

1-8-2011

## eResource Access Support: Go Team

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# E-RESOURCE ACCESS SUPPORT: GO TEAM

Athena Hoeppner

*Electronic Resources Librarian*

Ying Zhang

*Acquisitions Librarian*

*University of Central Florida Libraries*



# BACKGROUND

---

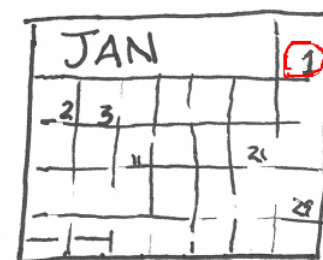
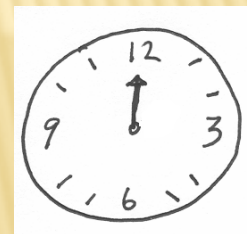
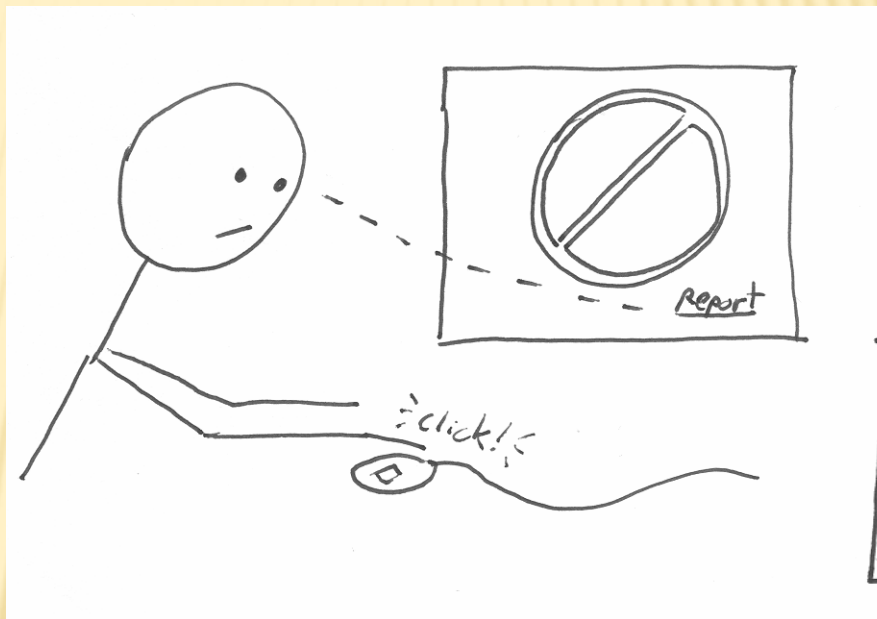
- ✖ \$\$\$ expended on e resources
- ✖ Serving 56,000 students and faculty on 12 campuses and distance
- ✖ ERL as the sole final point of contact for all e-resource problems
- ✖ Often bottleneck and unsustainable

# RESOURCE SUPPORT TEAM MODEL

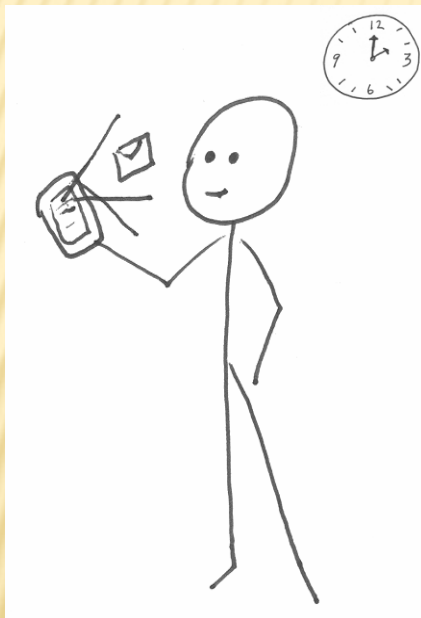
- ✕ User experience & Benchmark
- ✕ Team experience
- ✕ Demo
- ✕ Recap



