

# Minutes of ICEDIS Meeting:

## London (Crown House, 72 Hammersmith Road)

### Thursday 3 December 2009 10.30-12.30

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#### Attendees:

Keith Abbott	Wiley Blackwell
Hideaki Asai	Kinokuniya
Zhao Dali	China National Publications
Tim Devenport	EDiEUR
Thilo Diechmann	SAP/Springer
Philip Edwards	Informa (Taylor & Francis)
Tomohiro Fuchino	Maruzen
Zhefeng Gao (Jeff)	China National Publications
Stella Griffiths	EDiEUR
Jaideep Gurwara	Globe Publications
Monika Krieg	Harrassowitz
Frank Mapes	Ebsco
Yu Miao (Steven)	China National Publications
Phil Montgomery	Advantage Computing Systems
David Painter	Oxford University Press
Andrew Wright	Oxford University Press
Sarah Wright	Taylor & Francis

#### Apologies:

John Keston-Hole	Publishing Technology
Ramon Schrama	Swets
Harriet Stormbom	LM Information
Keith Whiter	Elsevier

#### 1. Introduction and welcome

Tim Devenport explained the rationale for the present meeting and that it would concentrate on particular strands of work and implementation questions. In particular it was intended to be of most interest to those ICEDIS partners who are either actively engaged in, or considering, Price Message implementation or are involved in the working group on Claims. He stated that four representatives from two guest organizations (China National Publications and Globe Publications) had also requested to join the meeting with a view to finding out more about the work of ICEDIS and becoming members. Although normal practice is that ICEDIS meetings are open only to members, the other members present consented to the guests attending the meeting. The delegates present then introduced themselves.

Tim Devenport stated that a discussion group (ICEDIS\_IMPLEMENT) had been set up on yahoo groups and this would increasingly be used as a means of discussing and commenting on progress of projects for all strands of ICEDIS work. **The group was by invitation only but any members interested were invited to contact either Tim Devenport or Stella Griffiths in order to be added to the list.**

Following the resignation of Greg Malar from Rockefeller University Press as Co-Chair of ICEDIS, nominations had been sought for a new Co-Chair. Tim Devenport was pleased to let the meeting know that Keith Whiter was appointed unopposed as Co-Chair henceforth. The members present congratulated Keith on his appointment. Unfortunately, neither Ramon Schrama (Co-Chair of ICEDIS) nor Keith Whiter were able to attend the meeting.

## **2. ICEDIS Price Message**

- a) Tim Devenport introduced this agenda item by explaining that the ICEDIS Price Message which was based on ONIX for Serials had been developed following a series of meetings via teleconference, but that the final release came too late for it to be used for the current subscriptions round. It was hoped that implementation and rollout would be widespread enough over the coming months to enable exchange of price information starting in Summer 2010 for the 2011 subscription year.

Following this introduction, Tim invited Keith Abbott to summarise Wiley's experience as early implementers. Keith stated that in overall terms both Wiley's own experience and that of the subscription agents pointed up the benefits and opportunities from implementing the price message as well as some current limitations. Generally, the findings confirmed that subscription agents would be keen to implement a common, single format that they could receive from publishers as this would reduce a considerable amount of customized and manual work although there remained some areas which, though supported by the price message, were not currently being automated.

Among the positive benefits that Keith's summary outlined were that agents liked the extra bibliographic information that can be incorporated as part of the price message, especially the inclusion of URL. This enabled agents to expand the comprehensiveness of the data in their systems.

Agents were keen to see "imprint" included in the message (currently this is an optional element). This was also confirmed by those agents present at the meeting – imprint information helped to determine the pricing structure and terms and conditions that applied to particular lists. The "country of dispatch" element (also currently optional) was also regarded as important as it was particularly helpful in determining agents' consolidation preferences and, in some cases, the tax treatment of the journals.

Some limitations or problems emerged – multi journal packages, FTE based titles, postage, and takeovers. Although both multi journal packages and FTE based title information could be submitted electronically agents tended to pull these out from the file and handle them manually. The new price message thus offered the opportunity for agents to explore new workflows in order to maximize automation. In the case of takeovers, it was thought that total automation was unlikely as agents would always want to verify the change with both of the publishers involved before making changes to their data. Some agents try to split out the postage even when this is not immediately apparent from the publisher's rates so it may be preferable for pricing to be consistently expressed as excluding postage.

Possible additional enhancements had also been suggested such as information on online access entitlements, especially for backfiles, a facility to specify regions and pricing information for particular collections. Tim Devenport reiterated the previous

decision of the working group that ICEDIS would not attempt to categorise or specify regions, since there is so much variation in usage across the industry.

**Keith agreed that Wiley's summary report could be made available through the discussion list for ICEDIS members. Tim will post the documents to the list.**

- b) All the specifications relating to the price message standard are currently available on the website and the intention was that further pilot implementations would take place early next year with a view to full implementation in the summer in time for the next main subscription round. **Members were invited to submit comments and suggestions, particularly on code values or clarifications to the documentation such as the specific use of particular elements, to Tim Devenport by 21 December.**

**A sample message would also be added to the documentation: Harrassowitz and Wiley will assist in efforts to prepare this sample, with help as necessary from EDItEUR.**

Keith Abbott noted that some agents who are not members of ICEDIS (but are using the other ICEDIS messages) are keen to receive the XML files.

