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Database Trials Flowchart & Procedure

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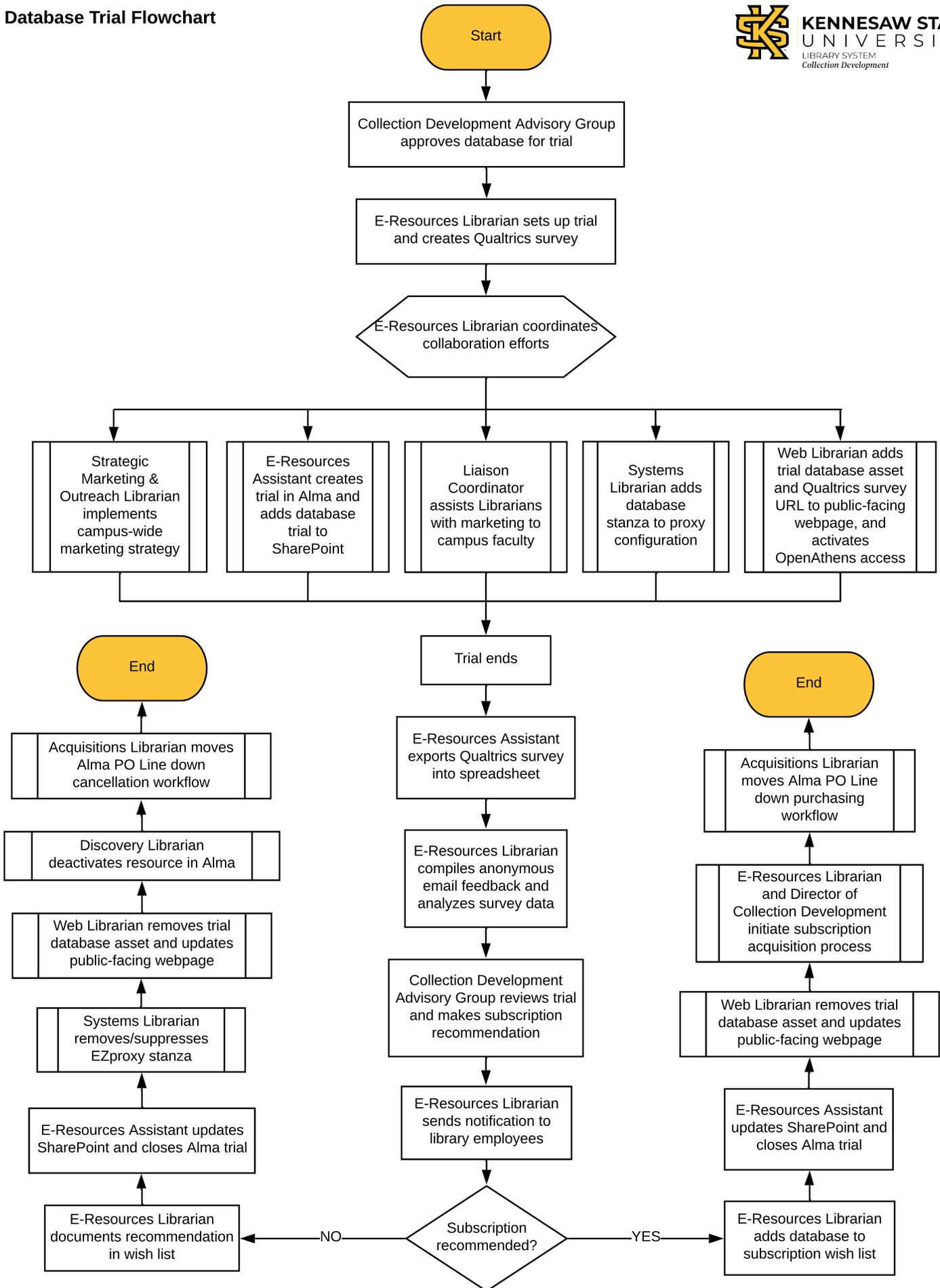
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Database Trial Flowchart





Database Trials Procedure

Overview

Summary

The Kennesaw State University (KSU) Library System manages its biannual database trials in Alma. The database trials occur during the Fall and Spring semesters; the active trial period in the Fall occurs from October through November and in the Spring occurs from March through April.

