

# Collaborative Troubleshooting of Electronic Resources with Public Services Staff: Two Heads Are Better Than One



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# Where We're Going Today

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- Local e-resource environment
- Troubleshooting processes
- Recommended troubleshooting skills
- Q&A

# Big & Busy

## PER YEAR

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- ◎ **134,259** current unique e-serials
- ◎ **211, 779** e-serials including closed entries and duplicate holdings
- ◎ **3,274,883** e-book sections downloaded
- ◎ **9,195,922** articles downloaded

## PER MONTH

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- ◎ **190** avg monthly problems reported via SUMMON to reference staff
- ◎ **104** avg monthly problems reported to Technical Services

# Patron Reports Problem



- “I can’t get the full text of this article!”
- “I followed the link to this database, but I got back a message that I’m “forbidden.” What’s up with that?”



# Reference Staff Troubleshoot



- ◉ Replicate/Report
- ◉ Determine affiliation/Check library account
- ◉ Check computer/Internet issues
- ◉ Refer/Visit Library

# Technical Services Staff Troubleshoot



- Reproduce problem
- Review error message if any
- Respond to reporter
- Push to Outages kiosk (public notice)
- Identify cause
- Contact responsible party for correction
- Follow up as needed
- Report when fixed

# How We Do It

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- Staff access  
FootPrints workspace  
where we can  
receive, initiate,  
route, track and  
manage “tickets” or  
problem reports.





★ Save to Favorites

## Mad cows

by [Werner, GH](#)

*RECHERCHE* Issue 289. Date: 07/1996 Page: 7-7.

Format: Journal Article

Genre: Letter

[more...](#)



★ Save to Favorites

## Mad Cows

by [STAN JAMES](#)

*The Advertiser*. Date: 06/25/2007 Start Page: 79.

Format: Newspaper Article

"...Mad Cows \*\* 1999, noon, Seven Mildly amusing British comedy with single and confused Maddy (Anna Friel) who has just had baby Jack. On the first day out..."

Genre: News

[more...](#)

**M**Get It

Citation Online  
(no full text online)

**M**Get It

Full Text Online

Full text link not working?  
Please [let us know](#).





Note: Most articles included in ArticlesPlus are available only to members of the University of Michigan community

Please describe the problem you experienced when you clicked the "MGet It" icon to get the full text.

- There was no article
- I got the wrong article
- I ended up at a page on the journal's web site, but not the article
- I was asked to log in to the publisher's site
- Something else happened (please explain):

Additional comments about this problem (optional)

I logged in with my unickname before I clicked on the M Get It link.

Your email address:

karsendi@umich.edu

>>



## Response Summary:

Please describe the problem you experienced when you clicked the "MGet It" icon to get the full text...  
I was asked to log in to the publisher's site

## Additional comments about this problem (optional)

I logged in with my unickname before I clicked on the MGet It link.

## Your email address:

karsendi@umich.edu

## Browser Meta Info

Browser Firefox

Version 24.0

Operating System Windows NT 6.1

Screen Resolution 1920x1080

Flash Version 13.0.0

Java Support 1

User Agent Mozilla/5.0 (Windows NT 6.1; WOW64; rv:24.0) Gecko/20100101 Firefox/24.0

## Embedded Data

DocumentID [https://www.lib.umich.edu/articles/details/FETCH-proquest\\_dll\\_12938512311?ctx\\_ver=Z39.88-2004&ctx\\_rft.atitle=Mad%20Cows&rft.jtitle=The%20Advertiser&rft.au=STAN%20JAMES&rft.date=2007-06-25&rft.pub=News%2](https://www.lib.umich.edu/articles/details/FETCH-proquest_dll_12938512311?ctx_ver=Z39.88-2004&ctx_rft.atitle=Mad%20Cows&rft.jtitle=The%20Advertiser&rft.au=STAN%20JAMES&rft.date=2007-06-25&rft.pub=News%2)

### Library Outages Totals

Open	72
Active	733
Closed	1780
Request	0
Internal Solutions	0
Solutions	0

### Numara FootPrints 9.5

#### Welcome to Numara FootPrints 9.5

Featuring a new, streamlined interface. To learn how to best work with the new interface, please visit the links below.

