Troubleshooting E-Resource Access

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ohioNET
CONNECTING LIBRARIES for STRONGER COMMUNITIES

About the Presenters

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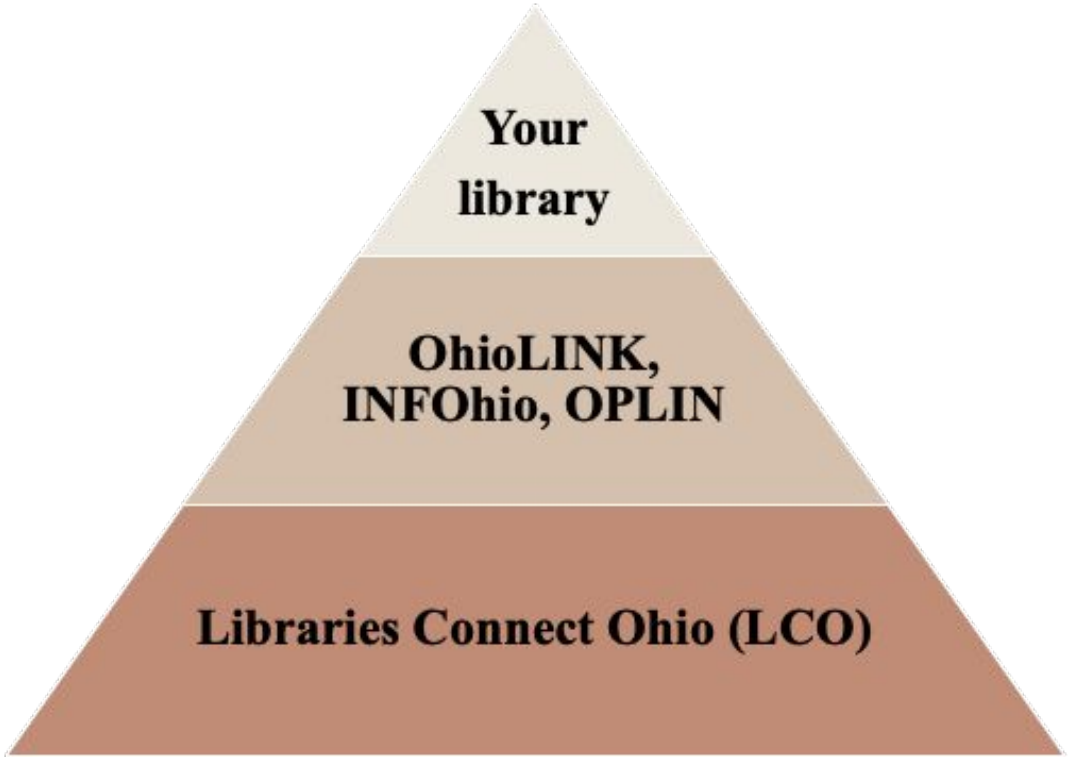
Objectives

- Gain an overview of the variety of content available statewide.
- Learn what details to gather in order to resolve an access problem.
- Review the basics of troubleshooting e-resources.
- Explore specific troubleshooting scenarios.
- Discuss how to communicate access problems to vendors, supervisors, colleagues, and patrons.

