

ICEDIS Meeting: Edinburgh, Sunday 11th April 2010

MINUTES

Attendees:

Keith Abbott	Wiley
Mark Bide	EDiEUR
Gina Bijnsdorp	Springer
Todd Carpenter	NISO
Tim Devenport	EDiEUR
Thilo Dieckmann	Springer
Dan Heffernan	Advantage Computing Systems
Marja-Liisa Himanen	LM Information Delivery
Monika Krieg	Harrassowitz
Frans Lambrechtsen	THINK Subscription
Frank Mapes	EBSCO
Margaret Morgan	Wiley
Ramon Schrama	Swets, Co-Chair
Tiia Sainio	LM Information Delivery
Keith Whiter	Elsevier, Co-Chair
Andrew Wright	Oxford Journals
Sarah Wright	Taylor & Francis/Informa

1. Introduction and welcome

The meeting was opened and participants welcomed – in particular Keith Whiter of Elsevier who has taken on the role of co-chair alongside Ramon Schrama of Swets. Apologies were noted from Helen Henderson (Ringgold), John Keston-Hole (Publishing Technology) and Alan Medd (Turpin Distribution).

2. Minutes & actions from Frankfurt meeting (October 2009)

Three points were noted from the minutes. First, our new co-chair has now been formally appointed! Second, volumetric data on claims proved difficult to collect but it was decided not to pursue this further, since Claims are already getting priority attention (see below). Third, the item on SUSHI should have stated that SUSHI compliancy is already a requirement under Release 3 of the COUNTER guidelines. With the correction to this last point, the minutes of the Frankfurt meeting were accepted.

3. Minutes & actions from London meeting (December 2009)

The London meeting had focused very much upon implementation issues. No actions remained to be followed up and the minutes were accepted.

4. Implementation

Three main implementation topics were reviewed, as follows:

4.1. ICEDIS Price Message

Given the seasonality of the journals business, there is some urgency to implement before the Summer 2010 pricing round; EDItEUR is ready to help wherever possible to help achieve this. The progress and intentions of ICEDIS member organizations were surveyed earlier this year and each organization represented at the meeting gave a status update on the Price Message:

Wiley: Slightly delayed but expecting to produce a representative sample (including some complexities such as packages) by early May. Wiley advised that the implementation has been complex; they also mentioned that a non-ICEDIS agent is also intending to implement this year. Wiley are looking to implement region codes.

Springer: Other priorities during 2010, not attempting implementation yet.

LM Information Delivery: Ready to implement in time to receive files Summer 2010. LM would welcome any/all test files as soon as possible.

EBSCO: Ready to move on this if enough publishers (5) have test files available.

Elsevier: Committed to implement during 2010, work in progress.

Swets: Also ready to implement during 2010 and test files already exchanged with Wiley.

Oxford Journals: Depends upon the priority given to Price Message by the agents; unlikely to be ready this year.

Taylor & Francis: Development work planned to commence by end April; aiming to implement in time for use Summer 2010.

Harrassowitz: Committed to accept files during Summer 2010 and test files awaited from Wiley.

As each publisher has test files to exchange, please copy these to Tim Devenport to assist in review and sharing. Any significant enhancements to the standard will be postponed until we have seen a full season of usage.

4.2. ONIX for Serials SRN (for dispatch dates)

A smaller group has been involved here, although good progress was made early in the year:

Elsevier: Has implemented the standard for printed journals and is producing outputs weekly.

Taylor & Francis: Intending to move to implement this soon.

LM Information Delivery: Already accepting test files.

Harrassowitz: Evaluating live files from Elsevier, but implementation schedule not yet decided.

4.3. Standards implemented by ICEDIS members

The survey conducted during Autumn 2010 was circulated to the membership, together with a snapshot of “implementation intentions” for 2010. This survey was felt to have been a useful exercise but its real value relies on it being maintained and up-to-date. It was decided that the survey would be regularly updated. **Action:** Tim to put in place a simple mechanism to allow the survey to be regularly updated and published to appropriate audiences (ICEDIS, EDItEUR and possibly ASA).

5. Claims Project

A summary of the Claims Project’s work was circulated to members before the meeting.

