS – Where have the orders come from since Jan 09?



## ETHOS – the situation today (the customer)

- **109 UK HEIs are now participating with 72 paying for digitisation (94 in Feb 2009)**
- **27 institutions have reverted to user-pays models (from 11 in Feb 09)**
- **University libraries are expecting budget reductions over the next four years and investigating cost-cutting exercises**
- **Most universities participating in ETHOS have stopped lending theses**
- **ETHOS is becoming a luxury for many HEIs as they frequently have to pay to digitise theses not accessed by their own institution**
- **The beta tag will be removed in May 2010 and we expect traffic to increase substantially as a result, accelerating all of the customer issues listed above.**

## The UK Research Reserve (UKRR)

## UKRR – What is it?

UKRR is a collaborative and co-ordinated approach between Higher Education Libraries and the [British Library](#) to manage the long-term sustainability of retaining low-use print journals.

## UKRR – Its key aims

- 1. To protect research information infrastructure**
- 2. To release 100km of shelf space in HE libraries by 2014, allowing them to re-use the space in response to changing institutional priorities**

## UKRR – Its key aims

### 1. Protecting research information:

- **3 copies of holdings offered by members are held within the UKRR community**
- **1 copy held at the BL – access copy**
- **2 copies within UKRR members' collections**

## UKRR – Its key aims

### **2. 100 km shelf space to be released:**

- **Collaborative collection management**
- **Allows members to dispose of material whilst retaining access.**

## Where we are..

- 29 members
- 15km of material processed
- c3% of material transferred to the BL
- Members benefitting from:
  - HEFCE de-duplication funding
  - 24 hour DSC service
  - Opportunity to repurpose space.



## UKRR Membership grows to 29 institutions

- University of Aberdeen
- Aberystwyth University
- University of Birmingham
- Cambridge University Library
- Cardiff University
- Durham University
- University of Edinburgh
- University of Glasgow
- Imperial College London
- Kings College London
- Kingston University
- University of Leeds
- University of Liverpool
- London School of Economics
- University of Manchester
- Newcastle University
- Northumbria University
- University of Nottingham
- Open University
- Oxford University
- Queen Mary, University of London
- University of Reading
- Royal Holloway, University of London
- University of St Andrews
- University of Sheffield
- University of Southampton
- University of Sussex
- University College London
- University of London Research Library Services.

## **New services for 2011 – BL Resource Navigator**

## What is BL Resource Navigator?

- **A collaboration between the BL and TDnet**
- **Designed to provide a full suite of Information Management tools including A-Z eJournals & eBooks, Federated Search, OpenURL Resolver, eResource Management**
- **Established workflow to BL DSC with document supply provided under Library Privilege rules for non-commercial entities.**
- **Non-commercial rates for non-commercial entities.**



Search

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Blank Order Form A-2

Basic

Advanced

Terms:

within All Fields

AND

within All Fields

AND

within All Fields

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- British Library [i](#)
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  - Business Source Corporate [i](#)
  - Cyberpsychology and Behavior [i](#)
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Date:

All Years

From  to

The following fields control the Subject Filter analysis of the results

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Separate subjects with semi-colons

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- ✓ British Library ETOC Retrieved **80** results (of 940,910)
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All Fields (medicine)  
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**Decision Making in Eating Behavior: State of the Science and Recommendations for Future Research**

Database:British Library ETOC  
ANNALES BEHAVIORAL MEDICINE  
ANNALES BEHAVIORAL MEDICINE 2009 VOL 38; SUPP page 88-92  
Johnson-Askew, W. L. Fisher, R. A. Yaroch, A. L.

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**Free radicals in biology and medicine**

Database:Google Scholar  
2007 - gbv.de  
B Halliwell, JMC Gutteridge...

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**[Ultrasonography-guided therapeutic procedures in the neck region]**