- New Interface Document
- New Interface Video
- Learn everything new in 9.5

### Global Tickets

There are no Global Tickets at this time.

Actions

Current search results

	Number	Pri	Title	Status
<input type="checkbox"/>	2797	1	<a href="#">ArticlesPlus Problem Report</a> Entered on 04/27/2014 at 20:42:06 EDT (GMT-0400) by Barbara Beaton: Hello! The UM Library's Ask a Librarian service received a copy of your [more...]	Open
<input type="checkbox"/>	2796	1	<a href="#">ArticlesPlus Problem Report</a> Entered on 04/27/2014 at 20:34:26 EDT (GMT-0400) by Lydia Anne Howes: Here's the journal's Mirlyn record: [more...]	Open
<input type="checkbox"/>	2795	1	<a href="#">ArticlesPlus Problem Report</a> Entered on 04/27/2014 at 19:51:04 EDT (GMT-0400) by Jennifer Brown: Hi, Thank you for contacting the Ask a Librarian email service with [more...]	Open
<input type="checkbox"/>	2794	1	<a href="#">ArticlesPlus Problem Report</a> **An update was made to this Question based on an update made to dynamically-linked Question #92169 in Workspace Ask A Librarian** Hi! The [more...]	Open
<input type="checkbox"/>	2793	1	<a href="#">ArticlesPlus Problem Report</a> Entered on 04/27/2014 at 19:30:11 EDT (GMT-0400) by Lydia Anne Howes: Dear Charles Boyer, Your recent ArticlesPlus problem report [more...]	Open





**Title\*** JSTOR - off campus access

**Priority\*** 1

**Status\*** Closed

**Submitter** jpasand@umich.edu

**User ID** [redacted]

**Full Name** [redacted]

**Email Address** [redacted]

Contact Information

Select Contact History Clear

**User ID** [redacted]

**Full Name** [redacted]

**Email Address** [redacted]

**Telephone Number** [redacted]

**Organizational Unit** University Library - Faculty

**All for Project** 10

Ticket Information\*

Publishing of outages happens automatically every 10 minutes. Check the box below to include this outage into the Kiosk.

**Publish to Kiosk**

**Outcome\*** Resolved

**Problem\_Type** Other

**Who Resolved Problem** No Choice

**Journal/Book Title** [redacted]

**Database title** JSTOR

**Vendor** JSTOR

**Vendor, Other** [redacted]

**Public Note** Off campus access to JSTOR is currently unavailable.

FootPrints - Mozilla Firefox

https://helpdesk.lib.umich.edu/MRcgi/MRquickHelp.pl

**View Description for Ticket 2732**

**Entered on 04/17/2014 at 14:05:45 EDT (GMT-0400) by Heather Hampton:**  
Hi [redacted]

Access should be restored for off campus users and the IP ban should have been temporary, lasting around 5 minutes. Here is the response that I received from JSTOR.

"

Dear Heather,

Thank you for your message. I'm sorry that you encountered this issue and want to thank you for contacting us. The JSTOR platform is set up to automatically deny an IP address when it sees unusual activity from that address, which generally indicates the systematic downloading of content. This denial is temporary, typically lasting around 5 minutes, but necessary to protect the content of the JSTOR archive. Unfortunately, users conducting legitimate research can sometimes be affected by this suspension. That said, should we begin to see patterns of systematic downloading from an IP, we may be required to suspend access for a longer duration until the activity can be resolved.

[Close window](#)



# Library Outages


Library Outages keeps you informed of unexpected problems and planned maintenance affecting library services (i.e., Mirlyn, Search Tools, etc.), online journals, and online databases. If you are experiencing a problem not reported here, or to seek alternate sources of information to a currently-unavailable resource, please contact [Ask a Librarian](#).

