



Troubleshooting Digital Resources with Confidence

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My Experience

NC LIVE Help Desk

Support for Member Library Staff



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help@nclive.org



919-513-0451

Objectives

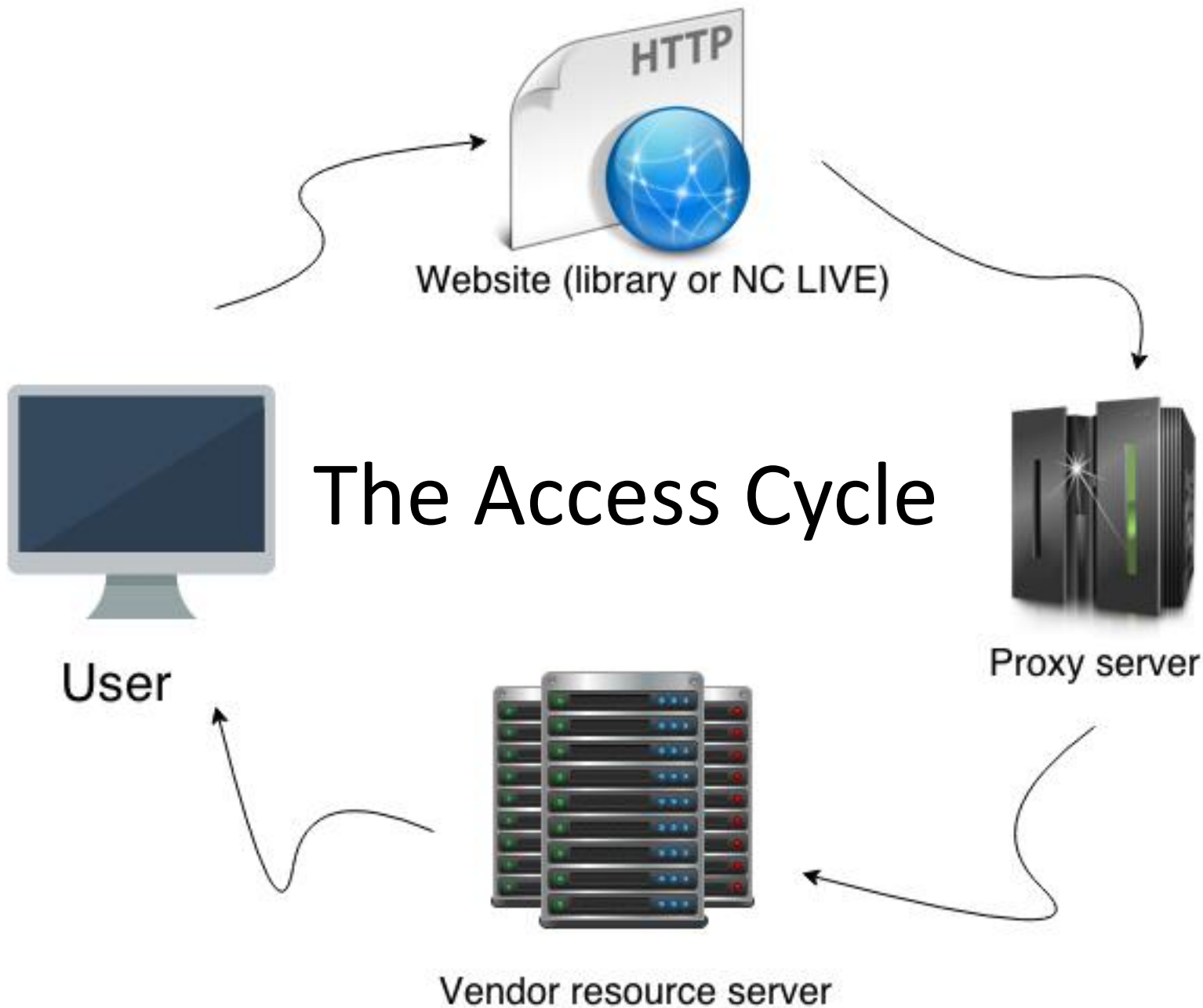
- **Review common issues faced by front line staff helping users with electronic resources**
- **Discuss strategies to address these issues and build confidence and competence**
- **Share what you are doing in your library to address these issues**
- **Share how NC LIVE can help**