The trial feedback survey is managed in Qualtrics, and the survey data is populated into Alma. The Qualtrics survey is archived in the Collection Development Unit's (CDU) SharePoint subsite via the staff intranet. Trial feedback from the faculty and staff of the KSU Library System and other members of the KSU community that is not received through Qualtrics is anonymously populated into the Alma Trial.

Responsibilities of KSU Library System Staff

A database trial passes through several staff in its workflow:

- Electronic Resources Librarian:
 - Sets up database trials with vendors
 - Creates and manages the Qualtrics survey
 - Manages the database trial and coordinates additional feedback received outside of the Qualtrics survey (normally emails that are stripped of identifying information)
 - Adds anonymous feedback to the Alma Trial as a Note using the Notes tab
 - Based on the purchasing decision, pushes the Alma Purchase Order Line (POL) into the appropriate workflow (purchase or cancellation)
 - **NOTE:** because the POL is in the status *In Review* at the conclusion of the trial, if the Library System chooses to not subscribe to the database the POL must be cancelled to end its progress through the Alma purchasing workflow; please see the Ex Libris documentation for [Canceling PO Lines](#) for additional information
- Electronic Resources Assistant:
 - Populates vendor contact information for vendor representatives on the Contact People tab of the Alma Vendor Record
 - In Alma, adds the database to the Institution Zone (IZ), either activating the database from the Community Zone (CZ) or by creating a local collection or portfolio

- Creates the Alma POL and populates any required information
- Creates the Alma Trial and populates the Trial's *Start Date*, *End Date*, adds the Participants, and activates the Trial
- Populates the Alma Trial's *Result*, *Result Reason*, *Result Date*, and *Purchase Decision* on the Summary tab
- Exports the data from the Qualtrics survey into an Excel spreadsheet, uploads the spreadsheet into the Collection Development Unit SharePoint subsite, and uploads the spreadsheet into the Alma Trial on the Attachments tab
- Closes the Trial at the end of the trial period
- Acquisitions and Continuing Resources Librarian:
 - Handles purchasing process for new subscriptions
 - Manages POL cancellations of database trials the KSU Library System does not pick up
- Subscriptions Budget and Invoicing Associate:
 - Creates vendor records in Alma
 - Provides assistance to the Acquisitions and Continuing Resources Librarian as needed

Workflow

Initiating Database Trials

Electronic Resources Librarian

The Collection Development Advisory Group (CDAG) meets in September for the Fall semester database trials and in February for the Spring semester database trials to discuss, prioritize, and determine the databases to trial during the upcoming trial period.

Negotiating Database Trials with Vendors

The Electronic Resources Librarian then negotiates the following with the vendor to set up the trials:

- A **minimum period** of 3 weeks (21 days)
- A **start date** that is a minimum of 3 weeks from trial set-up, preferably on a Monday, at the start of KSU's business day at 8:00AM EST
- An **end date** that is a minimum of 3 weeks from the start date, at the end of KSU's business day at 5:00PM EST (or the end of the vendor's business day, whichever is later)
- Access to vendor-created marketing materials on behalf of the Strategic Marketing & Outreach Librarian
- Answers to a set of questions on behalf of the Undergraduate Liaison Coordinator, Undergraduate Faculty Liaison Librarians, and Graduate Librarians to be used in faculty-targeted marketing materials

Creating the Qualtrics Survey

Upon successfully setting up each trial, the Electronic Resources Librarian creates the Qualtrics survey:

- Navigate to <http://survey.kennesaw.edu/eula/>, accept the KSU End-User License Agreement (EULA) by clicking on the **I Agree** button
- Log into Qualtrics using a KSU NetID and password
- Click on the **Create Project** button. In the *Research Core* pop-up, click on the *Create From Existing* box:
 - Leave *From a Copy* selected
 - *Source Project*: select most recent trial period's survey in the drop-down menu
 - *Project Name*: enter **Database Trial Survey, SEMESTER YEAR** in the text field
 - Click on the **Create Project** button
- Click on the survey to open the survey in edit mode
- On the **Survey** tab:
 - In the survey, scroll down to Question 3 (*Which database did you trial? Select one.*) and update the radio button responses to the titles and descriptions of the current trial period's databases
- Scroll back up to the top of the page and keep the **Survey** tab selected:
 - Click on *Survey Options*. In the *Survey Options* pop-up menu, navigate to the **Survey Protection** section
 - Ensure that the box for **Survey Expiration** is checked, and update the survey validation period to the first day of the trials to a minimum of seven days after the last trial ends
 - Click on the **Save** button
 - Click on the *Tools* drop-down menu and click on *Collaborate*. In the *Collaborate on Project* pop-up, add collaborators:
 - Add the Director of Collection Development, giving all rights to survey (*Edit, View Reports, Activate/Deactivate, Copy, Distribute*)
 - Add the Electronic Resources Assistant, giving rights to *View Reports* on survey
 - Click on the **Save** button
- Click on the **Distributions** tab:
 - Under the text *How do you want to distribute your survey?* click **web**
 - Click on the **Use Anonymous Link** button
 - Creating the link marks the survey as **Active**
 - Copy the link and email to the Director of Virtual Services with instructions to add to public Database Trials page on library website

Coordinating Work with Other Library Units

After the trials have been negotiated with the vendor and the Qualtrics survey has been created, the Electronic Resources Librarian then:

- Forwards database trial access URL from vendor and the link for the Qualtrics survey to Virtual Services to add to the public Database Trials page, and to the Electronic Resources Assistant to add to the Collection Development Unit SharePoint subsite Database Trials page
- Coordinates database trial marketing with the Strategic Marketing & Outreach Librarian to the greater KSU community, and with the Undergraduate Liaison Coordinator for the Undergraduate Faculty Liaison Librarians and Graduate Librarians

Electronic Resources Assistant

Upon receiving the access URLs for the trials and the URL for the Qualtrics survey from the Electronic Resources Librarian, the Electronic Resources Assistant:

- Updates the Database Trial Information page on the CDU SharePoint subsite
 - Blue boilerplate text: the dates of the active trial period, linking the public Database Trials page, and linking the Qualtrics survey
 - In the table directly beneath the blue boilerplate text, adds the:
 - Name of each database trial in the *Database Name* column
 - Name of each database trial's vendor in the *Provider* column
 - Relevant subject areas as provided by the E-Resources Librarian in the *Subject Area* column

Creating Database Trials in Alma

Electronic Resources Assistant

Upon receiving notification from the Electronic Resources Librarian that the database trials have been negotiated, the Electronic Resources Assistant creates the POL from the resource in the Repository and creates the Trial from the POL.

The Electronic Resources Assistant uses the following steps to create the Trial in Alma:

- Conduct a search for the resource in the Community Zone (CZ)
 - If the database is an Electronic Collection, select *Electronic collection > Electronic Collection Name* in the drop-down menus
 - If the database is a Portfolio, select *Electronic portfolios > Title* in the drop-down menus
- Click on the Actions button > Order
- On the **PO Line Owner and Type** page:
 - Purchase Type: select in the drop-down menu
 - If a Database or Aggregator/Selective Package: *Electronic Collection Subscription – Subscription*
 - If a Portfolio: *Electronic Journal – Subscription*
 - PO line owner: select *Sturgis Library* in the drop-down menu
- Click on the **Create PO Line** button
- On the **Purchase Order Line Details** page:

- *Material supplier*: search for the vendor and select the vendor name in the drop-down menu
- Click on the **Save and Start Trial** button
- Click on the **Confirm** button on the Confirmation Message pop-up menu
- On the **Trial Details** page:
 - *Start Date*: enter the start date of the database trial
 - *End Date*: enter the end date of the database trial
- Click on the **Save and continue** button
- Click on the **Participants** tab to add internal participants to the database trial
 - Click on the *Add Participants* link and on the Find and Manage Users pop-up menu, add:
 - Director of Collection Development
 - Electronic Resources Librarian
- Click on the **Save** button
 - In the *Confirmation Message* pop-up that the PO line will be saved with a list of issues, click on the **Confirm** button
- On the **Manage Trials** page, click on the **Actions** button > **Activate**
 - On the **Activation Wizard: Electronic Collection and Services Setup** page:
 - *Level URL*: add the access URL for the database trial
 - *Electronic Collection Proxy Enabled*: select the *Yes* radio button
 - *Electronic Collection Proxy Selected*: select *Default* in the drop-down menu
 - Click on the **Next** button
- On the **Activation Wizard: Activation Summary** page, check the *Activation Summary* to ensure the data is correct
- Click on the **Activate** button to activate the database resource

The Scheduled Job *Trials – Start and Notify Participants* must run overnight to activate the Alma Trial. Once the Alma Trial is active, the Status will change to *Active* for the duration of the trial. Once the Alma Trial has passed the *End Date*, the Status will change to *In analysis*.

If the resource is not available in the CZ, then a local portfolio or electronic collection must be created before creating the POL.

- Create a local portfolio or electronic collection using the following steps:
 - In the blue persistent menu bar, click *Resources > Add Local Portfolio*
 - On the **New Portfolio** page:
 - Creation Type: select the Create new title radio button
 - Record Type: select the Continuing radio button
 - Placement of new record: select the Institution radio button
 - Title: enter the name of the database trial
 - Portfolio type: select the Standalone radio button

- URL: enter the URL of the database trial
- Click on the **Save and Done** button to return to the Repository
- In the blue persistent menu bar, click *Resources > Add Local Electronic Collection*
- On the Electronic Collection Editor page:
 - Public name: enter the name of the database trial
 - Collection type: select *Database* in the drop-down menu
 - Click on the **Save and continue** button
- Click on the **Save** button to return to the Repository
- Regardless of whether a portfolio or an electronic collection is created, in the Repository, click on the **Actions** button > **Order** and follow the above instructions to create the POL and the Alma Trial.

Managing the Qualtrics Survey and Anonymous Feedback

There are two ways to collect feedback from the KSU community for database trials:

- Qualtrics survey where any identifying information, such as IP addresses, are stripped from the final spreadsheet export
- Anonymous feedback emailed to any of the Undergraduate Faculty Liaison Librarians, Graduate Librarians, or directly to the Electronic Resources Librarian

Electronic Resources Assistant

At the end of the trial period and after the Qualtrics survey has closed, the Electronic Resources Assistant will collect the data from the survey in the form of an Excel spreadsheet that is uploaded to the *Database Trials* folder in the CDU SharePoint subsite in the current trial period's semester folder.

The Electronic Resources Assistant will use the following steps to collect, format, and upload the Qualtrics survey data:

- Navigate to <http://survey.kennesaw.edu/eula/> and accept the KSU EULA by clicking on the **I Agree** button
- Log into Qualtrics using a KSU NetID and password
- Click on the ellipsis button on the survey on the far right of the page and then select *Data & Analysis*
- Click on the *Export & Import* drop-down on the far right of the page and select *Export Data...*
- In the **Download Data Table** pop-up:
 - Select CSV
 - Leave all other values selected
 - Click on the **Download** button
- Open the zip file and open the file in Excel; save the spreadsheet using the following naming conventions:
 - *Semester 20XX trials_Qualtrics survey export_YYYYMMDD*

