Electronic Resources Troubleshooting

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● What?
● Who?
● Where?
● Why?
● How?
What?

- What is the problem?
  - What is the resource?
  - What is the error?
- Reference interview
- Good trouble tickets have:
  - Steps to replicate
  - URLs
  - Error messages
  - Screenshots
What?

- **Good trouble tickets have:**
  - *Steps to replicate*
  - *URLs*
  - *Error messages*
  - *Screenshots*
Who?

- Who should have access?
- Should the institution have access?
  - Is it paid for?
  - Is it new?
  - Is it expired?
- Check the catalog
- Which vendor or package is it affiliated with?
  - Do you hit a paywall?
    - Contact sales (or LOUIS)
  - Do you get an error?
    - Contact vendor support (or LOUIS)
- Why does the user think the institution should have access?
Who?

- Should this user have access?
  - Are they affiliated?
  - What type of user (student, graduate, staff)
    - Graduated, dropped out
    - Separated, retired
    - Special (adjunct, public)
    - Banned or barred

- Can you access the resource?
- Can others reach the resource?
Where?

- Where is the user?
- On campus vs off campus
- If on-campus problems, then check IP addresses
- If off-campus problems, then check authentication
  - Usually EZproxy
  - If the error page has a URL that begins with your EZproxy prefix then it’s an EZproxy problem
  - Check EZproxy database stanzas
  - Subscribe to EZproxy listserv and search the archive
  - No need to proxy open access resources
    - Find the resource in EBSCO HLM and remove the proxy for the package
Where?

- Where is the link? Which platform? Where is it being linked from?
  - The catalog
    - Maybe the link is wrong
      - Check for typo
      - Check for https vs http
      - Look at similar records
    - Go to the vendor site or platform and look for the resource
      - If you can reach it, see if you can construct a link to it
  - EBSCO Discovery Service
    - CustomLink
      - Some local control over construction of link
    - Link Resolver (Full Text Finder)
    - SmartLink
      - EBSCO managed. Open a TASK ticket.
Why?

- Why is there a problem?
  - Where did the system break down?
- Are there more out there like this?
  - Multiple catalog records to correct
  - Multiple links to correct
  - Other titles in package
  - Other packages from vendor
  - Other records in platform
Why?

● Why me?
Why?

Why me?

- Don’t be afraid to ask for help.
- Contact vendors.
- Contact other libraries.
- Contact LOUIS
How?

- How do I fix it?
  - Set up an environment where you can test and revert your changes
    - Verify and replicate the problem
    - Make changes
    - Verify solution
https://openathens.org/resources/reports/access-to-online-resources-a-guide-for-the-modern-librarian/
60 second diagnostics

START

Click the link

Authentication successful?

NO - nice error

NO - system error

Authentication error. Check user account is valid and has correct permissions.

Contact the vendor of the system if external (e.g. OpenAthens, Ping, OneLogin) and your IT team if internal (e.g. ADPS, Shibboleth)

Error displayed?

YES

Error displayed on the website?

YES

Contact the publisher.

NO

Prompted for credentials?

YES

Access not granted but no error displayed?

NO

IP authentication not configured. Contact the publisher.

YES

Can you access this title in any other way?

YES

The link is incorrect or out-of-date. Amend the link or contact the owner of the site.

NO

Check your subscription. Contact the publisher.

NO