

E-Resource Problems @ Columbia University Libraries

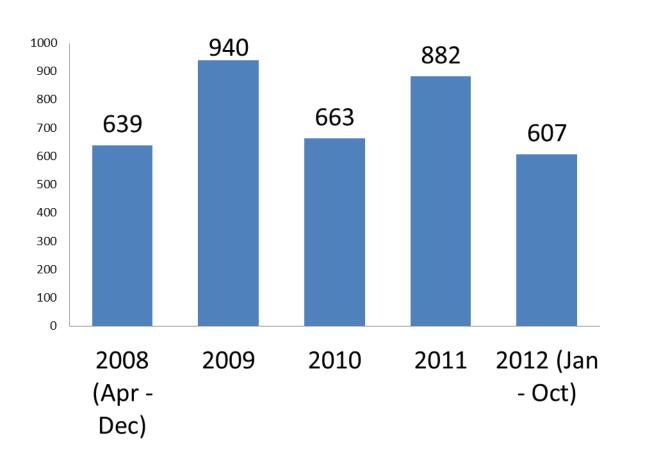
Continuing & Electronic Resources Management (CERM) department acquires and manages e-resources across 20+ Columbia University Libraries.

- Provide frontline support for all University e-resource problem reporting
- Manage e-resource lifecycles, including presence in ILS and various products & services, such as openURL, web scale discovery, federated searching, e-resource management system
- Negotiate license agreements for library e-resources

Problem reports are our top priority in CERM.

E-Resource Problem Report Traffic

- Columbia uses one e-resource problem reporting email alias.
- Multiple individuals manage problems, all viewable by department.
- Entire conversations surrounding problems are stored here.



Staffing the Service Point

- Primarily handled by 5 staff and 1 librarian.
- Each staff member monitors and responds to problems one day a week, following up on other days as needed.
- Librarian manages the process, is available for consultation & advising on problem escalations & referrals.

Contact Information

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Citations

Lang, Leah. "Measuring User Satisfaction: Why It's Important and How To Do It" EDUCAUSE. 2012.

Ranganathan, SR. The Five Laws of Library Science (Bombay: Asia Pub. House, 1963).

Patron Problems...or Opportunities for Improvement? It's all in how you look at it. Susan Marcin **Columbia University Libraries**

E	-Resource Problem Report Form	
Users log in t	o submit an E-resources Problem Report	
	Submit a Libraries E-Resource Problem Report	
	the FAQ and Exceptions pages before reporting a problem - they may answer your question!	
2. What UR 3. Where a © on ca	RL did you use when trying to connect? In re you connecting from? Impus	
© off ca 4. Please d	lescribe the problem:	
Please provi	de contact information below:	
Date/Time: UNI: Email: Name:	Tuesday, September 11, 2012 12:28:13 sem2166 smarcin@columbia.edu	
Dept. CU Status:	O Student O Faculty O Staff O Other (please specify)	
	rts are normally responded to within 2 business days.)	
Submit Ca	ancel & Log Out	
System, e		
	Rich Data Gathered By Form	
Quantitative & includes:	Qualitative data presented in problem reports	
Anadatal		
 Anecdotal Description 	otion of problem	
 System-Ge 	•	
	vser, referring URL, user permissions, Date/time of	
submis	SION	
jstor - test2	5933	
rmail	<pre>smarcin@columbia.edu E-RESOURCE_PROBLEM_REPORT 100.50</pre>	
IP_ADDRESS DNS_NAME BROWSER	128.59. cul.columbia.edu Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.9.2.18) Gecko/20110614	
RESOURCE URL_USED	Firefox/3.6.18 GTB7.1 jstor - test http://www.columbia.edu/cgi-bin/cul/resolve?AMG1286	
REFERRING_PAGE	https://library.columbia.edu/pamacea/login.html?target=/content/librarywebsecure/ requestit/problem/form.html&pamservice=krb&userfile= YES	
MULTIPLE_TRIES CONNECTION_LOCATION PROBLEM_TYPE	YES OnCampusMorningside Other	
PROBLEM_DESCRIPTION	**************************************	
POSTING_DATE UNI	**************************************	
EMAIL_ID USER_NAME DEPARTMENT	smarcin@columbia.edu Susan Marcin	
DEPARTMENT CU_STATUS OTHER_STATUS	CEDM	
officit_officio	CERM Staff	
RESPONSE_REQUESTED KERBEROS_GROUPS		
RESPONSE_REQUESTED	Staff NO	

