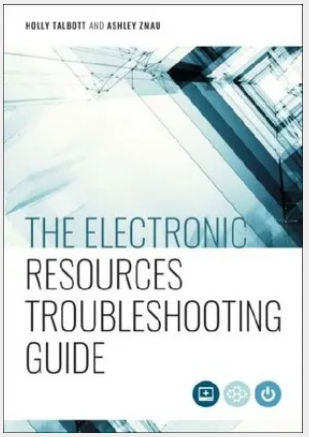
American Library Association

The Electronic Resources Troubleshooting Guide



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A library user can't access an article. Your log in credentials won't work. In the realm of electronic resources everything runs smoothly-until suddenly, without warning, it doesn't. Invariably, systems will break down, but a trial and error approach to finding out what's wrong is highly inefficient. This hands-on guide from two expert ERM librarians walks you through the essentials of troubleshooting. It outlines a methodical process that will help you identify the source of a problem even when it's not obvious and take steps to reach a resolution. With the goal of developing a library-wide workflow in mind, this guide will teach you how to - familiarize yourself with the components of electronic resources, using flowchart diagrams of common access chains such as discovery services, knowledge bases, research guides, and library services platforms; - navigate the complete triage and troubleshooting workflow, illustrated through 14 in-depth examples; - recognize the symptoms of common access disruptions; - conduct efficient troubleshooting interviews; - manage help tickets and design problem reports that capture key information without overburdening the user; - create publicly available help pages for problems originating with users' devices or computers; - communicate with vendors and IT personnel for speedy resolutions, providing dozens of clear definitions of library and technology terms that will help you minimize confusion; and - customize your own troubleshooting workflow chart for common use across departments and staff hierarchies. Acting as a ready reference, this guide will equip you with the knowledge and skills to troubleshoot common ERM problems.

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