

Digital Library Services and E-Resource Operations Training Course

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Course Overview

Digital Library Services and E-Resource Operations Training Course is a one-week course for librarians, information specialists, knowledge coordinators, digital collection staff, and administrators who leave with a Digital Library Service Operating Plan. Participants organize digital collection development, electronic resource licensing, metadata, discovery, access, usage analysis, preservation coordination, and user support. The course connects collection decisions with searchable metadata, reliable access, service evidence, and operational responsibilities. Digital library services are taught by Agile Leaders Training Center.

Who Should Attend

- Library functions responsible for electronic collections and digital services
- Information functions responsible for metadata, discovery, and resource access
- Knowledge functions responsible for curated digital content and user support
- Acquisition functions responsible for licensing, activation, and renewals
- Technology-support functions responsible for platform access and service continuity

The course assumes participants already support library or information services and leaves out archival custody, software development, and basic cataloging instruction.

Departments and Industries

The course supports digital library services across knowledge-intensive sectors.

- Academic, public, and specialist libraries
- Universities, schools, and research organizations
- Healthcare, legal, and professional information services
- Cultural institutions, museums, and nonprofit organizations
- Corporate knowledge centers and public-service organizations

Learning Objectives

By the end of this course, participants will be able to:

- Analyze user needs and digital collection priorities
- Build electronic-resource evaluation and licensing workflows
- Apply metadata and discovery-quality controls
- Use access, activation, and user-support methods
- Evaluate usage, accessibility, and preservation evidence
- Build a Digital Library Service Operating Plan

Course Agenda

Day 1: Digital Library Service Foundations

- Digital Library Service Scope Canvas
- User Community Needs Map
- Digital Collection Policy Framework
- Service Role and Responsibility Matrix
- Current-State Service Diagnostic

Day 2: E-Resource Collection Operations

- Electronic Resource Selection Scorecard
- License Term Review Checklist
- Resource Activation Workflow
- Access Entitlement Register
- Renewal and Cancellation Decision Grid

Day 3: Metadata and Discovery

- Dublin Core Metadata Application Profile
- Metadata Quality Review Rubric
- Controlled Vocabulary Mapping Sheet
- Discovery Record Testing Method
- Accessibility Metadata Checklist

Day 4: Access, Usage, and Preservation

- Remote Access Issue Log
- User Support Triage Matrix
- Electronic Resource Usage Dashboard
- Collection Value Evidence Template
- Digital Preservation Coordination Register

Day 5: Digital Library Service Practice

- E-Resource Selection Exercise
- Metadata and Discovery Testing Exercise
- Access Incident Response Simulation
- Usage and Renewal Decision Exercise
- Capstone Digital Library Service Operating Plan

Practical Exercises

The course uses suggested activities based on academic, healthcare, and specialist library services.

- Suggested activity: evaluate competing electronic resources against user and collection needs
- Suggested activity: create and test metadata for a mixed digital collection
- Suggested activity: diagnose a licensed-resource access failure and coordinate support
- Suggested activity: use usage and service evidence to prepare a renewal decision

FAQs

Who does the Digital Library Services and E-Resource Operations Training Course suit?

The course suits professionals who already support library or information services and need an operating method for digital collections, licensed resources, discovery, access, and service evidence.

How does digital library management differ from digital archiving training?

Digital library management centers on collections, licensing, metadata, discovery, access, usage, and user services, while digital archiving training centers more strongly on custody, authenticity, preservation actions, and long-term retention.

What is an electronic-resource lifecycle?

An electronic-resource lifecycle links investigation, evaluation, licensing, activation, access, support, usage review, renewal, cancellation, and preservation coordination.

Why does metadata quality matter in digital library services?

Metadata quality improves identification, discovery, filtering, accessibility, linking, rights communication, and reliable retrieval across digital collections.

How should digital library usage evidence support decisions?

Digital library usage evidence should be combined with user needs, access reliability, content relevance, license conditions, support demand, and collection priorities.

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Conclusion

Participants take back a Digital Library Service Operating Plan linking collection priorities, licensing, activation, metadata, discovery, access, usage, preservation coordination, and user support. The plan replaces disconnected service tasks with defined decisions, responsibilities, and evidence. It helps library teams operate electronic resources consistently and improve access to digital collections.

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