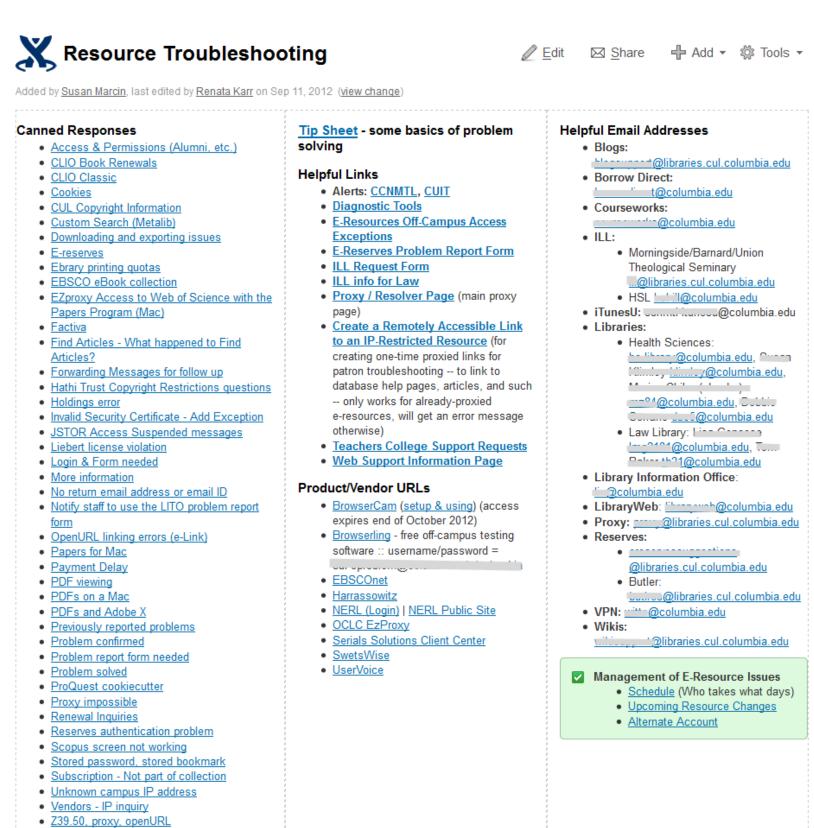
The Value in Problem Reports		
Detailing User Experience		Save
"Enter 'The User'– the ultimate judge of what constitutes quality and which features are necessary." (Lang, Leah)		Use
What are our users telling us? Problem reports offer a picture of real-time, real-life user experience.		• [
Guiding Strategic Planning		
How do our users interact with our resources? What's missing from our collections? What might be unclear to our users? How can we improve our services? Which services demand improvement?		
It's all there for analysis.		• F
<text></text>		
Harnessing & Using the Data (Even on a Shoestring)		
E-resource problem reports should be <i>centralized in one location</i> , accessible by multiple responders, as needed. Wherever problems are sent or stored, <i>searchability across fields</i> is a key requirement. This allows for analysis at it most basic level.		Libr • F • (• F
Centralization and searchability are key for identifying trends.		•
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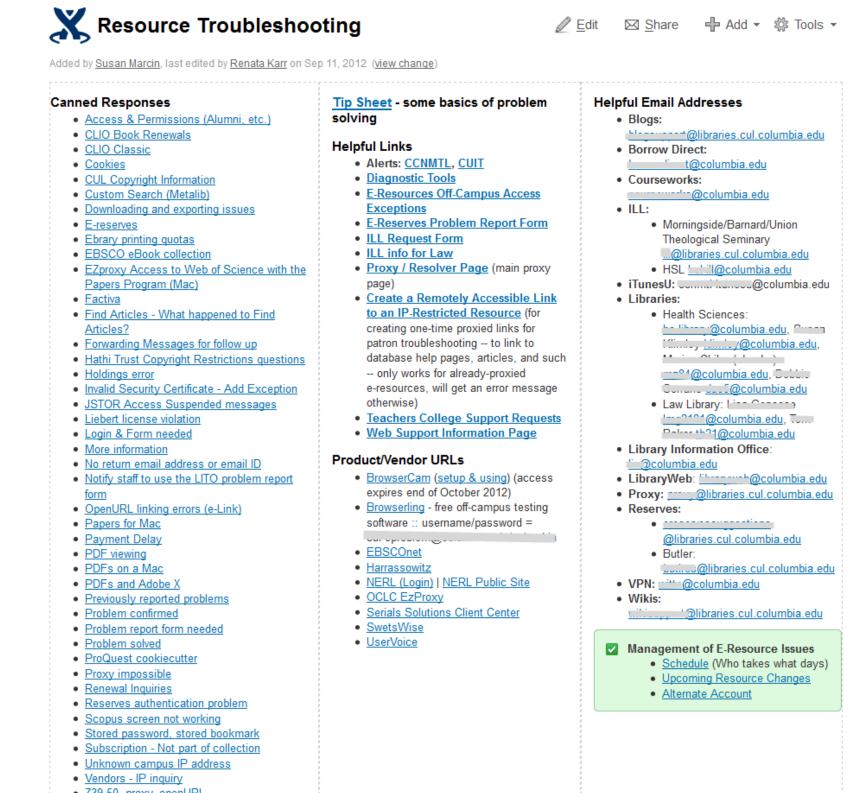
Once trends are identified, informed actions can be taken.