Common Library Staff Challenges:

- **Understanding the resource access cycle: identify the source of the issue**
- **Authentication: what is it, and how does my library do it?**
- **Electronic resource troubleshooting basics: Error messages & browser basics**
- **Search strategy: how do I help users get started with a search?**
- **How do I get help?**

Glossary

- **Browser:**
 - a program with a graphical user interface for displaying HTML files, used to navigate the World Wide Web.
- **IP Address:**
 - a unique string of numbers separated by periods that identifies each computer using the Internet Protocol to communicate over a network.
- **Electronic resource:**
 - Databases, tools, etc. licensed by the library for authorized users to access
- **Proxy or Proxy server:**
 - Server that functions as an intermediary between a web browser and the Internet.
- **Authentication:**
 - the process of determining whether someone or something is, in fact, who or what it is declared to be.



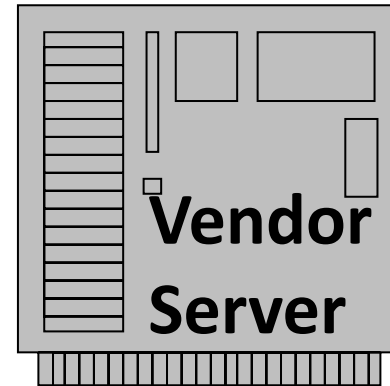
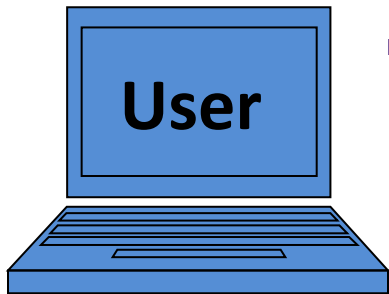
Challenge: Authentication

The process by which your patrons access resources that are not on the free web:
How do they get to the stuff you paid for?

Vendor server has to recognize user IP
Two ways: **recognize campus IP**, or
recognize proxy server-assigned IP

Authentication In the library/on campus:

“User at IP 152.123.456.23 requests access”