Statewide Content Overview



Currently Offered Statewide Content

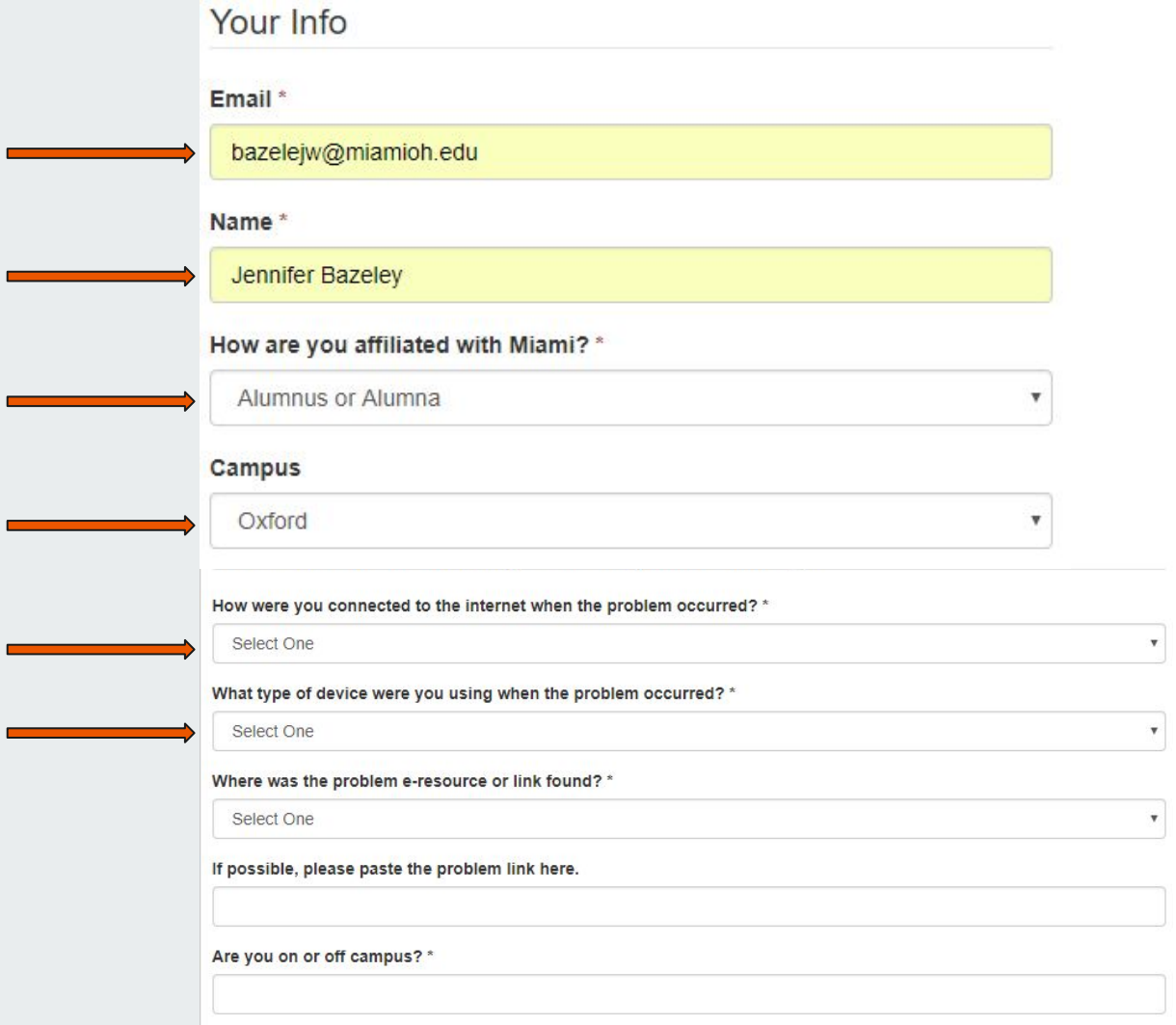
- Ancestry.com, HeritageQuest (OPLIN, public libraries only)
- BookFlix (INFOhio)
- ProQuest Dissertations & Theses (OhioLINK)
- Literary Reference Center, Chilton Library, Very Short Introductions (LCO)

Gathering Information to Solve Problems

- Content: know (or look up) your access rights
- Authentication: know your authorized users, authentication methods, and technologies
- Systems: know which systems your library uses

