



Will W. Alexander Library E-Resource Maintenance Policy

Will W. Alexander Library follows a structured, data-driven approach to ensure that e-resources remain accessible, valuable, and aligned with the institution's mission to support research, teaching, and lifelong learning. As a means of promoting relevance and usability, all e-resources undergo annual evaluation based on the criteria below.

Performance & Accessibility

- Resources must remain accessible 24/7 with minimal downtime.
- Compatibility with multiple devices and operating systems is required.
- Compliance with ADA accessibility standards (e.g., screen readers, alternative text) is ensured.
- Remote access functionality must be maintained via institutional authentication systems (e.g., Single Sign On).

Usage & Value Assessment

- Resources must demonstrate consistent use, measured by:
 - Usage statistics (downloads, searches, session counts).
 - User feedback from faculty and students.
- Resources with low usage over two consecutive years will be reviewed for potential discontinuation the following year.
- Cost-effectiveness will be assessed by cost-per-use analysis to ensure sustainable investment.

Content Relevance & Updates

- Resources must align with the curriculum and research priorities of the institution.
- Content should be regularly updated to reflect current research and academic trends.
- If a vendor ceases updates, alternative resources will be evaluated for replacement.

Troubleshooting & Technical Support

To maintain seamless access to e-resources, the staff of Will W. Alexander Library:

- Monitors system uptime and address outages immediately.
- Provides troubleshooting assistance via a dedicated support team.
- Collaborates with IT and vendors to resolve authentication, linking, and display issues.
- Maintains a help desk to assist with troubleshooting and FAQs.

Licensing & Renewal Process

- All e-resources must comply with institutional licensing agreements and copyright laws.
- Subscription renewals will be reviewed annually based on:
 - Usage statistics & cost-effectiveness.
 - Continued relevance to academic programs.

- License terms, renewal costs, and vendor performance.
- New license agreements must ensure fair use, perpetual access options, and interlibrary loan permissions where applicable.

Deactivation & Discontinuation of E-Resources

An e-resource may be discontinued if:

- It no longer meets academic needs or lacks faculty/student support.
- Usage falls below the minimum threshold for two consecutive years.
- Licensing terms become restrictive or financially unsustainable.
- A superior alternative becomes available.
- The vendor discontinues service or fails to maintain reliability.

A transition plan will be developed for discontinued resources, including:

- Notifying faculty, students, and researchers in advance.
- Exploring alternative platforms or resources.
- Providing access to archived materials (if permitted by license).

Policy Review & Continuous Improvement

To ensure the effectiveness of e-resource management:

- This policy will be reviewed every three years to incorporate best practices.
- The Library Council will oversee annual e-resource assessments and recommend improvements.
- Faculty and student feedback will be solicited annually to refine selection and maintenance strategies.