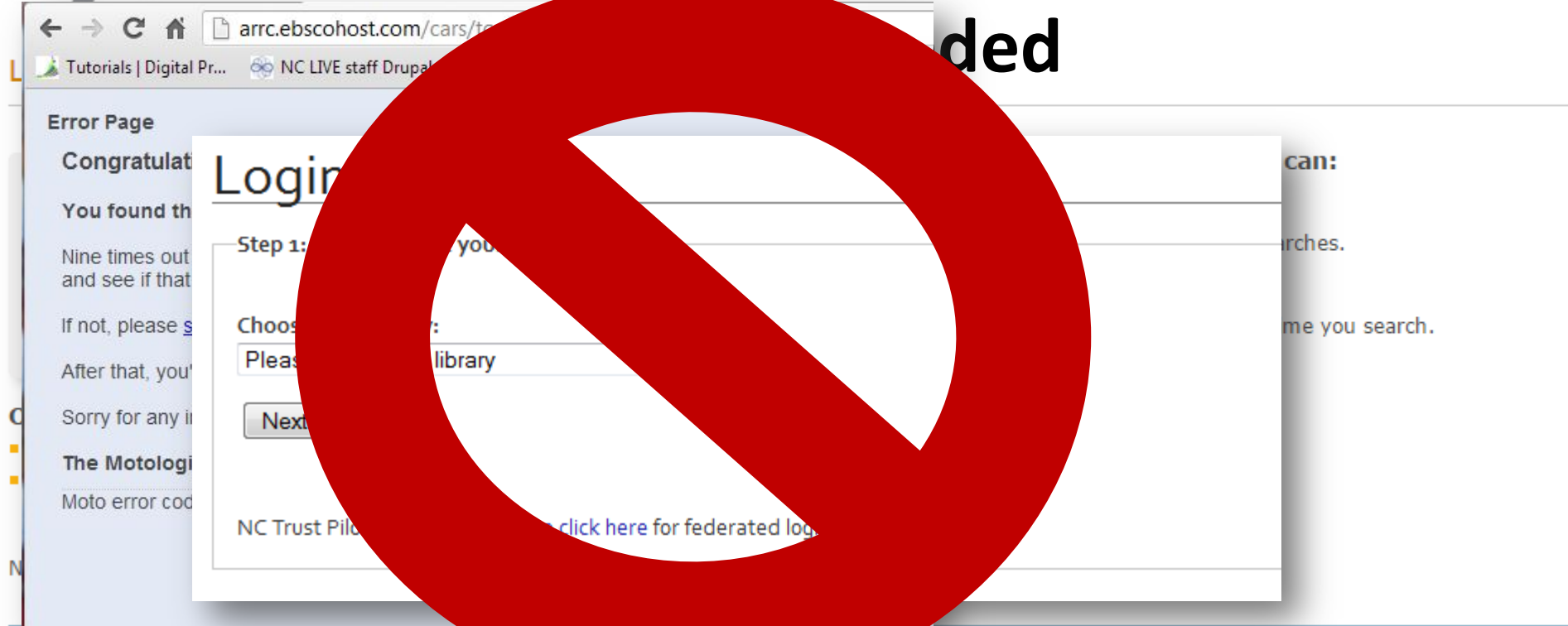


“IP 152.123.456.23 is authorized library 143,
access granted”

Accessing NC LIVE Resources

Inside the Library/On Campus:

ProQuest



The screenshot shows a web browser window with the URL `arcc.ebscohost.com/cars/`. The page title is "Login" and it contains a "Step 1:" section with a "Choose" dropdown menu and a "Please" input field. A large red prohibition sign is overlaid on the page, indicating that access is not allowed. The page also includes a "Next" button and a link for "NC Trust Pilots" with a "click here for federated log" text.

Contact Us

Off-Campus Authentication Methods

Local Proxy: All resources have the same login; campus manages proxy server

NC LIVE Proxy: Use NC LIVE password for NC LIVE resources; NC LIVE manages proxy; new password every year

How does a user go through the proxy server?

Proxied links: will work ON and OFF CAMPUS

<http://www.nclive.org/cgi-bin/nclsm?rsrc=331>

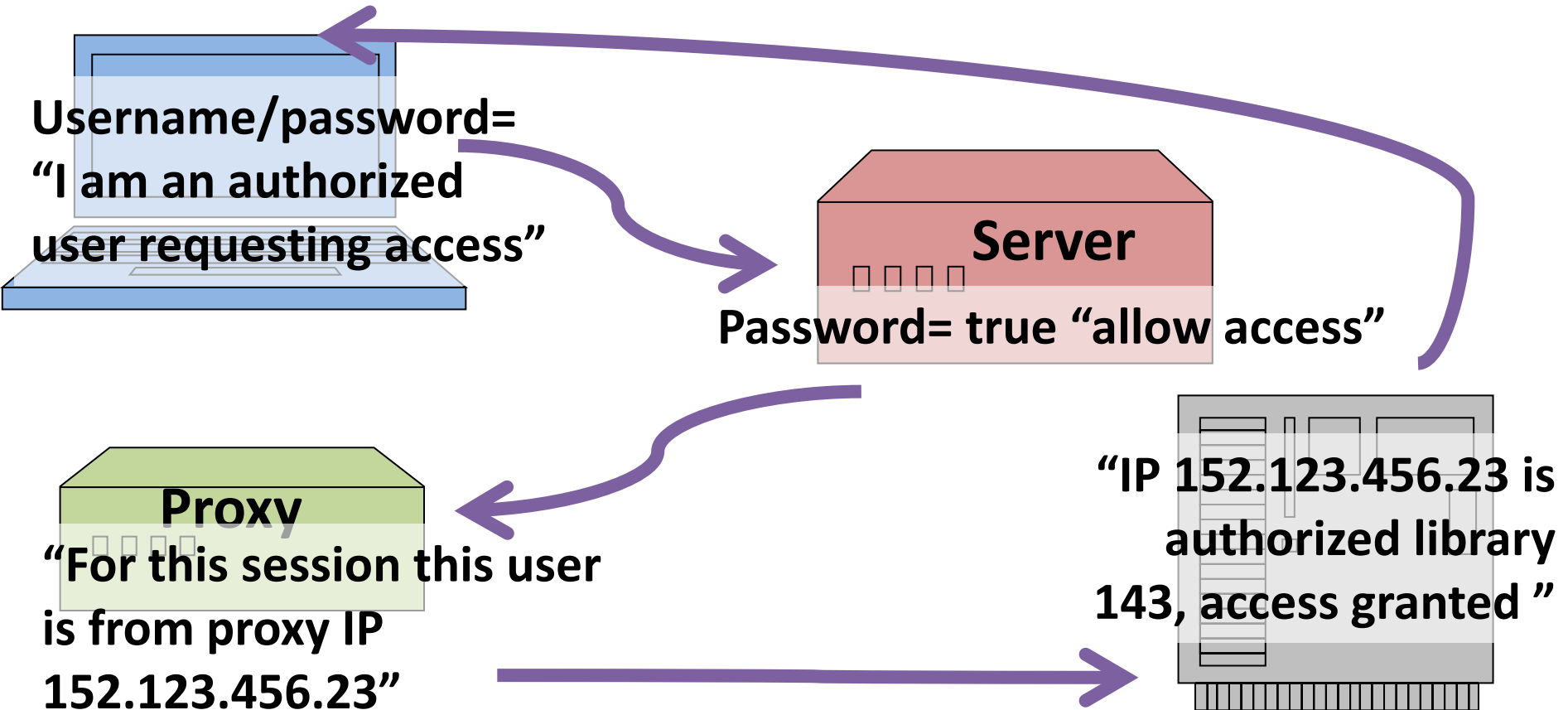
<http://library.surry.edu/go.php?c=211213>