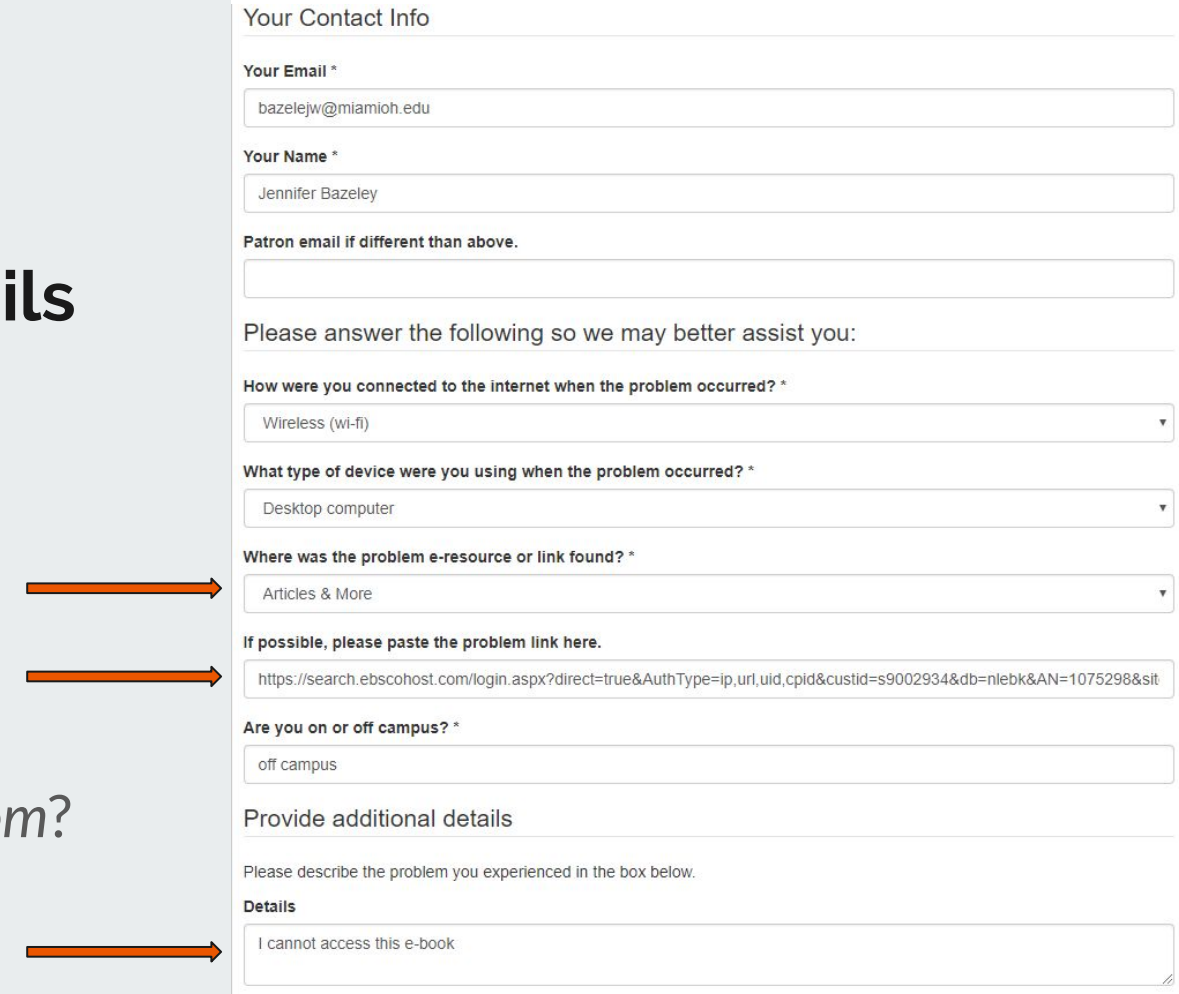
User Details

Authorized user?
On or off site?
How connected?

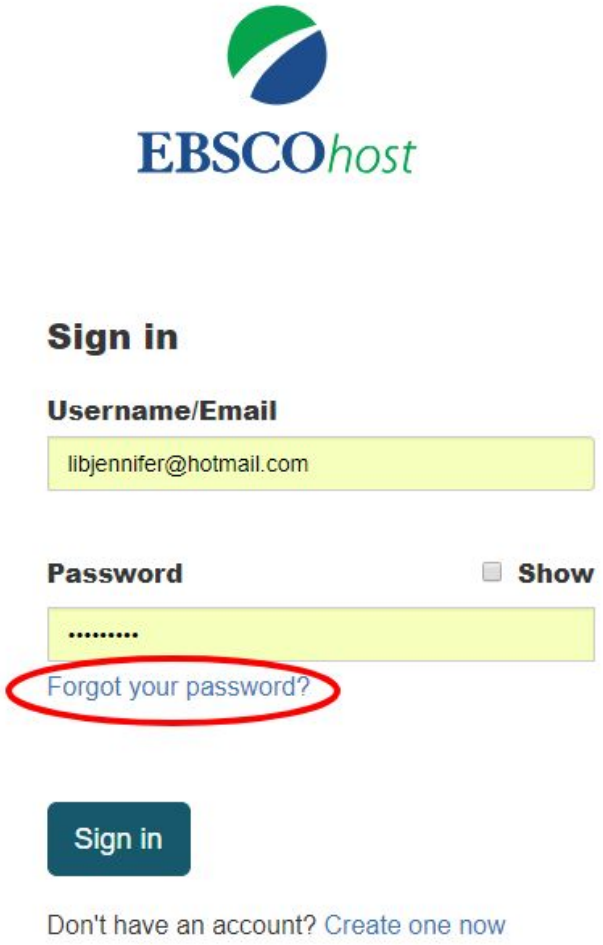


E-Resource Details

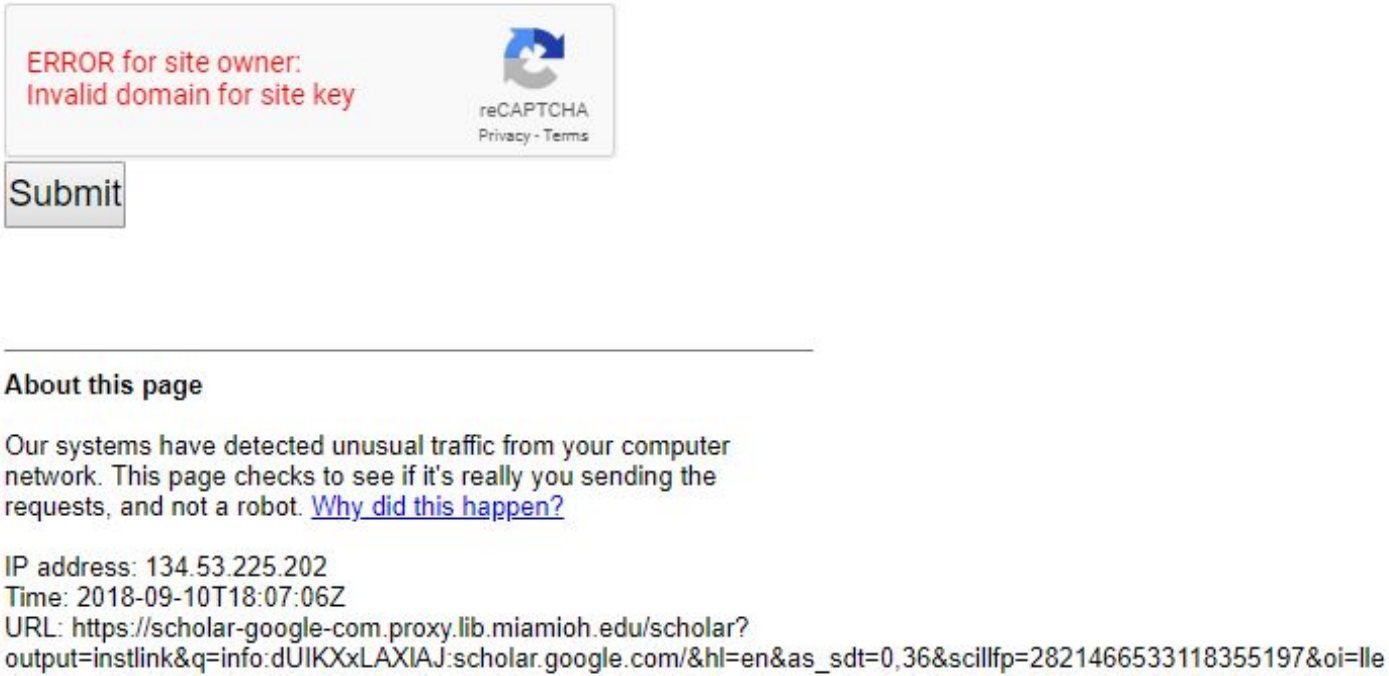
Name of resource
Problem link
Where did you link *from*?
Error specifics