There are 80 current outages













- Open: The service is currently unavailable
- Scheduled: The service will be unavailable starting at the time listed in the left column

 Degradation

 Scheduled

 Unscheduled

## Journals and Other Resources


<u>Outage Date</u>	<u>Outage Title</u> ▲	<u>Outage Status</u>
Thu, 6 Mar 9:23 am	 Alexander Street <a href="#">more...</a>	Open
Fri, 4 Apr 4:18 pm	 American Concrete Institute <a href="#">more...</a>	Open
Mon, 25 Nov 12:52 am	 American String Teacher <a href="#">more...</a>	Open
Thu, 27 Feb 12:33 pm	 Anatomy.Tv <a href="#">more...</a>	Open
Fri, 7 Mar 10:19 am	 Annals of clinical psychiatry : official journal of the American Academy of Clinical Psychiatrists (American Academy of Clinical Psychiatrists) <a href="#">more...</a>	Open
Tue, 1 Oct 8:25 am	 APA Handbooks of Psychology <a href="#">more...</a>	Open
Thu, 20 Feb 7:34 am	 Arborist News <a href="#">more...</a>	Open
Mon, 23 Sep 10:28 am	 ArtStor <a href="#">more...</a>	Open
Wed, 26 Mar 11:36 am	 BioMed Central <a href="#">more...</a>	Open
Tue, 14 Jan 9:44 am	 Blood <a href="#">more...</a>	Open
Tue, 4 Feb 10:26 am	 Cancer Nursing <a href="#">more...</a>	Open
Wed, 19 Mar 11:14 am	 CareerSearch <a href="#">more...</a>	Open








Thu, 27 Feb 12:33 pm

 Anatomy.Tv [more...](#)

Open

Fri, 7 Mar 10:19 am

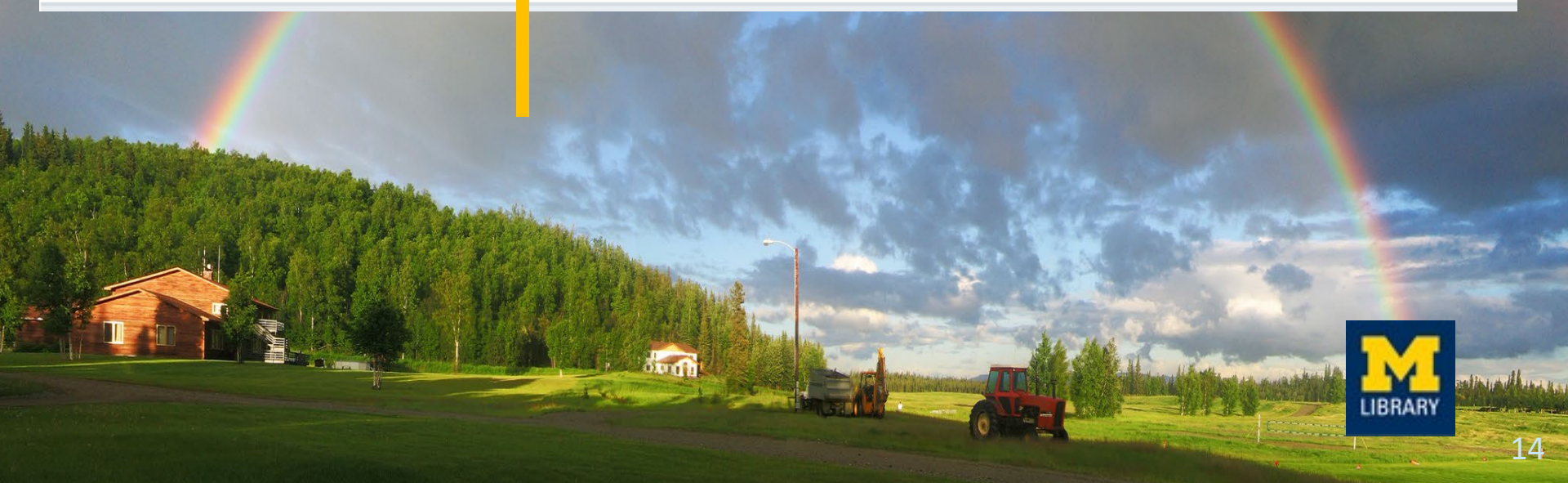
 Annals of clinical psychiatry : official journal of the American Academy of Clinical Psychiatrists (American Academy of Clinical Psychiatrists) [more...](#)