5.1. Progress update

Good progress has been made by the Project Team, which has worked via email and list communication as well as monthly conference calls. Different approaches were prioritized by various participants, with some favouring a concentration on better dispatch dates and others focusing on automated claiming and responses. An early decision was made to concentrate on claims for printed journals in the first phase. Subsequently a single approach was synthesized from team proposals, informed by earlier experience with EDIFACT standards.

A draft message structure for Claims & Claims Responses prepared by EDItEUR’s Kathy Klemperer is nearing completion: this is an XML message based upon ONIX for Serials constructions. The team is carrying out a final review and then formal documentation and an XML schema will be prepared, probably during May, to support pilot exchanges. It is not yet clear how quickly pilots will get underway, but the overall process is working well and will be maintained.

5.2. Next phase

After moving the print work to a pilot stage, the Project Team intends to consider the differences involved when claiming for online resources. The Team will need to determine whether there is a way of dealing with enough such claims to make the effort worthwhile. For example, it is not yet clear how such claims are presented, by whom, or whether an electronic process would be fast enough to meet customer expectations. **Action:** Project Team to report back ahead of the Frankfurt meeting with conclusions/recommendations.

6. Next priorities

6.1. Structured addresses (proposals from Oxford Journals and the Claims Project team)

Andrew Wright (Oxford Journals) introduced this topic and a background document from Tim Devenport was circulated ahead of the meeting. There is plenty of evidence from Oxford Journals and more widely, that a lack of structured addresses in the supply chain continues to cause significant problems and manual intervention. The same issue is also a key to the claims process – which deliberately put this up for separate consideration so as not to derail the other aspects of claims. (One possibility mentioned was to add a “recent change of address” flag to the claims message.)

But we need to be confident that we can move this forward more effectively than in the past, since the topic has been on the agenda for ten years or more! And there are various known issues, for example with languages or scripts, which are not easily soluble. However, there did seem to be enough volunteers – LM Information Delivery, Oxford Journals, Elsevier, Advantage and Taylor & Francis all expressed readiness – to put together a working group. It was suggested that the address models of such players as SAP/Springer, Advantage, THINK Subscription and Ringgold might be useful input.

Actions: Tim to convene a working group, with the aims of reviewing possibilities and reporting back before the Frankfurt meeting. Mark to contact Helen Henderson to elicit input from Ringgold.

6.2. XML message for new orders (proposal from Oxford Journals)

Andrew expressed Oxford Journals’ strong interest in constructing a message for new, as opposed to renewal orders. This was noted and it was agreed that progress on structured addresses was a key precursor to allow this successfully to proceed.

6.3. File-naming conventions

This is no longer considered to be a priority for ICEDIS members and will therefore be taken off the agenda. Note that some guidance on FTP filenaming is already available on the EDItEUR website at <http://www.editeur.org/89/-FTP-Filenaming/>

6.4. Automating exchanges with small- to mid-sized players

Andrew gave an interesting presentation, based upon a recent survey carried out for Oxford Journals by Sarah Durrant (RedSage). Oxford Journals wish to explore ways of contacting the

next tier of mid-sized agents that are not represented in ICEDIS and to assess the readiness of that group to further automate their trading activities. Some highlight results are as follows.

50 agents were contacted and 40 responded. Excluding unstructured emails, only 40% are sending any information electronically and overall, 70% goes via mail to provide paper trails. Generally this group was not using ICEDIS messages. A significant number among the group are willing to receive messages electronically, but only 10% can handle XML at this time. Relatively low volumes of business are involved and staff skills and costs are not an immediately pressing issue for these players.

Looking some two years out, 90% said that they would be definitely or potentially interested in EDI and could be ready on that time frame. Web portals were quoted as a preferred route, alongside Excel uploads/downloads and FTP.

These headline findings raised several interesting questions for ICEDIS: should we be looking at non-XML standards, such as Excel, and if so, would published standards be useful? (For example, Wiley have reported that they are delivering an Excel, cut-down version of the Price Message and are willing to share this format.) We should also be conscious of the fact that a number of non-ICEDIS members already use ICEDIS standards.