Database:PubMed  
Acta medica Croatica : cĉasopis Hrvatske akademije medicinskih znanosti.  
2009 Dec;63 Suppl 3:21-7.  
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					Current	Publisher
<b>Aaacn Viewpoint</b> <a href="#">EBSCO ( CINAHL with Full Text )</a>	01/2004 -	<a href="#">American Academy of Ambulatory Care Nursing ( AAACN )</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
<b>Aac: Augmentative and Alternative Communication</b> <a href="#">EBSCO ( CINAHL with Full Text )</a>	03/2001 - 3/2009	<a href="#">Taylor and Francis Ltd</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<b>AACN Advanced Critical Care (Formerly: AACN Clinical Issues)</b> <a href="#">Ovid ( Lippincott Williams and Wilkins Total Access Collection )</a>	04/2006 -	<a href="#">Lippincott Williams and Wilkins</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<b>AACN Bold Voices</b> <a href="#">EBSCO ( CINAHL with Full Text )</a>	07/2009 -		<input checked="" type="checkbox"/>			
<b>Aacn News</b> <a href="#">EBSCO ( CINAHL with Full Text )</a>	11/2004 - 06/2009	<a href="#">American Association of Critical Care Nurses ( AACN )</a>	<input checked="" type="checkbox"/>			<input type="checkbox"/>
<b>Aana Journal</b> <a href="#">EBSCO ( CINAHL with Full Text )</a>	02/1981 -	<a href="#">American Association of Nurse Anesthetists ( AANA )</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
<a href="#">ProQuest ( Medical Databases - Medical Library )</a>	09/2004 -	<a href="#">American Association of Nurse Anesthetists ( AANA )</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
<b>AAO-HNSF Patient of the Month Program</b> <a href="#">EBSCO ( CINAHL with Full Text )</a>	01/2006 -	<a href="#">American Academy of Otolaryngology</a>	<input checked="" type="checkbox"/>			
<b>AAOHN Journal</b> <a href="#">EBSCO ( CINAHL with Full Text )</a>	01/2003 -	<a href="#">Slack , Inc .</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
<a href="#">ProQuest ( Medical Databases - Medical Library )</a>	04/1999 -	<a href="#">Slack , Inc .</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
<b>AAPS Journal (Formerly: AAPS PharmSci)</b> <a href="#">UK PubMed Central</a>	2004 - 03/2009 v.6-v.11 iss.1	<a href="#">American Association of Pharmaceutical Scientists ( AAPS )</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<b>AAPS PharmSci (Now: AAPS Journal)</b> <a href="#">UK PubMed Central</a>	1999 - 06/2004 v.1-v.6 iss.2	<a href="#">American Association of Pharmaceutical Scientists ( AAPS )</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<b>Abc News: 20/20</b> <a href="#">EBSCO ( Health Business FullTEXT Elite )</a>	12/2006 -	<a href="#">ABC News</a>	<input checked="" type="checkbox"/>			
<b>Abdominal Imaging</b> <a href="#">EBSCO ( MEDLINE with Full Text )</a>	05/2003 - 3/2009	<a href="#">Springer - Verlag</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">ProQuest ( Medical Databases - Medical Library )</a>	01/2002 - 3/2009	<a href="#">Springer - Verlag</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<b>Abnf Journal</b> <a href="#">EBSCO ( CINAHL with Full Text )</a>	11/2002 -	<a href="#">Tucker Publications , Inc .</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
<a href="#">ProQuest ( Medical Databases - Medical Library )</a>	01/1999 -	<a href="#">Tucker Publications , Inc .</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	
<b>Academic Emergency Medicine</b> <a href="#">EBSCO ( MEDLINE with Full Text )</a>	01/2008 - 3/2009	<a href="#">Wiley - Blackwell Publishing</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">Free Medical Journals . com</a>	1999 -2006	<a href="#">Wiley - Blackwell Publishing</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
<a href="#">ProQuest ( Medical Databases - Medical Library )</a>	07/2001 - 04/2006	<a href="#">Wiley - Blackwell Publishing</a>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
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[Identification of RANTES, MIP-1alpha, and MIP-1beta as the major HIV- ...](#)

F Cocchi, AL DeVico, A Garzino-Demo, SK Arya, RC ... - Science, 1995 - sciencemag.org  
... Fiorenza Cocchi,\* Anthony L. DeVico, Alfredo Garzino-Demo, ... (CD8-UI, CD8-PI, and 67-I), (ii) one Chambers were heated to 65°C for 90 min, then F. Cocchi A. Garzino-Demo SK Arya RC Gallo p. HTLV-1-negative CD8+ T cell line ...  
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EA Wrigley, R Schofield, RD Lee, J Oeppen - 1989 - books.google.com  
This is the first paperback edition of a classic work of recent English historiography, first published in 1981. In analysing the population of a country over several centuries, the authors qualify, confirm or overturn traditional assumptions and marshal a mass of statistical material into a series ...  
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[\[PDF\] Identification of RANTES, MIP-1- and MIP-1β as the major HIV-suppressive ...](#)

F Cocchi, AL DeVico, A Garzino-Demo, SK Arya, RC ... - Science, 1995 - sis.niaid.nih.gov  
(1986)] or cocultivated with the HTLV-I-producer cell line MT-2 [I. Miyoshi et al., Nature 294, 770 (1981)], previously irradiated with 10,000 rad (for cell lines CD8-PI and CD8-UI; P. Lusso et al., unpublished data). For CD8-PI, the CD8<sup>+</sup> T cells were activated in vitro with ...  
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J Demos - 2000 - books.google.com  
OXFORD UNIVERSITY PRESS Oxford New York Athens Auckland Bangkok Bogota Buenos Aires Calcutta Cape Town Chennai Dar es Salaam Delhi Florence Hong Kong Istanbul Karachi Kuala Lumpur Madrid Melbourne Mexico City Mumbai Nairobi Paris Sao Paulo Singapore ...  
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[The V3 domain of the HIV-1 gp120 envelope glycoprotein is critical for chemokine ...](#)

F Cocchi, AL DeVico, A Garzino-Demo, A Cara, RC ... - Nature Medicine, 1996 - nature.com  
The ability of CD8<sup>+</sup> T cells derived from human immunodeficiency virus (HIV)-infected patients to produce soluble HIV-suppressive factor(s) (HIV-SF) 1-3 has been suggested as an important mechanism of control of HIV infection in vivo. The C-C chemokines RANTES, MIP-1 ...  
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[\[CITATION\] Family diversity and well-being](#)

AC Acock, DH Demo - 1994 - Sage Publications (CA)  
[Cited by 212](#) - [Related articles](#) - [BL Direct](#) - [All 2 versions](#)

[\[HTML\] Induction of monocyte chemoattractant protein-1 in HIV-1 Tat-stimulated ...](#)

... Conant, A Garzino-Demo, A Nath, JC ... - Proceedings of the ... 1998 - National Acad Sciences  
Activated monocytes release a number of substances, including inflammatory cytokines and eicosanoids, that are highly toxic to cells of the central nervous system. Because monocytic infiltration of the central nervous system closely correlates with HIV-1-associated dementia, it has ...  
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**Author(s):** Cocchi  
**Source:** Science ISSN: 0036-8075 [JCR](#) Vol: 270 (5243) 1995 Page: 1811

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## In Summary...

- **It's been a really tough year**
- **The next few years are probably going to get tougher**
- **The BL is working on propositions to streamline existing services and offer new services that provide efficiencies in our core markets**

**Stay with us!**



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