# USER EXPERIENCE



# USER EXPERIENCE



# TEAM EXPERIENCE

- ✖ First responder(s)
- ✖ Pass to the Team



# TEAM EXPERIENCE

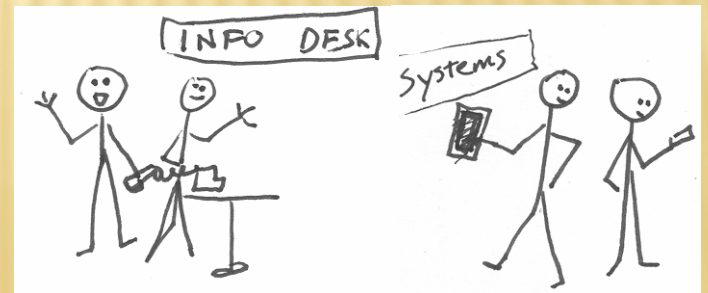
- ✖ Team members volunteer





# POOL OF EXPERTISE/TEAM

- ✖ Acquisitions
- ✖ Electronic resources
- ✖ Cataloging
- ✖ Public services (AAL, Reference, Circulation)
- ✖ Systems



# TEAM TRAINING

---

## ✕ Cross training:

- + Subscription information
- + Authentication systems
- + Link resolver, etc

## ✕ Training sessions and tools:

- + Weekly meetings
- + Listserv for training and discussion
- + Wiki
- + Google docs

# DEMO

---

✕ Screen shots ...









Side Menu: ☒ On ☐ Off

Main Library Hours

Fall Intercession Hours

(Dec 14 - Jan 10, 2010)

Tu-Fr, 12/14-17 7:30a - 5:00p

Sa-Su, 12/18-19 **CLOSED**

Mo-Th, 12/20-23 7:30a - 5:00p

Fr-Su, 12/24 - 1/2 **CLOSED**

Mo-Fr, 1/3-1/7 7:30a - 5:00p

Sat, 1/8 **CLOSED**

Su, 1/9 noon - 8:00p

Mon, 1/10 Classes Begin

[Resume Regular Hours](#)

[more...](#)

Research Assistance Hours...

News | Exhibits



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Reserves

Journal Search

( Search the UCF Libraries' collection of books, DVDs and other items. )

Basic Search

Catalog Search

Anywhere



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Clear

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[\[+\] Expand All](#)

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Guides to common library tasks with links to more help

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Featured collections of the UCF Libraries

About

Information about the UCF Libraries

Branch Libraries

Libraries located outside of the main library building





## UCF EZproxy Login

### Log-in for off-campus access

Library ID Number:

Password:

Last 4 digits of your PID.

[EZProxy Help](#)

[PID Help](#)

[Regional Campus Help](#)

[College of Medicine Login](#)

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Main Library Hours

Fall Intercession Hours

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Resume Regular Hours

[more...](#)

Research Assistance Hours...

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## Report a EZproxy Login Problem

Please enter your Library ID and Password and describe the problem you encounter. If you want us to contact you, enter your e-mail address and name.

**Enter your Library ID and Password so we can investigate the problem.**

Library ID Number:

Password:

E-mail address (optional):

Name (optional):

Description and comments:



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<b>Receipt number:</b>	678256
<b>LibraryId:</b>	22103151866098
<b>Password:</b>	4767
<b>Email:</b>	athena@mail.ucf.edu
<b>Name:</b>	Athena Hoeppner
<b>ProlemDesc:</b>	I get an error when I try to log in! I tried 5 times. TEST - team please ignore.
<b>from:</b>	athena@mail.ucf.edu
<b>Submission date:</b>	Jan 06, 2011 01:25 PM

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**Priority Inbox (690)**

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Sent Mail

**Drafts (7)**

**Aleph (3)**

**ASIST (214)**

**TechFeeProposal**

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Chat

Search, add, or invite

Athena Hoeppner

Set status here ▼

Call phone

Joseph Bizon

Athena Hoeppner

rgause Invited

Peter Spyers-Duran

Ying Zhang

eresourceproblem

Traci Milbuta

Athena Hoeppner

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[Newer 2 of 3236 Older](#)