User Error


EBSCOhost
Sign in
Username/Email
libjennifer@hotmail.com
Password
Show
Forgot your password?
Sign in
Don't have an account? Create one now

Resource-Wide Error



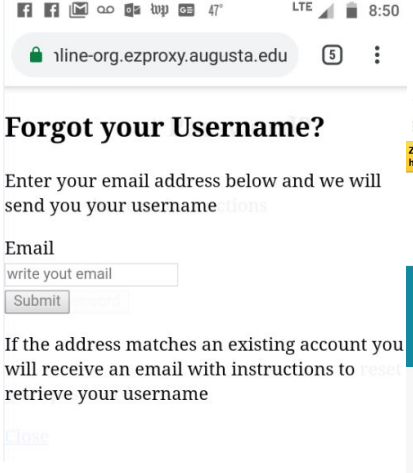
Troubleshooting Basics

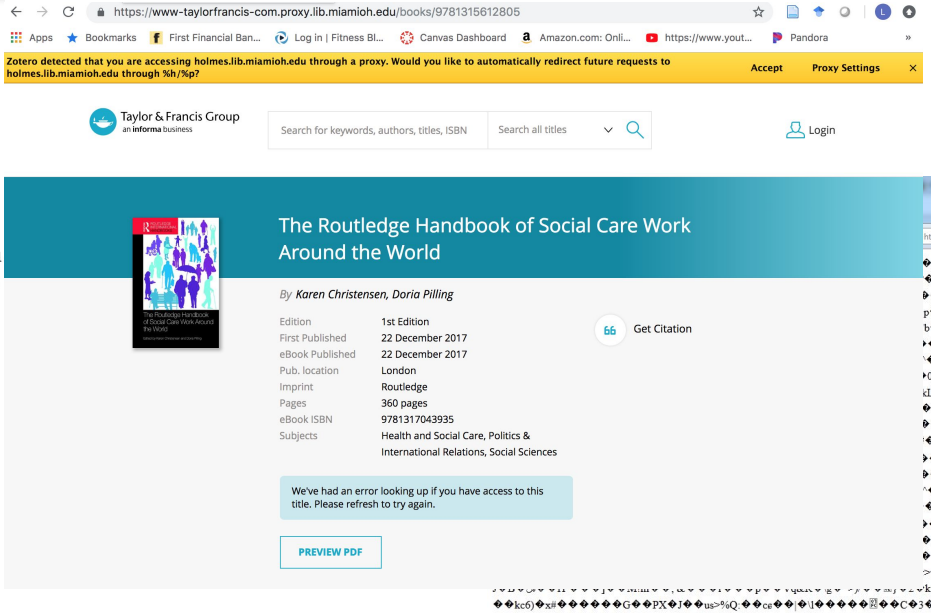
- Start by assuming user error and work your way out
- Then, blame the computer
- Do some homework
- If you need to ask, know who to ask
- Provide relevant information with request
- Follow up as needed

Common Troubleshooting Scenarios

- Off-site authentication/access problems
- Failed links/failed openURL resolution
- Inaccurate catalog/knowledgebase data
- Subscription/payment problem & revoked access
- Vendor blocks
- Vendor system problem
- Broader network problem

Troubleshooting Scenarios - Off-Site Access





Troubleshooting Scenarios - Off-Site Authentication

Temporary Account Suspension (15 minutes)

Your computer has sent too many off-campus requests to the server and your access to library resources has been temporarily suspended.