<http://www.nclive.org/cgi-bin/nclsm?URL=http://site.ebrary.com/lib/mhu/>

Unproxied links: On campus ONLY

<http://site.ebrary.com/lib/mhu/>

Authentication Off campus:



Off-Campus Authentication

Once a user is through the proxy, it is as if they are in the library--no login pages

Check—is the proxy information in the link?

<http://search.proquest.com/>

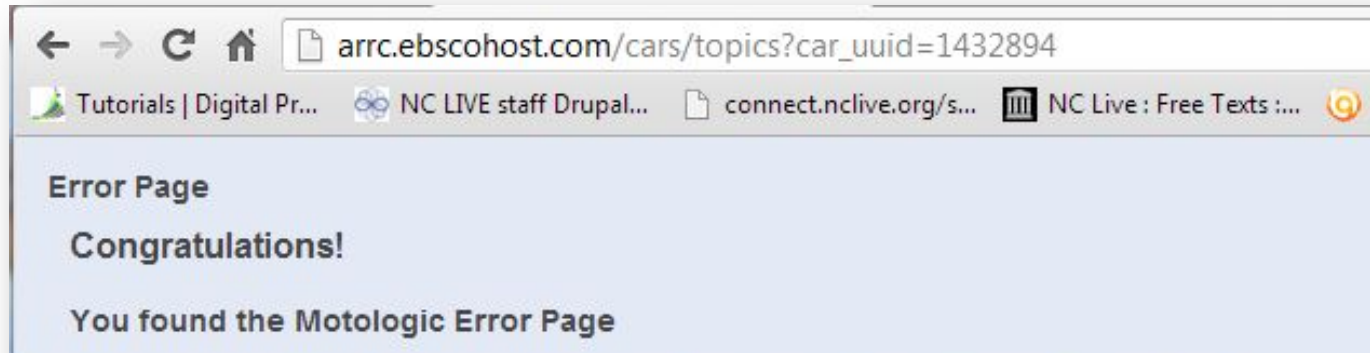
<http://search.proquest.com.proxy103.nclive.org/pqcentral>