**EZproxy Problem (Auto)** [http://intranet/ServiceRequests/?rh\\_department=Public&rh\\_ftype=PUB-eRes&patron\\_name=Athena Hoeppner&patron\\_email= athena@mail.ucf.edu&EZproxy=EZproxy&description=IDtestPass1234DEscIt tells me my ID is invalid.](http://intranet/ServiceRequests/?rh_department=Public&rh_ftype=PUB-eRes&patron_name=Athena%20Hoeppner&patron_email=athena@mail.ucf.edu&EZproxy=EZproxy&description=IDtestPass1234DEscIt%20tells%20me%20my%20ID%20is%20invalid) [Inbox](#) | [X](#)

[New window](#)

[Print all](#)

★ **Form Manager** to me

[show details](#) 1:44 PM (4 minutes ago)

[Reply](#)

The following was entered in the EZproxy Problem Report form. [Submit to Service Request Form](#)

**Receipt number:** 678264

**LibraryId:** test

**Password:** 1234

**Email:** [athena@mail.ucf.edu](mailto:athena@mail.ucf.edu)

**Name:** Athena Hoeppner

**ProlemDesc:** It tells me my ID is invalid.

**from:** [athena@mail.ucf.edu](mailto:athena@mail.ucf.edu)

**Timestamp:** Jan 06, 2011 01:44 PM

Powered by Form Manager (<http://formmanager.ucf.edu/>)

[Reply](#) [Forward](#)

Select the type of service you would like to request

Public

eResources

[Build Pre-Populated Form](#)

General Information

Request is for Me (Optional Room Number)

eResources Problem Ticket

Patron Name  (optional)

Patron Email  (optional)

Patron Phone  (optional)

Journal/Database/Resource with problem

Problem occurs  
☐ On-campus  
☐ Off-Campus  
☒ Both  
☐ N/A

Problem appears to relate to  
(select all that apply)  
☐ EZproxy (hostname, login menu, login response, no off campus access, etc)  
☐ SFX (holding dates, links, menu, etc)  
☐ Subscription (No access on or off campus, expiration message, etc.)  
☐ Other

Response to patron not needed after    (optional)

Detailed description

*(Include any error messages AND a link to the problem page/site)*

Greetings Athena! It's January 6, 2011

4 Techs Available

no unread messages.



THANKS

Your Request has been submitted.

[Submit Another](#)

[Go to My Service Requests](#)

[Home](#)

University of Central Florida Libraries

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**eResources REQUEST**

**Submitter Info**

**Request ID: 6770**

**January 6, 2011 - Thursday @ 13:50**

Sent By: [Athena Hoepfner](#) Ext: 5049 10.173.184.188

For: [Athena Hoepfner](#) Ext: 5049

Department: Acquisitions & Collections Services

**Request Info**

Description: IDtestPass1234Descrt tells me my ID is invalid.

Resource with problem:

Problem occurs: Both On and Off Campus

Related to: EZproxy

Patron Name: Athena Hoepfner

Patron Email: [Email: [athena@mail.ucf.edu](mailto:athena@mail.ucf.edu)]

Patron Phone:

**Comments**

1 Minute 30 Seconds Ago

**Athena Hoepfner** - ext: 5049

I checked Aleph. Patron used a different password than is in the system. I will contact the patron.

Jump to request: -> On Hold eResources for Athena Hoepfner

Goto ID: 6770 Go

[New Request](#) [Requests List](#)

Assigned Tech: Ying Save

Order Status: On Hold

**Public Tech's Notes:**

Athena, you entered the wrong password. I will contact you via email.  
1/6/2011 -AH

Append a preset response: - Append Signature

**Private Systems Notes (Internal Only):**

This Athena character submits a problem every minute! I say we block her.

Total hours spent on this request:

- ☒ Request is On Hold  
☐ Flag This Request  
☐ Complete and close this request.

Save

**Tracking Information**

13 Minutes 36 Seconds Ago	Athena Hoepfner	Request Submitted	for Athena Hoepfner
2 Minutes 44 Seconds Ago	Athena Hoepfner	Approved	Assigned to:Ying
1 Minute 30 Seconds Ago	Athena Hoepfner	Comment Added	By Athena Hoepfner
	Athena Hoepfner	Edited	
	Athena Hoepfner	On Hold	



**eResources REQUEST**

Submitter Info

Request ID: 6770

**January 6, 2011 - Thursday @ 13:50**

Sent By: [Athena Hoepfner](#) Ext: 5049 10.173.184.188

For: [Athena Hoepfner](#) Ext: 5049

Department: Acquisitions & Collections Services

Request Info

Description: IDtestPass1234Descrt tells me my ID is invalid.