I need to access these resources. What can I do?

You may still access resources from any on-campus location or wait for the off-campus suspension to expire (15 minutes).

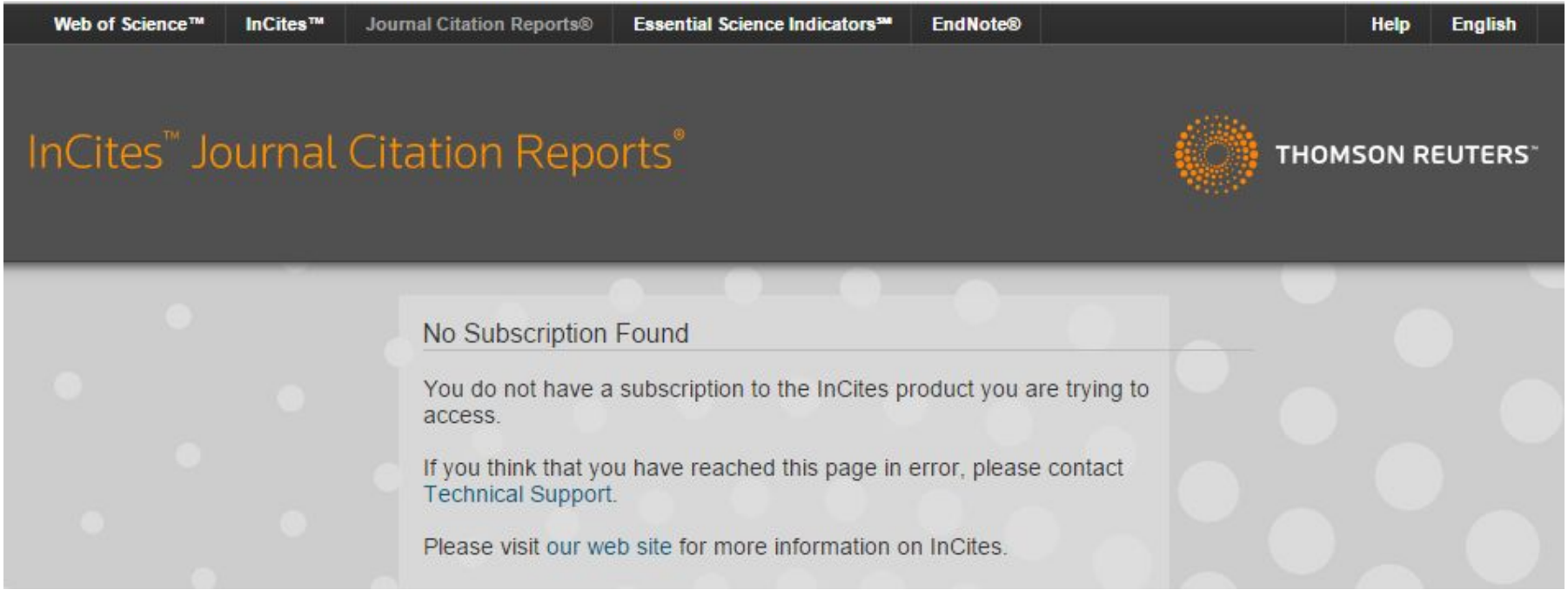
If you are still unable to access the resource after 15 minutes, please complete the Libraries' feedback form and someone from the Libraries will contact you.

We apologize for the inconvenience.

Return to the Miami University Libraries website.

Troubleshooting Scenarios - Inaccurate Knowledgebase Data

Troubleshooting Scenarios - Subscription Problem?



Troubleshooting Scenarios - Vendor Block

Dear Administrator,

An IP address [redacted] associated with your organization, MIAMI UNIV, has been temporarily blocked from accessing content on the [redacted] website due to an excessive download violation. The unauthorized activity that resulted in this IP block occurred Monday, May 7, 2018 1:19:06 AM UTC. Access from this IP address will be automatically restored within a few hours.

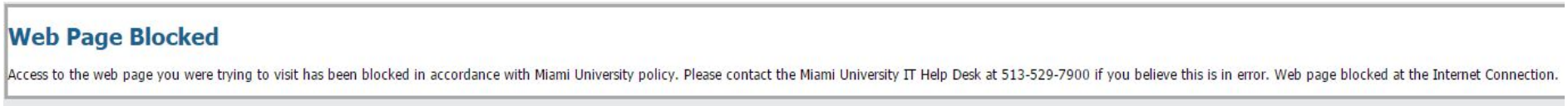
We ask that you please research this issue to identify the root cause of the excessive downloads. Should you find abusive or unauthorized usage, please notify us immediately.

If you wish to have this IP permanently blocked while you explore the matter, please email us directly at [redacted] If this IP is blocked again within a 24-hour period, it will be permanently blocked until the situation is satisfactorily resolved.