Open

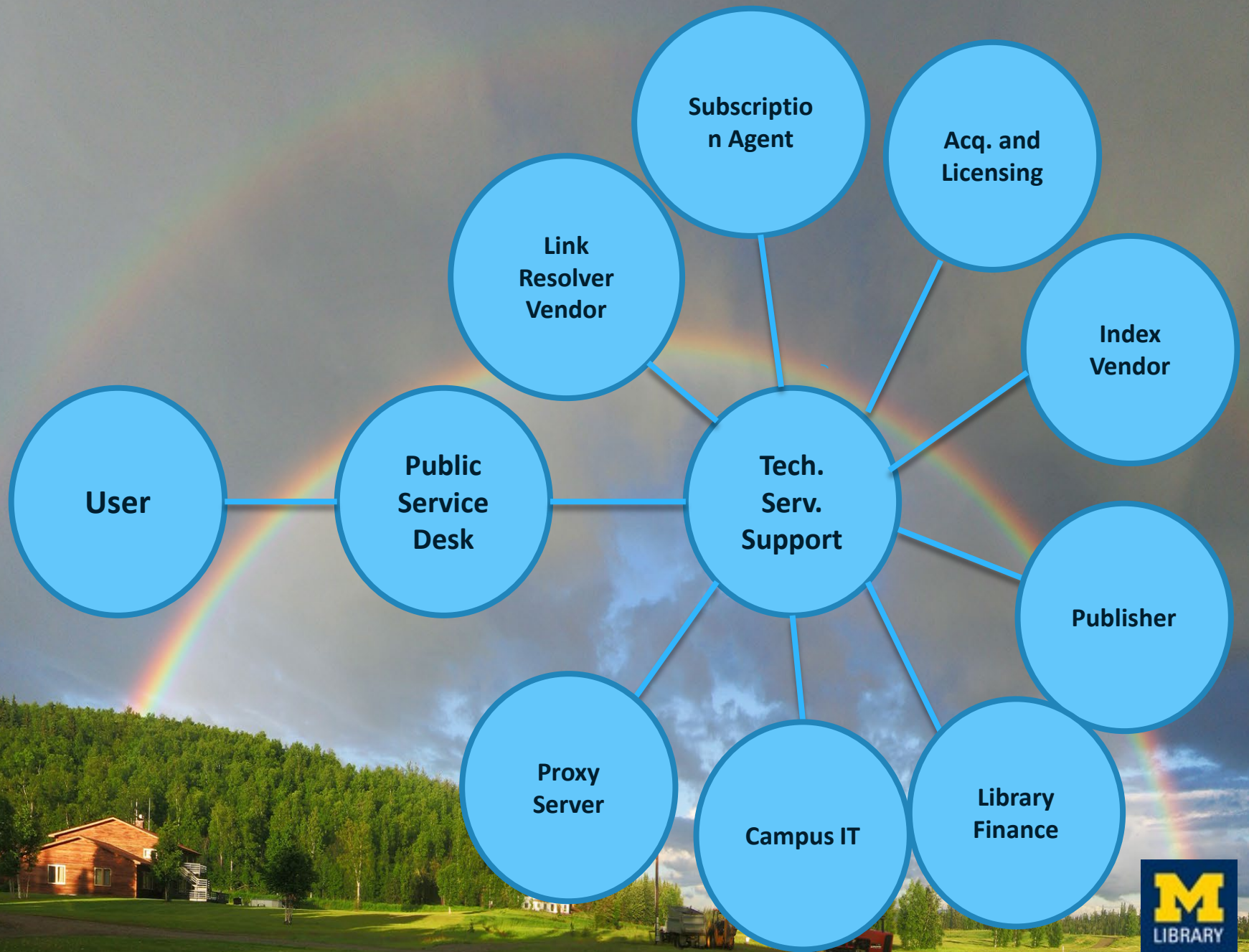
Access to the Annals of Clinical Psychiatry through the American Academy of Clinical Psychiatrists is currently unavailable from November 2013-present. <http://mirlyn.lib.umich.edu/Record/002187303>

[information for library staff](#)