Resource with problem:

Problem occurs: Both On and Off Campus

Related to: EZproxy



Patron Name: Athena Hoepfner

Patron Email: [Email: [athena@mail.ucf.edu](mailto:athena@mail.ucf.edu)]


Patron Phone:

**Comments**

Jump to request: -> [Unassigned eResources for Athena Hoepfner](#)


 Goto ID: 6770 

 [New Request](#) [Request List](#)

Assigned Tech: [-Unassigned-](#) 

Order Status:  Unassigned

**Public Tech's Notes:**

Append a preset response:  - [Append Signature](#)

**Private Systems Notes (Internal Only):**

Total hours spent on this request:

[Append Signature](#)

- ☐ Request is On Hold  
☐ Flag This Request  
☐ Complete and close this request.



**Tracking Information**

9 Minutes 58 Seconds Ago

Athena Hoepfner

Request Submitted

for Athena Hoepfner

Jump to request:

Goto ID: Go



MY SERVICE REQUESTS

Custom where clause:

Equal To Not Equal To Is Like -- AND OR -- Clear Clause

Ordering By reqs.submitDate DESC

Apply

1 Pending Requests (All Service Types)

Post Date	Type	Description	Sent By	For	Dept/Loc	Assigned	Status
7 Minutes 57 Seconds Ago	eResources	IDtestPass1234DEscit tells me my ID is invalid.	Athena Hoepfner	Athena Hoepfner	Acquisitions & Collections Services	-Unassigned-	Unassigned

Update

18 Active Requests (2 Open, 1 On Hold, 8 Unopened)

Post Date	Type	Description	Sent By	For	Dept/Loc	Assigned	Status
7 Minutes 57 Seconds Ago	eResources	IDtestPass1234DEscit tells me my ID is invalid.	Athena Hoepfner	Athena Hoepfner	Acquisitions & Collections Services	-Unassigned-	Unassigned
Yesterday and 21 Hours Ago	eResources	User submitted a problem from the EZproxy form. 22103151866099 1314	Unknown User	Athena Hoepfner	Acquisitions & Collections Services	Athena	Unopened
Yesterday and 21 Hours Ago	eResources		Unknown User	Athena Hoepfner	Acquisitions & Collections Services	Athena	1/6/11
Yesterday and 21 Hours Ago	eResources		Unknown User	Athena Hoepfner	Acquisitions & Collections Services	Athena	1/6/11
Yesterday and 21 Hours Ago	eResources	User submitted a problem from the EZproxy form. 22103151866099 1314	Unknown User	Athena Hoepfner	Acquisitions & Collections Services	Athena	1/6/11
Yesterday and 21 Hours Ago	eResources	User submitted a problem from the EZproxy form. 22103151866099 1314	Unknown User	Athena Hoepfner	Acquisitions & Collections Services	Athena	1/6/11
Yesterday and 21 Hours Ago	eResources	User submitted a problem from the EZproxy form. 22103151866099 1314	Unknown User	Athena Hoepfner	Acquisitions & Collections Services	Athena	Unopened
Yesterday and 21 Hours Ago	eResources	User submitted a problem from the EZproxy form. 22103151866099 1314	Unknown User	Athena Hoepfner	Acquisitions & Collections Services	Athena	Unopened
Yesterday and 22 Hours Ago	eResources	Cant access this article. v.1 is 2 p34	Athena Hoepfner	Nola Pettit	Reference Services	Athena	1/4/11

Hola Athena! It's January 6, 2011

4 Techs Available

no unread messages.