If yes, a login page could mean a vendor is missing an IP

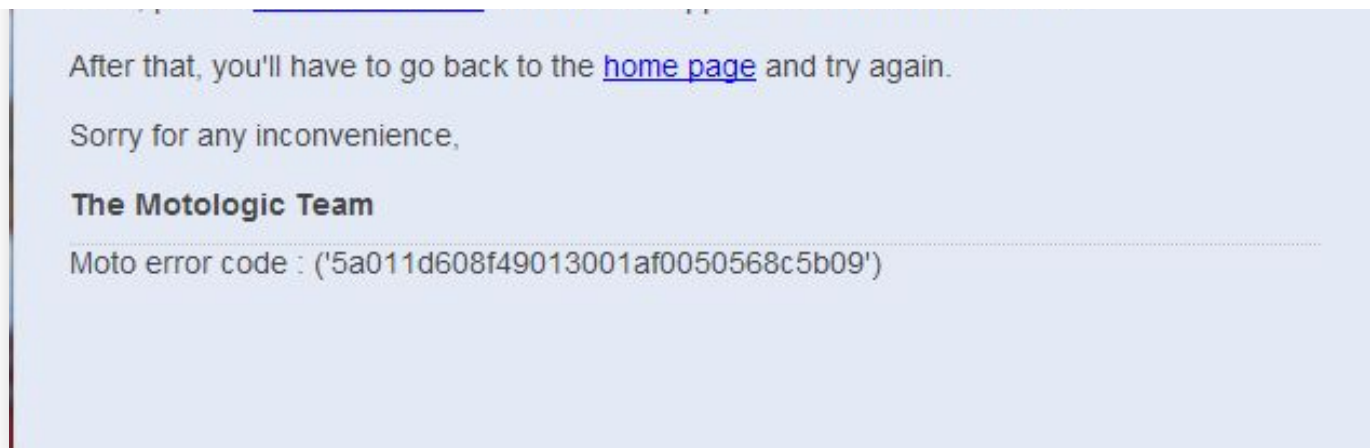
Understand Authentication Basics

- Understand the basics of how access works on your campus
- Know the what to expect for on-campus and off-campus access
- Know how students/faculty access their username password
- Know contacts for campus IT or NC LIVE

