

Training for All: Equipping Staff to Answer Questions about Electronic Resources

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Why Do This Training?

- Faster response times = happier library users
- More confident and knowledgeable team
- More eyes on potential issues



How Often Do I Host the Training?

- Once a semester
- Use it or lose it
- Things can change with vendors



Conducting the Training

- In-person
- Virtual
- 30 minutes



Let's Define Electronic Resources

- Any resource that is in a virtual environment.
 - Library website
 - Databases
 - Catalog
 - ILS
 - Any library system (authentication, digital repository, etc.)



Training Material





Copy of Staff - Troubleshooting Guide

Home

Staff Troubleshooting Guide

Important Notes

Blackboard

Broken Links in Catalog

Browsers & Cookies

Databases

Database Branding

EBSCO

Koha / ByWater Solutions

OCLC Issues

Off-Campus Access Troubleshooting

Website (Springshare)

UpToDate

Staff Troubleshooting Guide

Hello!

I've created this guide for library staff to use when assisting users with access issues. Please take the time to go through each step on your own - this will build your confidence in troubleshooting. If you have questions about any of the information in this guide, or any suggestions of information to add to this guide, please let me know.

Thanks,
Olivia

Important Notes

- Only current students, faculty, and staff may access our electronic resources.
- Users have the best experiences with our electronic resources using Chrome, Firefox, and Safari browsers.
- Internet Explorer is NOT recommended. Beginning in November 2020, IE could cause compatibility issues with our website. If a user is using IE, they need to move to another browser for the best electronic experience with our website and resources.

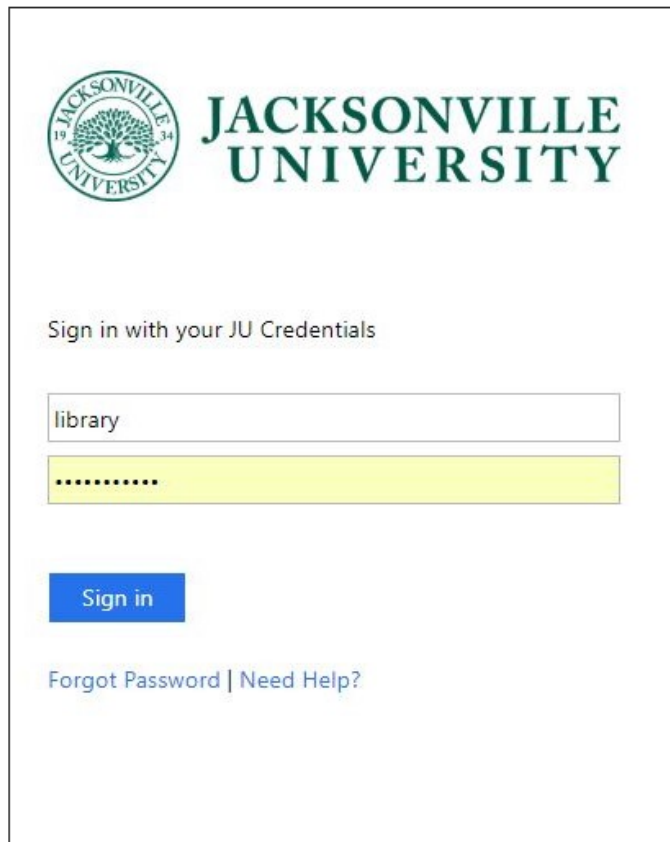
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- Databases
- Database Branding
- EBSCO
- Koha / ByWater Solutions
- OCLC Issues
- Off-Campus Access Troubleshooting**
 - Off-Campus Access Troubleshooting
 - Username and Password Issues
 - Still Experiencing an Issue?
- Website (Springshare)
- UpToDate

Off-Campus Access Troubleshooting

Users should always start at My JU to access the Library's website.

We have a help guide that demonstrates the steps here: <https://library.ju.edu/offcampus>

If a user does not start at My JU, they will be prompted to put in their JU username and password on a page that looks like this when they attempt to access a database:



Once they put in the correct credentials, they should have proper access to our electronic resources.

Username and Password Issues

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- Database Branding**
 - What is Database Branding?
 - AnatomyTV
 - Credo Reference
 - Ebook Central (ProQuest)
 - EBSCO
 - JSTOR
 - ProQuest
 - Science Direct
 - Science Magazine
 - UpToDate
 - Value Line
- EBSCO
- Koha / ByWater Solutions
- OCLC Issues
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What is Database Branding?