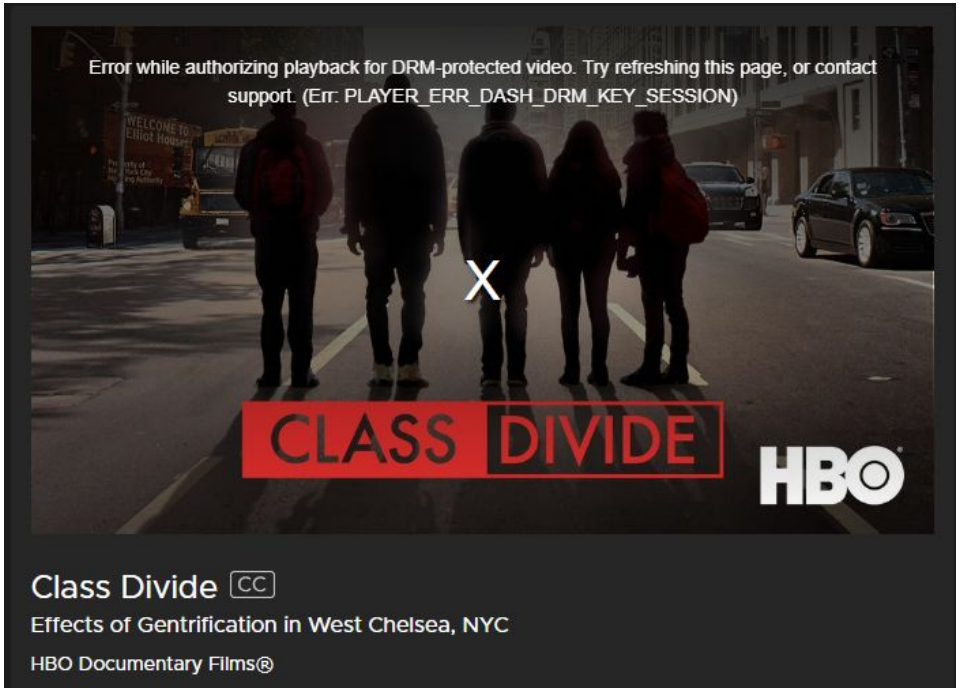
Please note that this cautionary measure may block access for some valid users from your institution if they use the same IP address, or the blocked IP is a proxy IP address.

Thank you for your patience and cooperation as we work through this issue.

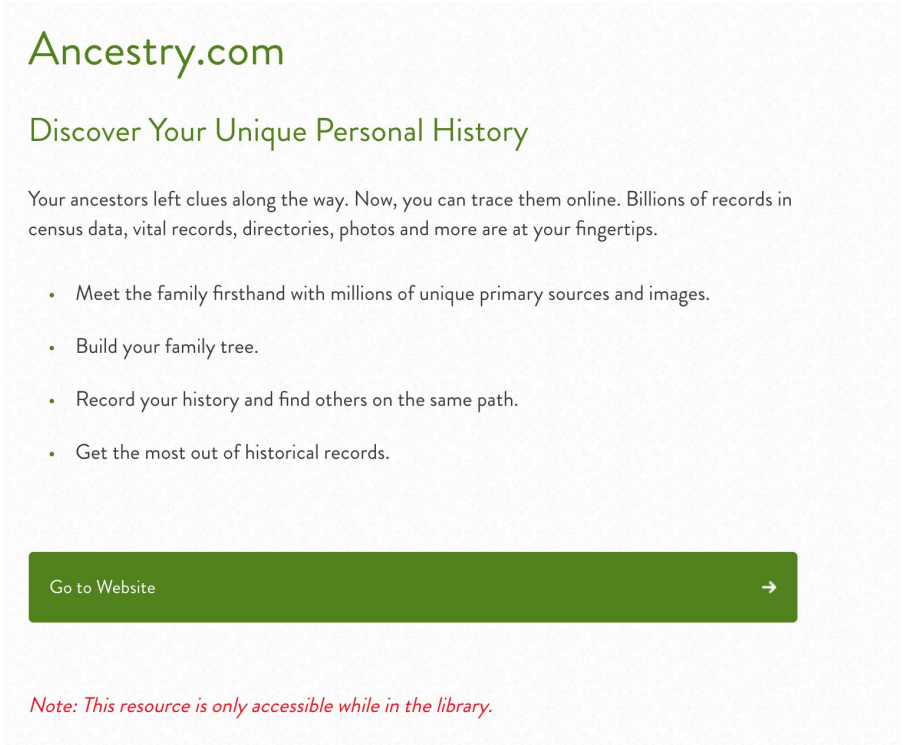
Troubleshooting Scenarios - Broader Network Problems