- Where *Semester* is the Fall or Spring semester database trial period, *20XX* is the year of the trial period, and *YYYYMMDD* is the date the Qualtrics survey data was pulled
- Remove the following identifying information by deleting following the columns:
 - IPAddress
 - RecipientLastName
 - RecipientFirstName
 - RecipientEmail
 - LocationLatitude
 - LocationLongitude
- Make a copy of the sheet and insert at the end. Rename this new sheet *RAW DATA*
- Delete the following columns on the working sheet:
 - StartDate
 - EndDate
 - Status
 - Progress
 - Duration (in seconds)
 - Responseld
 - ExternalReference
 - DistributionChannel
 - UserLanguage
- On the working sheet, make the appropriate changes to the cells to make them more visually appealing and easier to read, and format the sheet as a table
- Upload to the appropriate semester folder in the CDU SharePoint subsite *Database Trials* folder
 - **NOTE:** breadcrumbs to the folder are... SharePoint (Library Commons Home) > Library Unit Subsites > Collection Development Documents > Electronic Resources > Database Trials > <Semester Year>...

Electronic Resources Librarian

After receiving emails from faculty, the Undergraduate Faculty Liaison Librarians, or Graduate Librarians with database trial feedback, the Electronic Resources Librarian copies *only* the content of the emails into the Alma Trial's Notes tab.

- Each email feedback should be added as an individual Note in the Alma Trial using the following format:
 - Anonymous Feedback: *content of feedback* [Feedback from Library Faculty, Undergraduate Liaison/Graduate Librarian]
 - Anonymous Feedback: *content of feedback* [Feedback from Faculty/Staff member, Department, College]
 - Anonymous Feedback: *content of feedback* [Feedback from Graduate/Undergraduate student, Department, College]

Managing Database Trials in Alma

Once the Alma Trial's End Date has passed, the Trial's status changes to *In analysis*.

Electronic Resources Assistant

When the current database trial period has ended and once CDAG has met to discuss the results of the database trials and make recommendations to Library Administration, the Electronic Resources Assistant populates the CDAG decision and recommendation into the Alma Trial on the **Summary** tab using the following steps:

- Click on the hyperlinked name of the Trial to open the Trial
- On the **Trial Details** page, navigate to the *Analysis and Result* section on the **Summary** tab
 - For resources that CDAG recommends for subscription:
 - *Result*: select *Mostly recommended* in the drop-down menu
 - *Result Reason*: select *Other* in the drop-down menu
 - *Result Date*: enter the date of the CDAG meeting discussing the results of the trial
 - *Purchase Decision*: select *Yes* in the drop-down menu
 - For resources that CDAG does not recommend for subscription:
 - *Result*: select *Not recommended* in the drop-down menu
 - *Result Reason*: select the appropriate reason in the drop-down menu provided by the Electronic Resources Librarian
 - *Result Date*: enter the date of the CDAG meeting discussing the results of the trial
 - *Purchase Decision*: select *No* in the drop-down menu
 - For resources that are being compared to other resources, or if CDAG recommends with reservation:
 - *Result*: select *Recommended with reservation* in the drop-down menu
 - *Result Reason*: select the appropriate reason in the drop-down menu provided by the Electronic Resources Librarian
 - *Result Date*: enter the date of the CDAG meeting discussing the results of the trial
 - *Purchase Decision*: leave this field blank

The Electronic Resources Assistant then uploads the Qualtrics survey Excel spreadsheet into the Alma Trial on the **Attachments** tab using the following steps:

- Navigate to the **Attachments** tab and click on the *Add Attachment* link:
 - *File name*: click on the folder button on the far right and select the survey spreadsheet
 - *URL*: leave blank
 - *Notes*: enter the name of the document from SharePoint
 - Click on the blue **Add Attachment** button

The Electronic Resources Assistant then populates the CDAG recommendation and any relevant notes into the Alma Trial on the **Notes** tab using the following steps:

- Navigate to the **Notes** tab.
 - Click on the *Add Note* link to open the free text field
 - Click on the blue **Add** button to add the note
 - Add notes to archive information relevant to the database trial:
 - Semester and year the resource was trialed as: *Semester Year database trial*
 - Any important vendor communications regarding the database trial
 - CDAG recommendations and/or notes as:
 - *CDAG recommendation: Tier #*
 - *CDAG recommendation: Subscription declined. Notes: <insert notes from CDAG meeting>*
- Click on the blue **Save** button at the top right corner of the page to save your changes to the Trial and return to the Manage Trials page.