[less...](#)







# Common Skills



- Interpersonal communication skills/ability to explain technical issues in non-technical manner
- Analytical problem solving skills
- Facility with a variety of web browsers
- Familiarity with campus IT environment as well as authorization procedures

# Skills for Reference Services

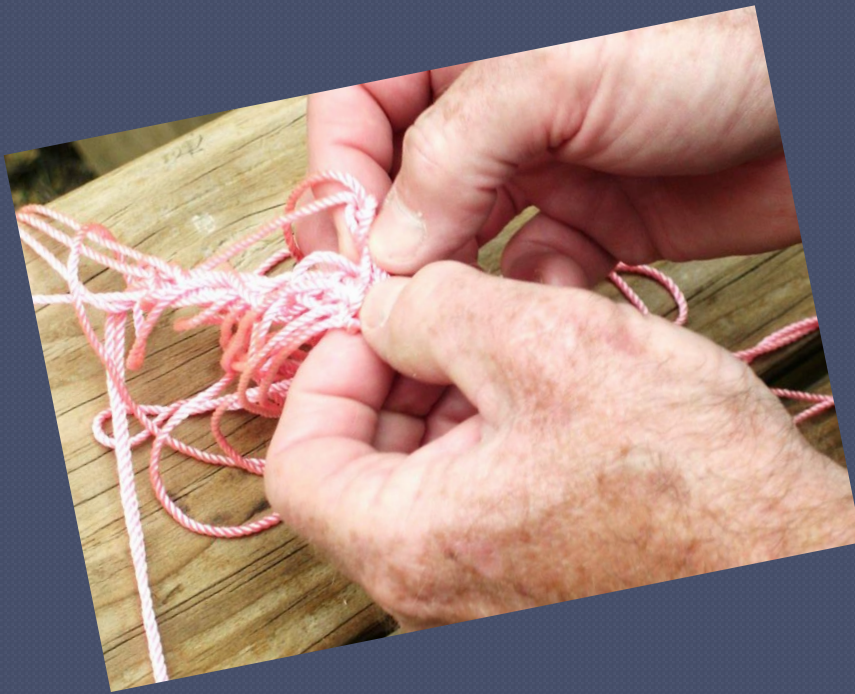
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- Able to identify user's problem as access-related
- Able to listen, then diffuse frustrations
- Able to suggest alternatives to meet user's information need
- Able to provide instruction on simple troubleshooting steps to aid user in the future



# Skills for Technical Services



- Understands vendor and open URL construction
- Familiar with proxy server operations
- Knows vendor contacts and procedure
- Knows licensing restrictions as well as vendor package contents (which change constantly)
- Demonstrates good writing/documentation skills
- Persistence and assertiveness

# Today's Take-Aways



- Different skills of staff bring better results for our users
- Good record keeping is critical if responsibility is divided
- Regular communication and the tools to encourage it are vital to success

# Questions?

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## ● Contact:

- Judith Ahronheim  
[jaheim@umich.edu](mailto:jaheim@umich.edu)
- Karen Reiman-Sendi  
[karsendi@umich.edu](mailto:karsendi@umich.edu)





# More Information:

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- Useful Links:

- BMC Software FootPrints:

- <http://www.bmc.com/it-solutions/footprints-service-core.html>

- Library Outages:

- <http://www.lib.umich.edu/outages>

- Presentation available at SlideShare:

- <http://www.slideshare.net/judithahronheim/may27version>



# Photos Courtesy of:

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- jinx! <https://flic.kr/p/9w1Zre>
- Jeremy Austin <https://flic.kr/p/54UE7A>
- W\_Minshull <https://flic.kr/p/dza1Nr>
- Juliana Coutinho <https://flic.kr/p/7m9M3c>
- <http://weheartit.com/entry/group/7097442>
- woodleywonderworks <https://flic.kr/p/84QSeo>
- Tomwieden <http://pixabay.com/en/shadow-abstract-man-woman-pair-101279/>
- Christine Buckton Tillman <https://flic.kr/p/ir2fA>
- Mark Stevens <https://flic.kr/p/cF45mh>
- Mlibrary photo sets