Troubleshooting Scenarios - Vendor / Network Problem



Troubleshooting Scenarios - On-Site Only



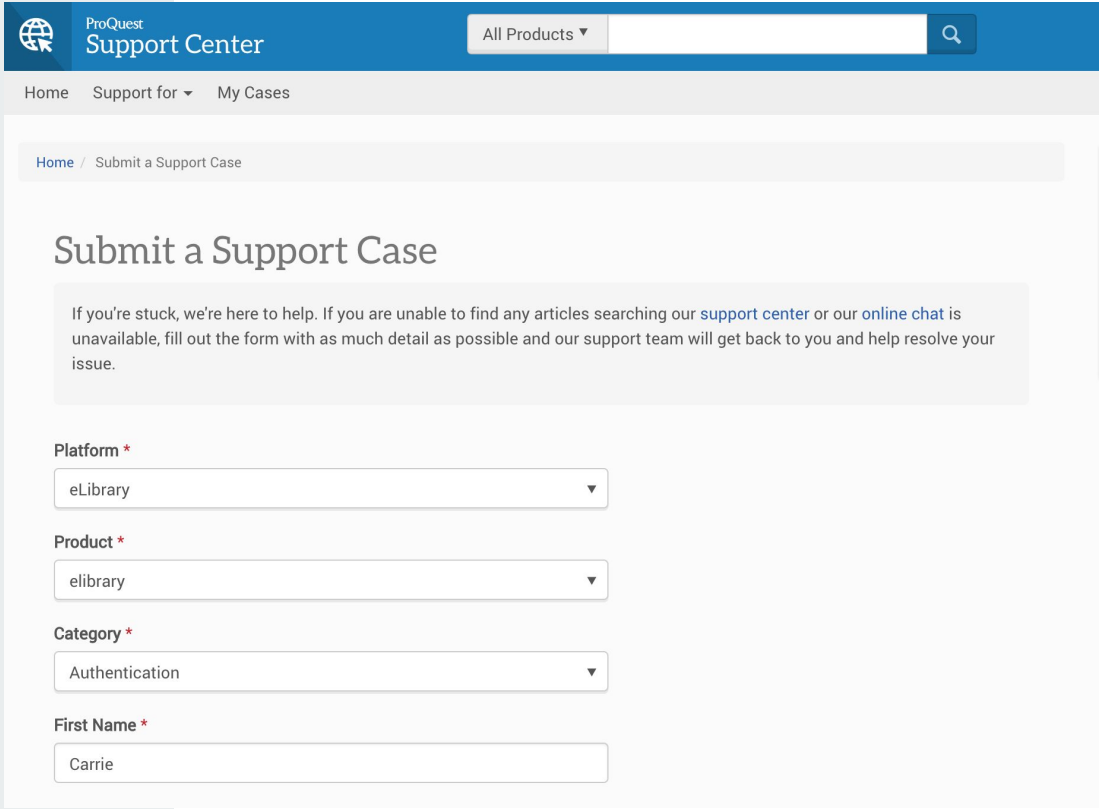
Communicating with Vendors

- Different vendors are responsive via different formats
- How urgent is your problem?
- **#1 most effective method of resolution is calling your specific rep**
- Be available or designate someone who can

Communicating with Vendors

- Know who your rep is, and start there
- Support e-mail addresses
  - support@ebsco.com
  - oxfordonline@oup.com
  - gale.customerservice@cengage.com or gale.technicalsupport@cengage.com
- Create a similar list of best contacts for all vendors
- Do the same for your account rep, along with other details
- Group e-mail address