OUP, T&F, EBSCO, Globe Publications, China National, Kinokuniya, Maruzen and Harrassowitz were all positive about full implementation, but were not necessarily able to commit at this juncture as it would depend on respective business priorities. Wiley were the only publisher able to give a definite commitment to implementation. Agents needed clear information about whether and when publishers would implement the price message in order to make their own business decisions about when to implement and to prioritise development resource appropriately.

- c) A timeline with milestones that could support a full implementation framework in readiness for the next subscription cycle was proposed and agreed:
- End of January 2010 – organizations to confirm their intention to implement
  - End of January 2010 – EDItEUR to issue any revisions to the standard
  - End of March 2010 - Complete exchanges of test files (files can be based on 2009 pricing), process results and make any necessary adjustments. Feed back results to EDItEUR
  - April 2010 – report results to ICEDIS meeting in Edinburgh
  - End of April/early May 2010 – EDItEUR to make any final adjustments to the standard based on results of pilot exchanges
  - Mid-July 2010 – First live exchanges

It was suggested and agreed that a list of implementers should be regularly maintained and circulated to the ICEDIS\_IMPLEMENT discussion group and also included in appropriate ASA Newsletter/lists.

### **3. Claims and claims responses**

Tim Devenport outlined the key problems associated with claims handling including the fact that high numbers of claims were generated by agents based on customer requests but that these volumes were hard for organizations to cope with. There had been suggestions to try

to improve claims handling by looking at better transmission of dispatch dates and at improving the automation of claim processing (including triggers for claims and both submission by agent and publisher response to them) for print subscription products.

An ICEDIS Claims & Claims Responses working group was established following the Frankfurt meeting in October 2009. The group has had its first phone conference and will continue to “meet” monthly to progress the work – via phone conferences, email and list exchanges. Agents were partnering with publishers and each pairing was concentrating on different aspects of the work.

Tim invited Andrew Wright to brief the meeting on progress so far (OUP were partnered with Swets). Initial priority is being given to automate the handling of claims for print resources, with dispatch dates and eventually claims for online resources being tackled later. Print claims are currently received in high volumes and can in principle be handled using very limited, essential information.

OUP and Swets had looked at the existing EDIFACT Claims Standards and used these as a basis for the fields they considered necessary to exchange claim information in the most efficient way. However, any new message would be XML based (although it would be informed by some of the logic and code values of the EDIFACT standard) with the intention to support two way messaging – i.e. to import the file from the agent and export it back with updates (register of claim receipt, action taken etc).

Their initial conclusions were that there was a need to improve how the precise journal issue involved was identified and also the specific nature of the claim. Their proposals have been documented for review and it was hoped they could be used to produce a documented schema and move to a trial implementation.

Sarah Wright and Philip Edwards from Taylor and Francis reported that they had also had a conference call with LM Info and are concentrating on a different angle of the claims project – the publication schedule. T&F reported that they send this out in excel and that some agents are able to upload it while others rekey. They are assessing the basic mandatory information that will be required and are also looking at ONIX SRN. Separately, Taylor and Francis are seeking input from ESBCO on this work.

Elsevier and Harrassowitz have also initiated discussions and have identified some field requirements. **They agreed to share their findings within the group so that they could be compared with the elements identified by OUP and Swets.**

**All were encouraged to share at least preliminary findings.**

It had already been discussed and agreed at an earlier meeting that volumetrics on claims should be captured in order to inform prioritization and further analysis. Tim reported to the meeting that he is working on a framework to gather and represent this information.

Claiming for online resources has been deliberately left out of the current plans – it was considered inappropriate to use paper claiming mechanisms for this given the immediacy - but it remains part of the overall scope of the project.

**Frank Mapes suggested polling to assess the level of likely interest in implementation** (as this would help to inform development prioritization) and that this could be included at the same time as seeking confirmation of intention to implement the price message.

**The next call conference call was scheduled for 21 December** and further calls were diarised for January and February. **Proposals would be submitted to the next face to face ICEDIS meeting in April for approval.**

#### **4. ONIX SRN for Despatch Schedules and Dates**

It was reported that Elsevier and Publishing Technology have been working on implementation of SRN. The intention was not to use this directly to deal with claims but to facilitate upstream intervention – supplying actual or planned publication dates which could be used as a reference point *before* claims are generated. The standard is already available (on [www.editeur.org](http://www.editeur.org)), is in XML and shares some features with other standards within the ONIX family. A decision would be taken in due course about whether SRN in its current form is most appropriate for these purposes or whether a more slimmed-down version may be more appropriate.

The ONIX for Serials Coverage Statement would be reviewed later.

#### **5. Any other business and next meetings**

Andrew Wright reported that OUP are currently undertaking a survey through Sarah Durrant of the biggest agents outside the top 5 (i.e. agents currently not members of ICEDIS) as to technical capabilities to find out if they can accommodate XML messaging or if they will require a less sophisticated approaches (such as a spreadsheet that will then need to be mapped back to XML). The survey would also seek to find out if there are any cases where agents may be using EDI and ftp with some publishers but not others with a view to encouraging greater consistency across the board. The result of the survey was expected at the end of January 2010. This is part of a concerted effort by OUP to significantly drive up the degree of automation of subscription transactions: support is also being canvassed from other publishers who also use Advantage subscription systems.

**The next ICEDIS meeting will take place on Sunday April 11 2010 in Edinburgh.**