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

Judith Ahronheim
and Karen Reiman-Sendi

University of Michigan Library
OVGTS2014
Where We’re Going Today

- Local e-resource environment
- Troubleshooting processes
- Recommended troubleshooting skills
- Q&A
<table>
<thead>
<tr>
<th>PER YEAR</th>
<th>PER MONTH</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>134,259</strong> current unique e-serials</td>
<td><strong>190</strong> avg monthly problems reported via SUMMON to reference staff</td>
</tr>
<tr>
<td><strong>211,779</strong> e-serials including closed entries and duplicate holdings</td>
<td><strong>104</strong> avg monthly problems reported to Technical Services</td>
</tr>
<tr>
<td><strong>3,274,883</strong> e-book sections downloaded</td>
<td></td>
</tr>
</tbody>
</table>
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

- Staff access FootPrints workspace where we can receive, initiate, route, track and manage “tickets” or problem reports.
Mad cows
by Werner, GH
Format: Journal Article
Genre: Letter
more...

Mad Cows
by STAN JAMES
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...
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 uniqname 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 uniqname 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
rft.atitle=Mad%20Cows&rft.jtitle=The%20Advertiser&rft.au=STAN%20JAMES&rft.date=2007-06-25&rft.pub=News%2
Title: JSTOR - off campus access

Priority: 1
User ID: 
Full Name: 
Submitter: 
Email Address: 

Contact Information
User ID: 
Full Name: 
Organizational Unit: University Library - Faculty
Email Address: 
Telephone Number: 
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: No Choice

Journal/Book Title: 
Database title: JSTOR
Vendor: JSTOR
Vendor, Other:

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

View Description for Ticket 2732

Entered on 04/17/2014 at 14:05:46 EDT (GMT-0400) by Heather.Johnson

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

## Journals and Other Resources

<table>
<thead>
<tr>
<th>Outage Date</th>
<th>Outage Title</th>
<th>Outage Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thu, 6 Mar 9:23 am</td>
<td>Alexander Street</td>
<td>Open</td>
</tr>
<tr>
<td>Fri, 4 Apr 4:18 pm</td>
<td>American Concrete Institute</td>
<td>Open</td>
</tr>
<tr>
<td>Mon, 25 Nov 12:52 am</td>
<td>American String Teacher</td>
<td>Open</td>
</tr>
<tr>
<td>Thu, 27 Feb 12:33 pm</td>
<td>Anatomy.Tv</td>
<td>Open</td>
</tr>
<tr>
<td>Tue, 1 Oct 8:25 am</td>
<td>APA Handbooks of Psychology</td>
<td>Open</td>
</tr>
<tr>
<td>Thu, 20 Feb 7:34 am</td>
<td>Arborist News</td>
<td>Open</td>
</tr>
<tr>
<td>Mon, 23 Sep 10:28 am</td>
<td>ArtStor</td>
<td>Open</td>
</tr>
<tr>
<td>Wed, 26 Mar 11:36 am</td>
<td>BioMed Central</td>
<td>Open</td>
</tr>
<tr>
<td>Tue, 14 Jan 9:44 am</td>
<td>Blood</td>
<td>Open</td>
</tr>
<tr>
<td>Tue, 4 Feb 10:26 am</td>
<td>Cancer Nursing</td>
<td>Open</td>
</tr>
<tr>
<td>Wed, 19 Mar 11:14 am</td>
<td>CareerSearch</td>
<td>Open</td>
</tr>
</tbody>
</table>
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...


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

- 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?

Contact:

• Judith Ahronheim
  jaheim@umich.edu
• Karen Reiman-Sendi
  karsendi@umich.edu
More Information:

- Useful Links:
  - Library Outages: [http://www.lib.umich.edu/outages](http://www.lib.umich.edu/outages)
- Presentation available at SlideShare: [http://www.slideshare.net/judithahronheim/may27version](http://www.slideshare.net/judithahronheim/may27version)
Photos Courtesy of:

- jinx! [https://flic.kr/p/9w1Zre](https://flic.kr/p/9w1Zre)
- Jeremy Austin [https://flic.kr/p/54UE7A](https://flic.kr/p/54UE7A)
- W_Minshull [https://flic.kr/p/dza1Nr](https://flic.kr/p/dza1Nr)
- Juliana Coutinho [https://flic.kr/p/7m9M3c](https://flic.kr/p/7m9M3c)
- [http://weheartit.com/entry/group/7097442](http://weheartit.com/entry/group/7097442)
- woodleywonderworks [https://flic.kr/p/84QSeo](https://flic.kr/p/84QSeo)
- Christine Buckton Tillman [https://flic.kr/p/ir2fA](https://flic.kr/p/ir2fA)
- Mark Stevens [https://flic.kr/p/cF45mh](https://flic.kr/p/cF45mh)
- Mlibrary photo sets