Challenge: Basic Troubleshooting

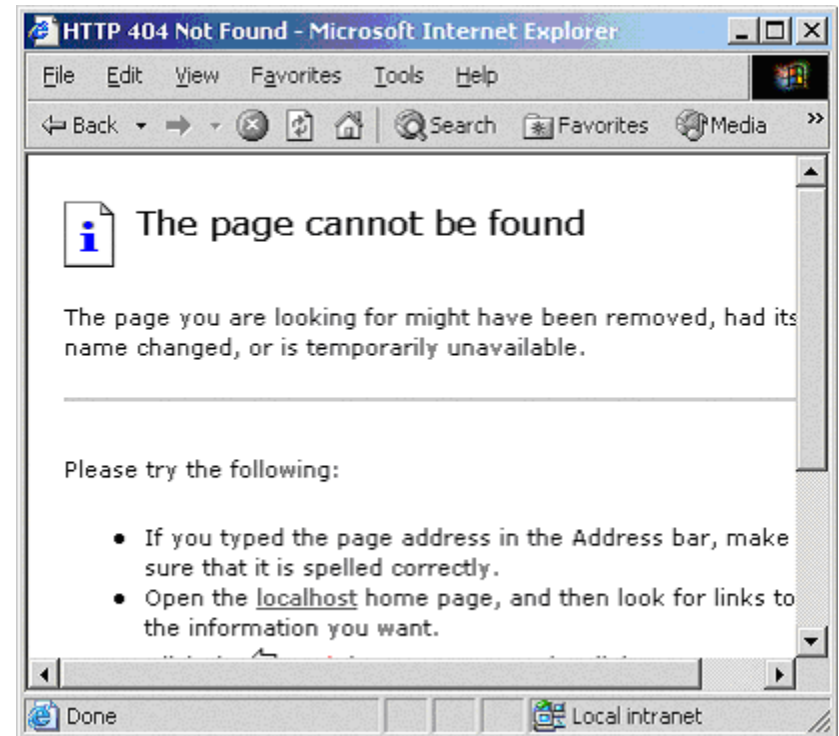


What to do when something goes wrong



Troubleshooting Browsers

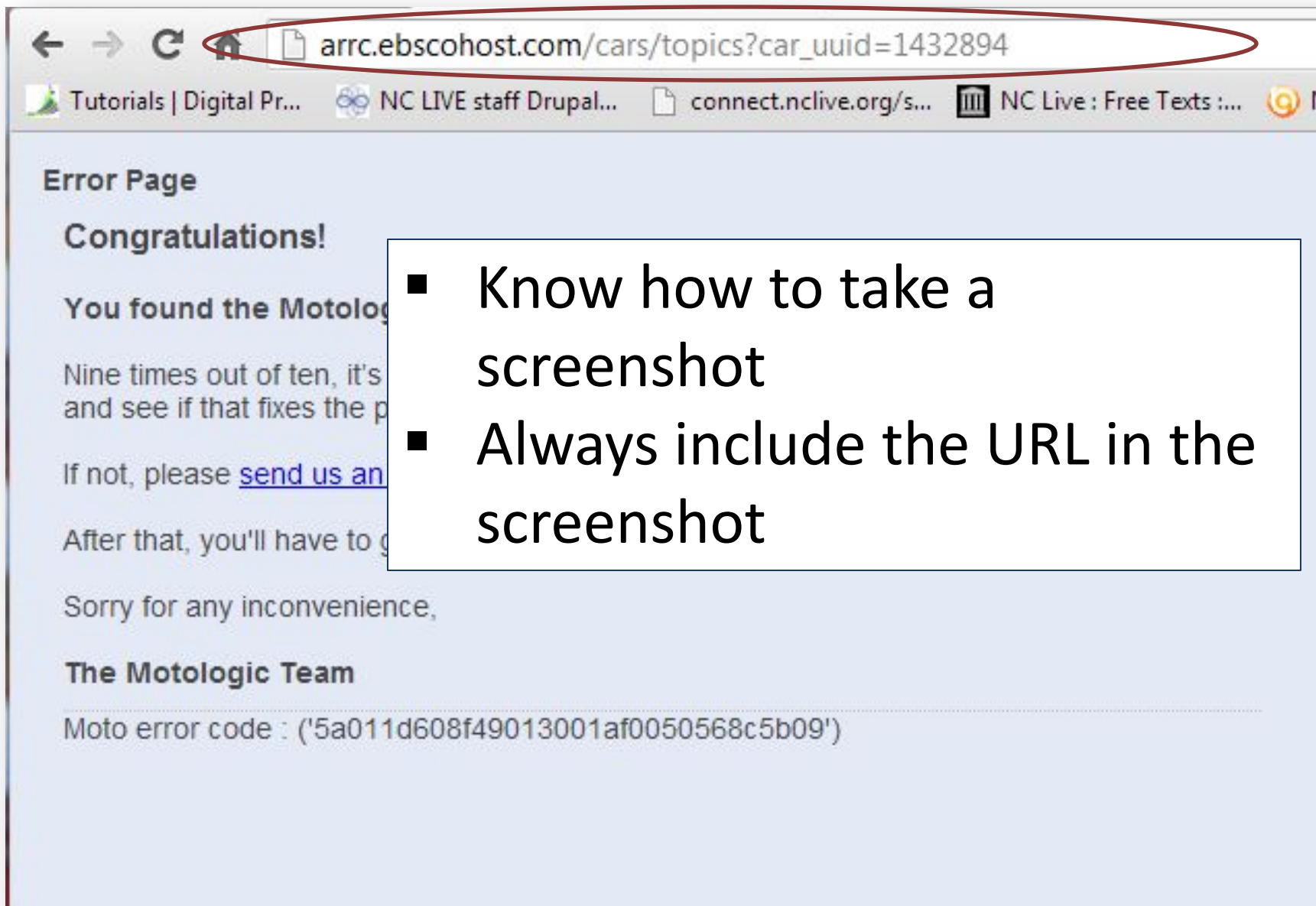
- Know the names of common browsers and the basics of using them
- Learn how to clear cache and cookies
- Recognize browser error messages



Troubleshooting Resource Errors

- Recognize database and proxy errors
- Know how to document errors

Troubleshooting Resource Errors



← → ↻ 🏠 arcc.ebscohost.com/cars/topics?car_uuid=1432894

Tutorials | Digital Pr... NC LIVE staff Drupal... connect.nclive.org/s... NC Live : Free Texts ...