- Appropriate changes can be made to collections, services, and platforms.
- Canned responses and user FAQs & guides can be developed. • Providers can be contacted and problem data can be used to effect change.

brarian's Troubleshooting Dashboard

- Canned Responses







Tools: Helping Users Help Themselves

ave the Time of the Reader. (Ranganathan, SR)

er's Troubleshooting Dashboard

Diagnostic Tools

Diagnostic Tools

- The following may be of use for diagnosing or resolving access problems:
- display all permissions for uni http://www.columbia.edu/cgi-bin/cul/resolve?affils
- display subset of above -- course registration groups
- http://www.columbia.edu/cgi-bin/cul/resolve?courses · display ip address and dns name of current browser
- http://www.columbia.edu/cgi-bin/cul/resolve?wherean
- display current browser http://www.columbia.edu/cu/lweb/help/libraryweb/browsers.html
- See also "Where-Am-I" script (For end-users to determine whether they are at a registered machine. Includes link to AcIS Network Registration documentation.)

Questions? Please send email to _____@columbia.edu

FAQs



GO Search tips

E-Resources Help

- Do the Columbia Libraries provide training for citation management applications
- such as EndNote or RefWorks How can I find Columbia PhD dissertations
- How can I log into restricted e-resources
- How do I cite an online resource

Search the FAQ

- How do I cite government documents
- How do I create a bibliography? What bibliographic style should I use? • How do I find PhD dissertations from universities other than Columbia?
- How do I find a newspaper article (i.e. from the New York Times)?
- How do I find historical and current newspaper articles? How do I find them ful
- <u>text online?</u> How do I learn more about the Newspaper Collections in the Columbia
- Libraries? How do I learn more about the multimedia collections (film, video, sound recordings, etc.) at Columbia Libraries?
- I am a graduate of Columbia University. May I use Columbia's e-resources?

Tools: Helping Library Staff Help Users

- Relevant information to respond to e-resource problems
- Helpful e-mail addresses, links
- Troubleshooting software