Once the Qualtrics survey Excel spreadsheet and CDAG recommendation have been populated into the Alma Trial, the Electronic Resources Assistant closes the Alma Trial using the following steps:

- On the **Manage Trials** page, click on the **Actions** button > **Close** to end the Trial.
 - The POL is now in the status *In Review*
- Notify the Acquisitions and Continuing Resources Librarian and the Electronic Resources Librarian via email that populating the trial information into Alma for this resource is completed and the Alma Trial has been closed.

Ending the Alma Trial workflow with the POL

The POL attached to the Trial continues down one of two workflows depending on the purchasing decision made for the resource:

- **Purchase:** the KSU Library System decides to move forward with the resource and begins pricing and contract negotiations with the vendor.
- **Cancellation:** the KSU Library System decides to **not** move forward with the resource and cancels the POL. The POL will be in the status *Cancelled*.

Based upon the recommendation from CDAG, the Acquisitions and Continuing Resources Librarian follows the appropriate procedure to purchase or cancel the POL, detailed in a separate document.

Next Steps

Electronic Resources Librarian

Once CDAG has met to discuss the database trial and makes its recommendations, the Electronic Resources Librarian adds the database, CDAG recommendation, price quote, and

any pertinent notes to the *Library Administration Copy_Database and Journal Wishlist* spreadsheet in preparation for Library Administration's request for resources to acquire.

- This spreadsheet is located in the CDU SharePoint *Electronic Resources > Wishlists* folder

Once Library Administration confirms funds are available and approves the acquisition of a new database subscription and funds are available, the Electronic Resources Librarian and the Director of Collection Development contact the vendor to begin price and contract negotiation for the database.

Electronic Resources Assistant

The Electronic Resources Assistant updates the *Previously Tried Databases* table on the SharePoint *Database Trial Information* page with the recommendation made by CDAG using the following steps:

- If CDAG recommends a subscription to a database:
 - Update the **Decision** column with *Recommended for Subscription*
- If CDAG does not recommend a subscription to a database:
 - Update the **Decision** column with *Subscription Declined*
- If CDAG will be trialing a similar database to a current trial database in the future, is recommending a database for subscription with reservation, or determines that a subscription should be acquired only if there are excess funds:
 - Update the **Decision** column with *2nd-tier Choice*

Additional Information

Collection Development Unit SharePoint Site

- [Database Trial Information](#)
- Collection Development Documents > Electronic Resources folder > [Database Trials](#) folder

Ex Libris Documentation

- [Evaluation Workflow](#): details Alma's workflow to evaluate a resource using a trial
- [Managing Trials](#): details how to manage trials in Alma and how to move the Trial POL into the next process

Appendix

Alma Trial “Analysis and Result” Drop-Down Menus

Ex Libris does not permit changing the values of the drop-down menus in the *Analysis and Result* section on the Summary tab of the Alma Trial. Due to this restriction, the following table expresses how the values from the Alma Trial correspond to the recommendations from CDAG. Please note that if there is an “NA, no equivalent recommendation” value in the CDAG column, the Alma drop-down value is not used.

Alma Trial drop-down menu	CDAG recommendation
<i>Result</i>	
Mostly recommended	Recommended for Subscription; Tier 1
Not recommended	Subscription Declined
Recommended with reservation	Tier 2
Decision cannot be made	NA, no equivalent recommendation
<i>Result Reason</i>	
High Cost	Cost of resource is too high
Not Enough Participants	NA, no equivalent recommendation
Satisfaction is Low	User satisfaction with resource is low
Other	<i>If selected, navigate to Notes tab for additional information</i>