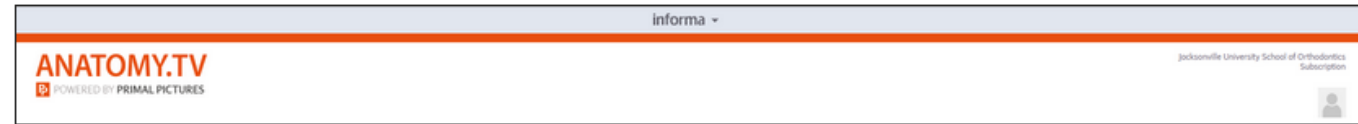
When logged in properly, users will see some form of branding that tells them that access is provided by JU.

Note: Some resources do not have this branding.

Anatomy TV

If logged in and proxied properly, users will see "Jacksonville University School of Orthodontics Subscription" at the top right-hand side of Anatomy.TV

Note: This resource is only available on campus.



Credo Reference

If logged in and proxied properly, users will see our e-mail logo at the top right-hand side of Credo Reference.



Ebook Central (ProQuest)

If logged in and proxied properly, users will see "Jacksonville University" at the top right-hand side of Ebook Central after performing a search or browsing subjects.



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OCLC Support

If you're experiencing any issues with our OCLC products, please call OCLC support at **1-800-848-5800** (If asked what our OCLC symbol is, tell them **FJU**.)

You can also e-mail OCLC support at support@oclc.org or [submit a ticket online](#).
(Note: You will get a faster response via phone.)

OCLC Systems Status Dashboard

If you notice slowness with one of our OCLC products, check [OCLC's Systems Status Dashboard](#). This is a handy tool to see if something is going on at OCLC. You can also sign up for alerts about system degradation and maintenance [here](#) (I highly recommend this e-mail service for evening and weekend staff).

OCLC Products

What services do we use from OCLC?

- EZproxy (authentication service)
- Tipasa (interlibrary loan service)
- CONTENTdm (digital repository service)
- WorldCat Discovery (worldwide catalog for searching)

EZproxy

What is EZproxy?

EZproxy is what allows our users to access our electronic resources properly off-campus. Our service to EZproxy is hosted, which means OCLC troubleshoots issues with it. If you want to learn more about how EZproxy works, [check out this page from OCLC](#).

What kind of issues can happen with EZproxy?

If a user logs in properly and cannot access *any* database off-campus, it's likely due to an issue with EZproxy. One way to diagnose this is if a user clicks on a database and the database never loads. (This is the only issue Olivia has seen come up.)

What do I do if I notice EZproxy issues?

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EBSCO Support

Olivia defines an emergency as an EBSCO product our users use is unavailable.

What do I do if a user product is down and Olivia is available?

Please alert Olivia immediately.

What do I do if a user product is down and Olivia isn't here?

First, call EBSCO Support: 1-800-758-5995

Then, **text or call** Olivia to let her know: XXX-XXX-XXXX

If it's not an emergency, report any issues to Olivia. Please provide as much detail as you can and include screenshots, if possible

EBSCO

EBSCO Alert Status Dashboard

If you notice slowness with one of our EBSCO products, check **EBSCO's Alert Status Dashboard**. This is a handy tool to see if something is going on at EBSCO. You can also sign up for alerts about system degradation and maintenance on that page (I highly recommend this e-mail service for evening and weekend staff).

EBSCO Products We Have

What Our Users Use

- EBSCO Discovery Service (EDS)
- EBSCO eBooks
- EBSCOhost Research Databases
- Full Text Finder

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Koha Ticketing System

Report issues with Koha using ByWater Solutions's ticketing system.

Access here: <https://ticket.bywatersolutions.com/SelfService/>

U: XXX

P: XXX

Please add your personal JU email address to the CC line on the ticket (see below).

Queue:	Support (For Koha and General Support questions)
Requestors:	<input type="text" value="bywateralerts@ju.edu"/>
Cc:	<input type="text"/>
Subject:	<input type="text"/>
Attach:	<input type="text"/>

This will identify who placed the ticket and will give you a copy of the ticket and replies from Bywater. Please monitor tickets you place for status updates and to reply back to.

Urgent issue? (Koha is down, can't check in or check out items, etc.) Call 888-900-8944

Training Survey



Questions Asked

- After this training, do you feel comfortable handling access issues questions?
- Was the presented information easy to understand?
- What topics were missing from this training?
- How could this training be improved?
- How would you rate the training overall?



Where You Can Start



Think About the Following...

- Don't make assumptions.
- What's the goal?
- What's the best format for your team?
- Ask your team what the most frequently asked questions are.
- Provide examples and scenarios.



Thank you for attending!

View a copy of our training guide here:

<https://library.ju.edu/training-conference-example>

Have a question? Happy to answer!

ohattan@ju.edu