Error Page

Congratulations!

You found the Motologic

Nine times out of ten, it's
and see if that fixes the p

If not, please [send us an](#)

After that, you'll have to g

Sorry for any inconvenience,

The Motologic Team

Moto error code : ('5a011d608f49013001af0050568c5b09')

- Know how to take a screenshot
- Always include the URL in the screenshot

Troubleshooting Resource Errors

- Snipping tool (PC)
- [Skitch](#)—detailed screenshots with annotation
- [Jing](#)—video is worth a million words!!
- <http://screencast.com/t/OBSGxIgrho>

Challenge: Poor Search Strategies

“It says there are no results!”

User error can be just as
frustrating as a database error

Learn Basic Search Strategies

- Database keyword not the same as web search
- Basic Boolean: AND OR NOT () *
- Search construction
- Using a basic vs. advanced search box

Resources for Learning More:

1. [The State Library Train Station](#): One stop for NC LIVE vendor-provided webinars, State library training days, and other staff development opportunities
2. Support pages within databases
3. [NC LIVE For Library Staff](#) page for links to helpful information

Challenge: Discovery, AKA Search Boxes!

“I clicked on full text and it says there are no results!”

- Metadata errors are common
- Discovery is not as good at “known item search”

Discovery Issue Strategies:

- Use Title Search to try to get to the item
- Try going directly into the database that is listed as the source and try the search again
- Report the issue to your vendor or to NC LIVE

[Clear Filters](#)

REFINE YOUR SEARCH

Any

Full Text Online
Scholarly & Peer-Review

CONTENT TYPE

Any

Journal Article

Book Review

Book / eBook
Magazine Article

Book Chapter
More...

AUTHOR

DISCIPLINE

Any

anthropology

social sciences

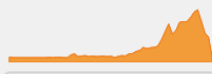
history & archae...

political science

psychology

More...

PUBLICATION DATE



from to


SUBJECT TERMS

Any

electronic books



multi-user

history

- 1,609 results sorted by [relevance](#)
-  **Consanguineous Marriage and Human Evolution**



by [Bittles, A.H.; Black, M.L.](#)
Annual Review of Anthropology, 01/2010, Volume 39

..., 1969; Ohta 1973). Whether neutral mutations are effectively irrelevant or important in **evolution** remains controversial, as demonstrated by a recent composite...

 Journal Article: [Full Text Online](#)
 -  **Human Evolution and the Chimpanzee Referential Doctrine**



Annual Review of Anthropology, 01/2012, Volume 41

Chimpanzees are our closest living genomic relatives, but they lack the bipedal locomotion, markedly enlarged brains, and advanced communication skills of **humans**...



 Journal Article: [Full Text Online](#)
 -  **Meat-eating & human evolution**

by [Stanford, Craig B.; Bunn, Henry T.](#)
2001

When, why, and how early **humans** began to eat meat are three of the most fundamental unresolved questions in the study of **human** origins. Before...



 eBook: [Full Text Online](#)
 -  **The fossil trail: how we know what we think we know about human evolution**

by [Tattersall, Ian](#)
1995

 eBook: [Full Text Online](#)
 -  **Teeth and Human Life-History Evolution**

Annual Review of Anthropology, 01/2013, Volume 42

... provide insight into the **evolution** of **human** life history. However, recent comparative approaches and empirical evidence demonstrate that caution is warranted when...

 Journal Article: [Full Text Online](#)
 -  **Significance of Neandertal and Denisovan Genomes in Human Evolution**

Read Online	Cite	Email
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Consanguineous Marriage and Human Evolution

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Challenge: Knowing Where to Get Help

Who to contact when something goes wrong?

Have a Procedure for Getting Help

- Know who administers your proxy
- Know who manages your electronic resources
 - OR, know vendor contacts for your resources



Resource List

[Clearing cache in Chrome](#)

[Troubleshooting in Firefox](#)

[Cache and cookies in Internet Explorer](#)

[Best practices for webinar participants](#)

[Web Junction's *Competency Index for the Library Field* \(2014\)](#)

[NC LIVE Library Staff Email List](#)

[State Library Continuing Education Information Email List](#)

Questions?

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