Electronic Resource Troubleshooting via Virtual Reference (VR)

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Outline

-The Old and the New
-The Basics
-Live Virtual Reference (VR)
-Virtual Reference Email
-Examples
-Scenarios
-Decision Trees
The Old Help Link

17,814 Results

London : Published by the Society at Oxford University Press c1987-

Get It@UML Availability Details
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Full text available at: CRKN Cambridge University Press Journals Show license

Additional services
Get it@UML Not Working? Contact Us.
Conditions of Access
The New Help Link
3 Basic Questions

- Is it a technical problem?
- Does the patron have a library account?
- Does their user group entitle them to access electronic resources?
Online VR-Step 1

Q1. Is it a technical problem? How do you know?

- Can you re-create the problem? If so, can you help them anyway?
  TIP: Try another browser

- Are they encountering an error message? What type of message?

- Are they being asked to pay for a resource? Is this legit?
If Yes...

Ask the patron to click the Technical Services link shown here

If no, continue to Step 2
“Contact Us” Form

Get It@UML - Contact Us

- Use this form to request help or send questions about Get It@UML to UML Electronic Resources staff.
- Your citation information is automatically attached to this form so there is no need to include it in the comments below.
- Fields marked with a red asterisk (*) are required.

Name: *

Email: *

Comments: *

Send
*Reporting Problems: What we see*

User data:

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name: Elizabeth Stregger
e-mail: elizabeth.stregger@umanitoba.ca
comments: Hi. I'm just wondering if we still have access to this article? When I click on the Proquest link there doesn't appear to be a full text copy available. And through Oxford Journals I'm prompted for a user name and password.

Meta data:

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sid: EBSCO:Philosopher's Index
volume: 36
year: 1996
pages: 239-
issn: 0007-0904
issue: 3
genre: article
articlet: In Defence of Critical Pluralism
journal:
author: Kieran, Matthew
bookt:
isbn:
Online VR-Step 2

Q2. Does the patron have a library account?

- Ask the user, or check Alma, if possible
  - https://iridium.umanitoba.ca

- If yes, continue to Step 3
Q3. Does their user group entitle them to access electronic resources?

http://www.umanitoba.ca/libraries/services/borrow_privilege.html

- If no, direct users to the following link and ask them to talk to a staff member at their “home” library

- If yes, ask the patron to click the Technical Services link
Is it a technical problem?

No

Does the patron have a user account?

Yes

Does their user group entitles them to access electronic resources?

Yes

Ask patron to click on the Technical Services Link
Offline VR-Step 1

Determine the nature of the problem. Is it:

- A technical problem? How do you know?
  - Can you re-create the problem?
  - Are they encountering an error message?
  - Are they being asked to pay for a resource?

If yes…

- forward the email to e_resources@umanitoba.ca with additional details, if possible, OR
- use Technical Services link

If no, continue to Step 2
Offline VR-Step 2

Q2. Does the patron have a library account?

✔ Check Alma


✔ https://iridium.umanitoba.ca

✔ If yes, continue to Step 3
Offline VR-Step 3

Does their user group entitle them to access electronic resources?

If no, send user the following link and ask them to talk to a staff member at their “home” library about library services

http://www.umanitoba.ca/libraries/services/borrow_privilege.html

If yes, forward email to e_resources@umanitoba.ca
Forwarding the Email to Technical Services

- Thorough and accurate description of the problem
- Get the person to give you a description of the problem in more detail
  - Patron’s name and contact information
  - What they were trying to access and what was their starting point
  - Where were they when they encountered the problem
  - What exactly were they trying to do when the error occurred
- Screenshots are helpful
Summary

Is it a technical problem?
No

Does the patron have a user account?
Yes

Does their user group entitles them to access electronic resources?
Yes

Forward email to e_resources@umanitoba.ca OR submit using Technical Services Link
Many patrons do not understand what to do when “The full text is unavailable.”
Help the patron request the item through document delivery or locate it in our print collection.

Tip: Make sure they sign in using the link next to My Account if they are not already signed in.
Some of our resources require a username and password. Patrons sometimes skip these instructions:
Problem: Additional Login Instructions

- Some resources require the creation of an individual account.
- Examples
  - ebrary books
  - some free ejournals
  - CME content for some medical journals
Solution: Additional Login Instructions

- Test access using login instructions
- Check website to see if a free account is required
- Guide the patron through the login or account creation process.

Tip: For ebooks, consult libguide by Marie Speare:

Problem: Locating Content

- Links to content connect at different levels:
  - Article level
  - Issue level
  - Journal level
  - Publisher website

When links do not go directly to the article, some patrons cannot locate the content.
Solution: Locating Content

- Help the patron search or browse the content
- If the website is difficult to navigate, send a direct URL or permalink

Tip: Brief items such as book reviews or conference abstracts may be part of a larger file.
Technical Problems

- Technical problems are usually easy to identify
  - Error messages
  - Content problems
  - Loss of access
- If you cannot replicate the problem, there are a few things you can suggest:
  - Trying another browser
  - Clearing browser cache and cookies
Most common error message is a proxy error:

Always include the text of the error message
A screenshot with the URL is even better!
Refer: Missing Content or Citation Problems

- Usually results in a “not found” message at the publisher website
- If it is a citation problem, you may be able to locate the content for the patron
Refer: Loss of Access

The date range in the Get It @ UML menu indicates we should have access, but you are denied access at the site.

Either

- We need to contact the publisher to restore our access

Or

- We need to correct the date range!
Scenario 1 (Live VR):
Report

“Have been unable to access any articles with Get it UML for some time. Can you help me sort out why this is please”
Scenario 1 (Live VR): Menu
Scenario 1 (Live VR): Following the link...
Live VR Decision Tree

- Is it a technical problem?
  - Yes: Ask patron to click on Technical Services link
  - No:
    - Does the patron have a user account?
      - Yes: Ask patron to click on the Technical Services Link
      - No: Direct user to the Libraries Borrower Privilege page
    - No: Provide user with instructions on how to claim their ID

- Does their user group entitles them to access electronic resources?
  - Yes
  - No
Scenario 2 (VR Email):
Report

“Getit@UML link for "miscellaneous journals" can't be identified. How can I best obtain this article online?”
Scenario 2 (VR Email): Menu

The journal of clinical psychiatry
The journal of clinical psychiatry, 2006, Vol. 67(8), p. 1299-
• Fulltext available

Get It@UML Details Availability / Request
Open source in a new window

Full text available at: Miscellaneous EJournals Show license

Additional services
Get it@UML Not Working? Contact Us.
Conditions of Access
Scenario 2 (VR Email): Following the link...
Scenario 2 (VR Email): Locate and Test Access

- Access to article: Yes
- Browsing: 5 clicks
- Searching by title: 2 clicks
- URL:
  http://www-psychiatrist-com.proxy2.lib.umanitoba.ca/jcp/article/Pages/2006/v67n08/v67n0819.aspx
**VR Email Decision Tree**

- **Is it a technical problem?**
  - Yes: Forward email to e_resources@umanitoba.ca
  - No: Next step

- **Does the patron have a user account?**
  - Yes: Next step
  - No: Provide user with instructions on how to claim their ID

- **Does their user group entitles them to access electronic resources?**
  - Yes: Forward email to e_resources@umanitoba.ca OR submit via Technical Services link
  - No: Direct user to the Libraries Borrower Privilege page
Thank you!