Select the type of service you would like to request

Public

eResources

Build Pre-Populated Form

General Information

Request is for (Me) Hoeppner, Athena

(Optional Room Number)

eResources Problem Ticket

Patron Name Athena Hoeppner (optional)

Patron Email athena@mail.ucf.edu (optional)

Patron Phone (optional)

Journal/Database/Resource with problem

Problem occurs  
☐ On-campus  
☐ Off-Campus  
☒ Both  
☐ N/A

Problem appears to relate to  
(select all that apply)  
☒ EZproxy (hostname, login menu, login response, no off campus access, etc)  
☐ SFX (holding dates, links, menu, etc)  
☐ Subscription (No access on or off campus, expiration message, etc.)  
☐ Other

Response to patron not needed after (optional)

Detailed description

ID test Pass 1234 ~~Pass~~ It tells me my ID is invalid.

(Include any error messages AND a link to the problem page/site)

Submit Reset

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How-do-you-do Athena! It's January 6, 2011

4 Techs Available

1 unread message.





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## UCF Libraries Service Requests - Record 6770

---

A feed with a single Service Request ticket, accompanying comments and status changes.

### [Request Marked On Hold](#)

Status: On Hold (Ticket is waiting for something. See "Tech Notes".)

Notes:

Athena, you entered the wrong password. I will contact you via email.  
1/6/2011 -AH

### [Comment by Athena Hoepfner at 2:02 pm](#)

Thursday, January 06, 2011 2:02 PM

I checked Aleph. Patron used a different password than is in the system. I will contact the patron.

### [Resource with problem:](#)

Thursday, January 06, 2011 1:50 PM

Description: IDtestPass1234DEscIt tells me my ID is invalid.

Problem occurs: Both On and Off Campus

Related to: EZproxy





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[Compose mail](#)

**Inbox (3175)**  
**Priority Inbox (690)**  
Buzz  
Starred  
Sent Mail  
**Drafts (7)**  
Aleph (3)  
ASIST (214)  
TechFeeProposal  
21 more ▾

**Chat** ☐ ☐

Search, add, or invite

Athena Hoeppner  
Set status here ▾

Call phone  
Joseph Bizon  
Athena Hoeppner  
rgause Invited  
Peter Spyers-Duran  
Ying Zhang  
eresourceproblem  
Traci Milbuta  
 Athena Hoeppner

**Invite a friend** ☐

[« Back to Inbox](#) **Archive** [Report spam](#) [Delete](#) [Move to ▾](#) [Labels ▾](#) [More actions ▾](#)

[« Newer 2 of 3240 Older »](#)

**Service Request ID6770 Completed** [Inbox](#) | X

★ **Do Not Library Systems and Technology** to me

[show details](#) 2:09 PM (1 minute ago)

[Reply](#) ▾

[New window](#)

[Print all](#)