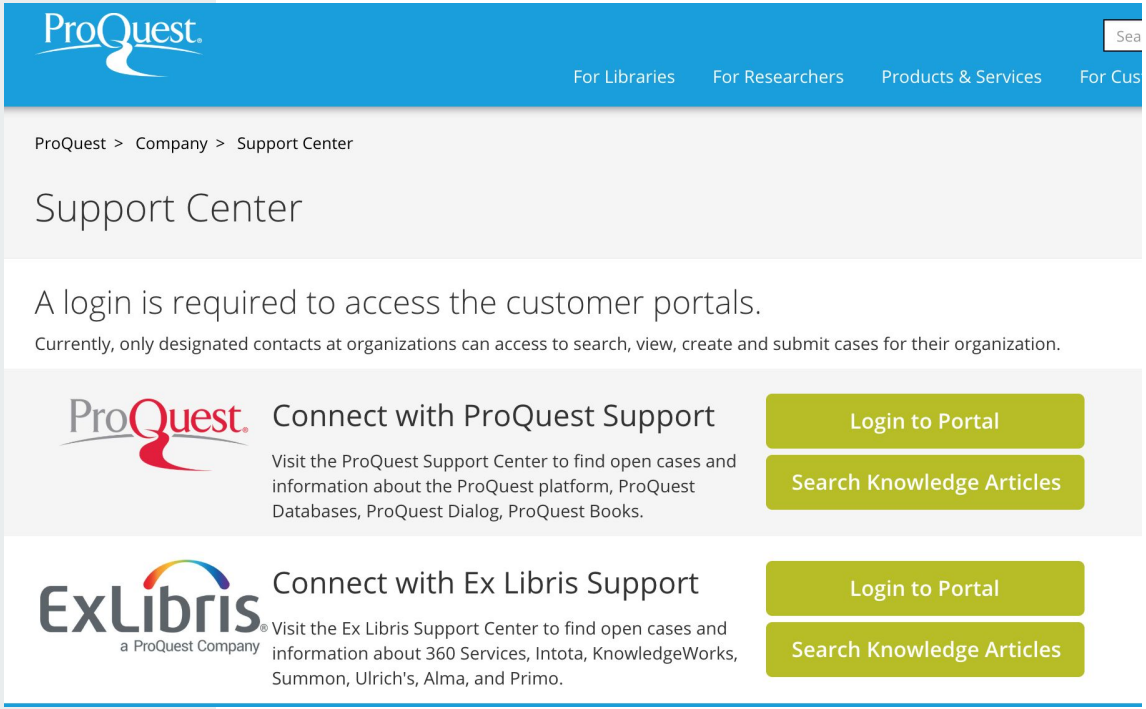
Communicating with Vendors



Proactively Communicating with Vendors

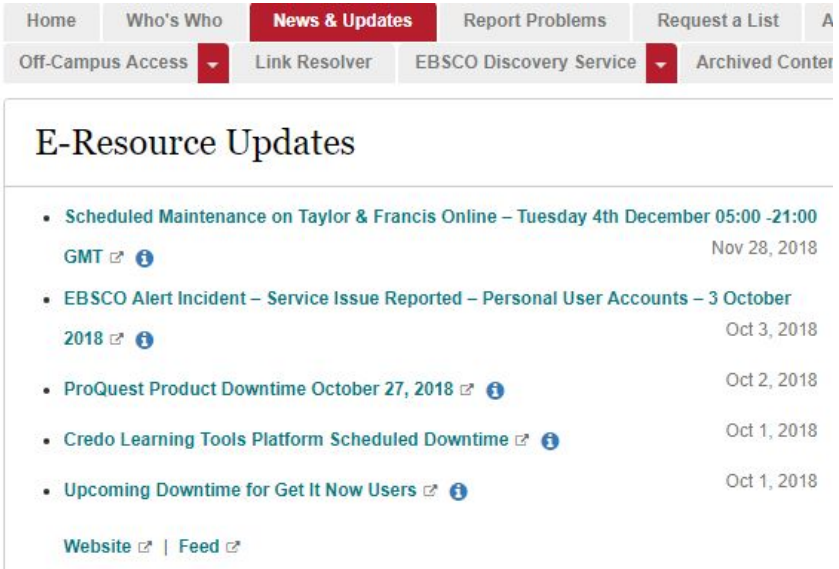
- IP Range Changes
- Branch additions / location changes
- Internal contact changes
- Up to date documentation with subscription information
- Practicing good professional etiquette when communicating

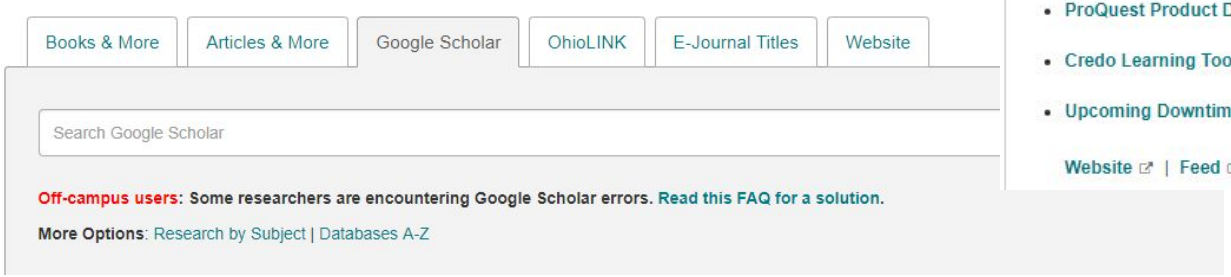
Proactively Communicating with Vendors



Communicating with Patrons & Colleagues

- Emails & listservs (internal)
- Organization website
- LibGuides / LibAnswers





Communicating with Patrons & Colleagues

- Vendor status sites online
  - https://status.ebsco.com/
  - https://oclc.service-now.com/status
  - https://support.gale.com/status/
  - https://status.proquest.com
- Consortia listservs - OPLIN, OhioLINK, etc.
- Professional library listservs - ERIL, EZProxy
- Twitter

Resources

- Carter, S., & Traill, S. (2017). Essential skills and knowledge for troubleshooting e-resources access issues in a web-scale discovery environment. *Journal of Electronic Resources Librarianship*, 29(1), 1–15. https://doi.org/10.1080/1941126X.2017.1270096
- Carter, S. J., & Traill, S. (2018). Troubleshooting Fundamentals: A Beginner's Guide. *Online Searcher*, 42(4), 10–13.
- Heaton, R. (2018). Tools for troubleshooting: Which ones and what for. *Journal of Electronic Resources Librarianship*, 30(1), 9–26. https://doi.org/10.1080/1941126X.2018.1443903
- Rodriguez, M., Tonyan, J., & Wilson, R. T. (2018). Tools and techniques for troubleshooting remote access. *Journal of Electronic Resources Librarianship*, 30(3), 171–178. https://doi.org/10.1080/1941126X.2018.1494095

Questions?

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