

When Cost-Per-Use Isn't Enough

Solving the Small Department Dilemma

Nice to meet you!



Marcia Masters

Acquisitions & Collection Data Analysis Librarian

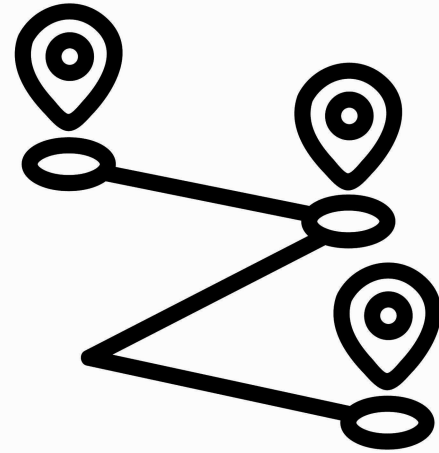


Johanna Boyle

Collections Management Librarian

Agenda

- **Background context**
- **Creation of rubric**
- **Rubric testing**
- **Moving forward**

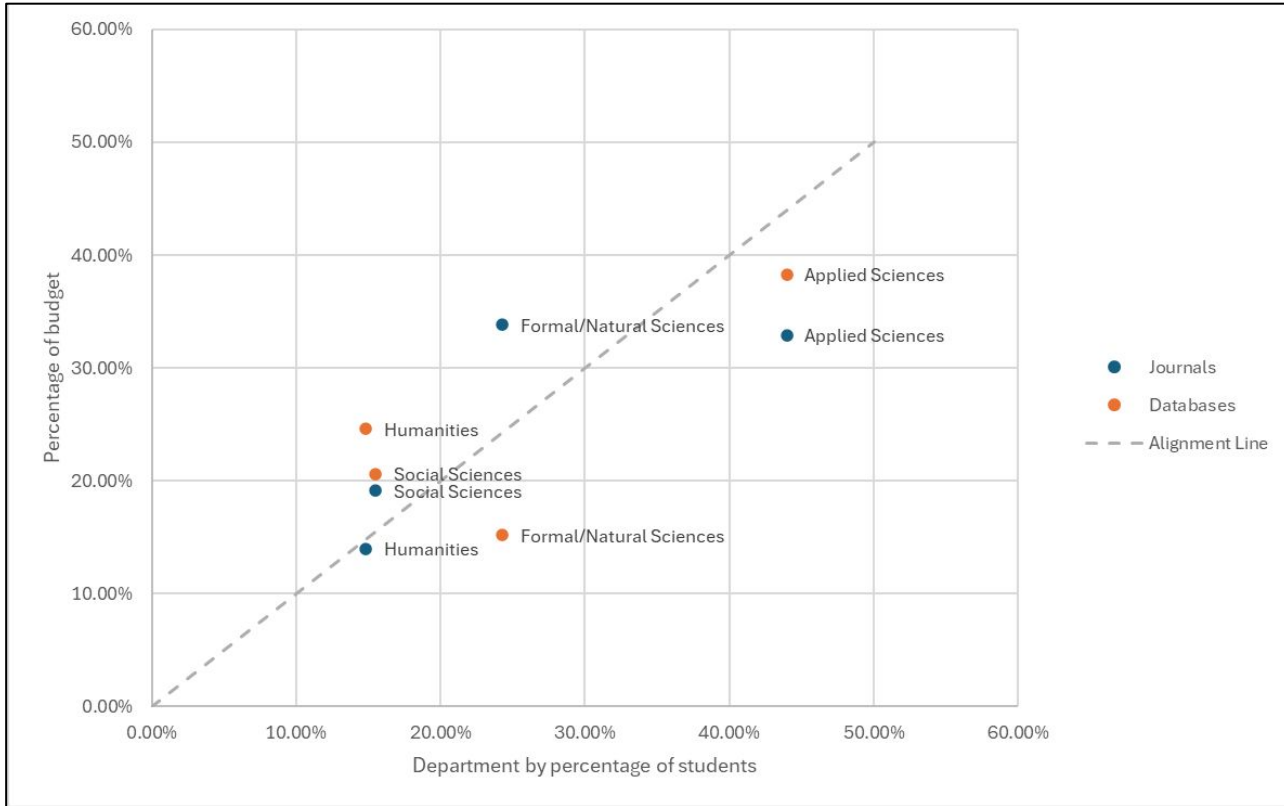


Who we are + our priorities to date

- **Doctoral/professional**
 - **~20,000 students**
 - **Primarily undergraduate**
 - **Expanding grad programs**
 - **Breadth over depth**
 - **Curriculum driven**
 - **Creative cost saving strategies**
-

Why this project now?