## Service Request Completed/Updated

### Request ID: 6770

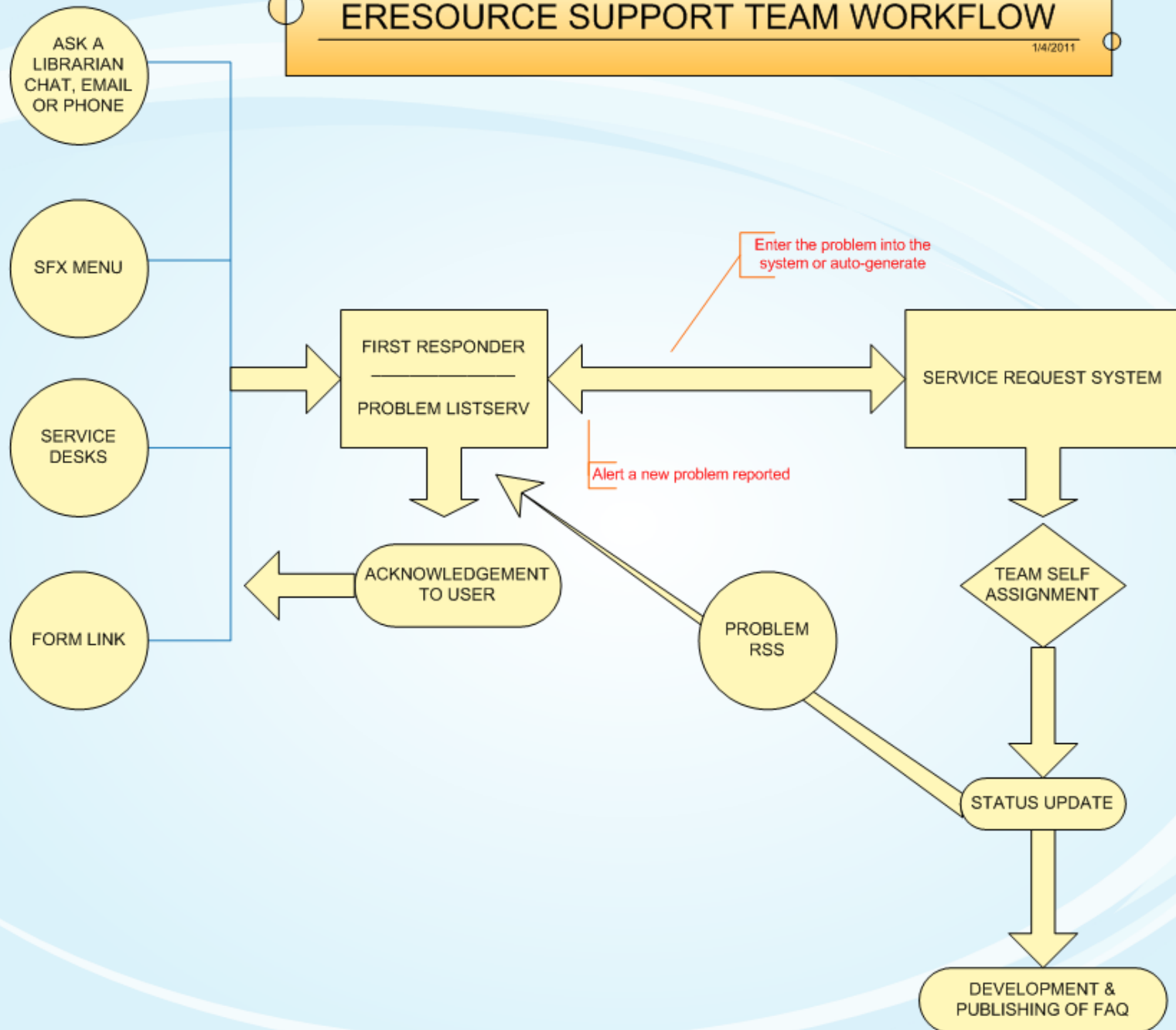
Your [eResources](#) request has been completed and closed on 1/06. Technician notes from Ying stated the following:

Athena, you entered the wrong password. I will contact you via email.  
1/6/2011 -AH

[Reply](#) [Forward](#)

# ERESOURCE SUPPORT TEAM WORKFLOW

1/4/2011



# BENEFITS

---

- ✖ Distributes the problem solving to a team of various expertise to facilitate prompt problem resolution
- ✖ Enhances communication and knowledge sharing within the Library and with users
- ✖ Creates a knowledgebase for eResource problem resolution and tracking statistics
- ✖ Achieves greater ROI \$\$\$



# QUESTIONS?

---

- ✕ Contact us:

  - [athena@mail.ucf.edu](mailto:athena@mail.ucf.edu)

  - [yzhang@mail.ucf.edu](mailto:yzhang@mail.ucf.edu)

- ✕ **EST Information and Links**

  - + [Wiki](#) (Charge, Benchmarks, Troubleshooting Guides, Information)

  - + [UCFeResoucesSupport@topica.com](mailto:UCFeResoucesSupport@topica.com) (Internal discussion list)

  - + [eResourceProblem@topica.com](mailto:eResourceProblem@topica.com) (Pubic problem report list)

  - + [eResources Service Request Form](#)



# ERESOURCE ACCESS SUPPORT: GO TEAM

Athena Hoepfner Electronic Resources Librarian

[athena@mail.ucf.edu](mailto:athena@mail.ucf.edu)

Ying Zhang

Acquisitions Librarian

[yzhang@mail.ucf.edu](mailto:yzhang@mail.ucf.edu)

University of Central Florida Libraries

Midwinter ALA @ San Diego, CA, January 8, 2011

Link to the Team Wiki:

<http://tinyurl.com/UCFEST>