In conclusion, EDItEUR is willing to move this topic forward if demand can be proven and if we can find a critical mass of organizations to work with. We need a way of talking “collectively” to this next tier of agents and the ASA was suggested as a possible intermediary or partner in this effort. **Action:** Mark or Tim to discuss with the ASA and report back to the ICEDIS committee.

6.5. Involving North American organizations in EDI exchanges

Via his involvement with the Advantage User Group, Andrew has also identified a potential constituency in North America that would be ready to exchange XML messaging on a significant scale. Secure web portals were also mentioned as a preferred model. The Group includes a number of quite major serials publishers, primarily based in the U.S. but of course trading globally. **Action:** Tim & Mark will work with Andrew to contact and involve these organizations, and to encourage them to consider membership of EDItEUR/ICEDIS.

6.6. Payments, invoicing & financial reconciliation

Frank Mapes (EBSCO) raised the possibility of improving the handling of payment, invoicing and reconciliation operations. Many of these tasks are semi-manual, rely on standalone Excel spreadsheets or involve invoices being sent through regular (snail) mail. Reconciliation is often almost completely manual and intensely time-consuming (both in terms of effort and in elapsed time to resolve issues): automation won't ever hit 100%, but even a 40 or 50% improvement would be worthwhile.

To address these interlinked topics properly would involve improving the choreography of the whole order < > renewal < > confirmation of order < > payment process, perhaps starting

off with a standard invoicing format from major publishers. It was agreed that we should return to this topic for 2011.

7. Institutional identifiers

In the absence of Helen Henderson, who was unwell, Todd Carpenter briefly updated the meeting on the Institutional Identifier. Version 0.91 of the requirements has been published and a draft standard should be available by the end of 2010. The Identifier is being developed to meet a long-standing need; it will take the form of a unique, but non-semantic number maintained in a central registry. Typed relators have been developed, in conjunction with a system for institutional classification. The governance and open registry model is still to be resolved, but some kind of “commercial model” is necessary. From ICEDIS’ viewpoint, we propose not to amend earlier, fixed-format standards, but the newer XML standards will all be able routinely to accommodate the identifier wherever appropriate.

8. EDItEUR update

Mark Bide briefly updated the meeting on recent EDItEUR developments, including the newly constituted EDItEUR Board and some additions to the organization’s staffing. (See issues of the *EDItEUR Newsletter* for more information.)

9. Report on NISO activities

Todd Carpenter surveyed five NISO activities likely to be of interest to ICEDIS members.

E-Resource Management: this project is carrying out a gap analysis of existing standards in the area, as well as data model analysis of SUSHI CORE and ONIX-PL. A report is expected by the end of 2010.

NISO/UKSG Open URL Report: part 1 has been published and the group is currently looking for a co-chair. Applications or suggestions from ICEDIS member organizations would be welcomed!

SERU: this initiative is continuing to build momentum with large publishers and libraries.

NISO/NFAIS Supplemental Materials project: this is intended to study any additional or supporting materials (e.g. data sets, video, etc.) that an author might contribute along with the primary work and how such materials are managed throughout the lifecycle of the work. A working group has just been set up.

LoC Deposit of Online-Only Content: from recent announcements it seems probable that the Library of Congress will start to insist on receiving deposits of online (in addition to the existing physical) content. This initiative has only just been established and it is unclear as yet how it might be done, although partnering with Portico is one possibility. There may be a role for the ONIX for Serials SRN format in supporting this process. A meeting is scheduled for May 2010.

10. Project TRANSFER

Andrew Wright enquired about a standardized approach to transferring subscription data between publishers, for acquisitions, take-ons and disposals. This is possibly of particular interest to publishers such as OUP with significant lists of society journals. Tim Devenport advised the meeting about the TRANSFER Code of Practice in this area: see <http://www.uksg.org/transfer> for more information. **Action:** Tim to liaise with the TRANSFER committee and indicate ICEDIS' willingness to cooperate if useful on this topic.

11. Next ICEDIS Meeting

This will be held on Monday 4th October 2010 in Frankfurt, 14:00-17:00. Note that the venue is different from previous years: Bristol Hotel, Ludwigstrasse 15, 60327 Frankfurt am Main.