FY25 Resource Expenditure vs. Departmental FTE share



Takeaways from the Initial Idea

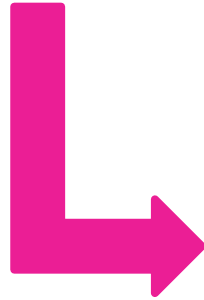
- Needed a more granular breakdown
- Some users might be disadvantaged by just using cost-per-use
- Smaller FTE departments might need an extra boost



Raw CPU vs. Weighted CPU

COST

USE X WEIGHT



$$\text{WEIGHT} = \frac{\text{MEDIAN FTE}}{\text{DEPARTMENT FTE}}$$

Established Rubric Criteria - Core criteria

- Required by department and/or for accreditation?
- CPU/Weighted CPU
- Average annual price increase
- Overlap with other resources
- Usability - are individual accounts required?
- Accessibility
- Access issues - is the resource down frequently?

Supplementary Criteria

- Overlapping content
- Content available via ILL
- Limitation on # of seats
- Interdisciplinary/Supports large number of users
- AI factors
- “Customer service friction”
- DRM restrictions
- OA supportive
- Transparency of privacy policies
- Indexed in EDS
- “X” factor – does the vendor operate for greater good?

Testing the Rubric

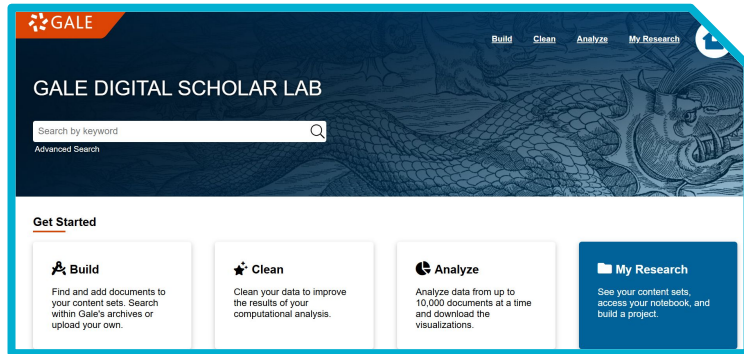
- Testing priorities
 - We know we want to keep it
 - We know we want to get rid of it
- Rubric was generally doing what we wanted it to.
- Feedback
 - GVSU Head of Collections
 - MiALA eResources Interest Group

Baselines

- Tested rubric on ~25% of renewals
- Established renewal score threshold - 100
- 34% of renewals tested below threshold*

**tested several renewals “ready for review”*

Small Department Resource: Gale Digital Scholar Lab



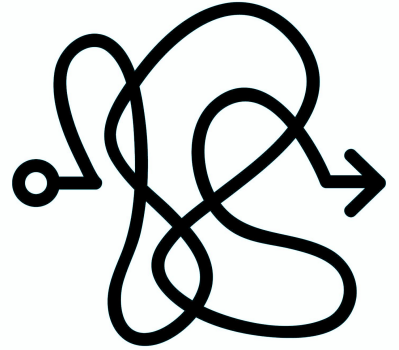
- Weighted CPU eliminated 100 point demerit for “egregious” CPU
- Nuance to consider in future – supports Digital Creator Lab (no formal FTE to apply)
- Next step – increase marketing efforts & offer training opps

Unique Small Department Resource: Bloomberg Tax

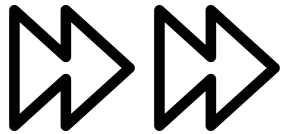
It's complicated.

- Limited users
- Needed by the department
 - New graduate program Fall 2026
- Pricing tier – already as low as we can go
- Significant customer service friction

What you put into the rubric matters.



Moving Forward



1. The rubric is a tool (we don't live and die by the rubric)
2. Is the median the right metric for creating the weight?
3. The rubric is a starting point - what do we do after scoring?
4. Usage metrics vary based on resource.
5. Journal packages need more digging.
6. Document process on collections website.

THANK YOU!

Questions?

[Link](#) to rubric template,
presentation slides, & example
rubrics.

Fill out our evaluation form:



References

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<https://library.wvu.edu/subscription-review-scoring>

Forrest, J., (2025). *Multiple-Objective Optimization for Library Journal Portfolios - A Machine Learning Approach* [Conference Session]. Southeastern Library Assessment Conference, virtual. https://mediaspace.clayton.edu/playlist/dedicated/1_89df01pg/1_1negehcm

Stewart, C., & Lowe, L. (2022). Proportioning collection space and learning in an academic library: collection performance indicators. *Journal of Library Resource Sharing*, 31(1-5), 1-13. <https://doi.org/10.1080/26915979.2023.2202159>