E-RESOURCE TROUBLESHOOTING: A STAFF TRAINING STRATEGY

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Troubleshooting happens regularly

Troubleshooting can be complicated and can take a lot of staff time

Troubleshooting directly affects users experience

Why Did We Choose This Topic?
How Issues Are Reported?

Public services librarians and ILL staff

E-Resources staff
TYPES OF ISSUES AND WHO ARE INVOLVED

- Authentication: IP & Proxy Server
- Content Entitlements: Payment, License, Coverage
- Linking: ILS, Link Resolver, Discovery Tool, Network
- Content within Resources

What Went Wrong?

Library / Publisher / Access Provider / Agent / Library System Vendors
STAFF TRAINING NEEDS ASSESSMENT

- Skill set
- Priority
- Available staff
- Training resources
TRAINING STRATEGIES

“On-the-training” training

Troubleshooting 101

Identify e-resource access issue patterns