



*Welcome!*

Office Hours will start at 2pm and run until 3pm.

Please mute your microphone.

As time permits, we will respond to questions typed in the chat box, and offline afterwards, as needed.

This session will be recorded and made available on the CARLI website.



CARLI

I-SHARE ALMA/PRIMO VE OFFICE HOURS:  
E-RESOURCES CHANGES &  
TROUBLESHOOTING LINKS

DECEMBER 8, 2022



## Agenda – 12/08/2022

- Announcements & Reminders
- Today's Agenda:
  - End of Calendar Year and Alma Electronic Resources
  - Troubleshooting Reports of Full Text Links that Don't Connect
  - Questions

### Let's Talk about Fulfillment (I mean Alma, not life's purpose)

- Next Session on December 9 at 2:00 p.m.
- Registration open and available on the CARLI Calendar

### Technical Services Q&A

Tech Services Committee sharing advice on OCLC Connexion Client Training Modules

- Sessions are scheduled for December 14 at 10 a.m., January 25 at 2 p.m., and February 22 at 2 p.m.
- Registration open and available on the CARLI Calendar
- More details about entire series available at <https://www.carli.illinois.edu/carli-technical-services-committee-begins-connexion-client-training-qa-series>

# ELUNA LEARNS

- **Diversity, Equity, and Inclusion.** December 14, 2022. 1:00 pm to 4:00 pm eastern.
- **Copyright.** February 1, 2023. 1:00 pm to 4:00 pm eastern
- Registration for Dec. 14<sup>th</sup> still open for \$25.00 per person at <https://el-una.org/meetings/eluna-learns-2022/>
- Feb. 1 Registration coming soon.

- Time to review your Alma Electronic Resources to keep aligned with current purchases.
- End of Calendar Year 2022 coming soon-
  - If your library has added or cancelled/not renewed subscriptions to e-resources, plan to update your Alma Institution Zone.
  - More “how to” documentation at <https://www.carli.illinois.edu/products-services/i-share/electronic-res-man>



# The Link Didn't Work, Now What? Troubleshooting Patron Reports of E-Resources Linking Problems- For I-Share Alma/PrimoVE Libraries

- **Learning Goals**
  - Recognize typical e-resources linking problems
  - Know how to start investigating
  - Familiar with ways to reduce Alma/PrimoVE issues with
    - Authentication & Proxying
    - Resource Activation
    - Citation/Metadata Input





## Always Start with a Do Over-



1. **Re-create the search** and find the problem linking again.

Did you find the full text now?

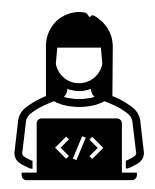
If that doesn't work then,

2. **Try another web browser** than what the patron used.

- Use an incognito  or private window  to clear cache and any proxy/login sessions. Avoid “**sticky**” data.

If the linking issue can be replicated, investigate further depending on error messages or the patron's story.





Implications of Gender Consciousness for Students in Information Technology.  
 By: HERRING, SUSANC.; MARKEN, JAMESA. *Women's Studies*. Apr/May2008, Vol. 37 Issue 3, p229-256.

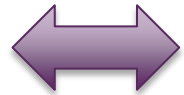


- Library e-resource
- Google Scholar
- Vendor's interface

If Off Campus- Authentication/Proxying



APVE builds an OpenURL/ Context Object, etc.



Link Resolver- Alma



On to publisher, repository or vendor interface



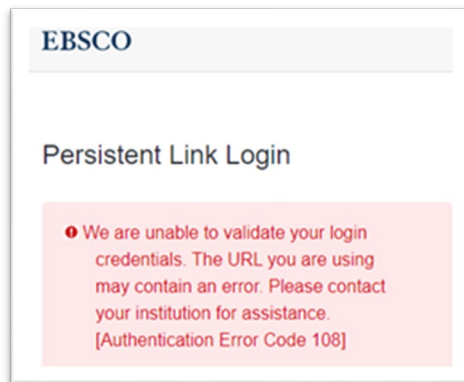
Full Text: html/pdf/ streaming media, etc.





## Authentication issues: On Campus/Off Campus

- If it works on campus, but **the off-campus patron is getting "Access denied" or "You must authenticate..."** type messages like:



- Time to check on the user's campus login id: Do they have one? Is it active currently? Help them resolve any campus id/authentication issues?
- Perhaps user was not going through library website?





## Authentication issues: E-Collection Issues

- Can the patron can login to your library's e-collections in general, but not this particular e-collection? If yes, then it may be **a problem with just this e-collection or its vendor.**
  - **Check** for proxy settings for the problematic e-collection in your Alma IZ.
  - If the disconnect persists, check with the vendor.
    - IP ranges can get lost.
    - Some vendors change proxy settings from time to time.
    - Some use [theIPregistry.com](http://theIPregistry.com).



- What if **everyone** gets "Access Denied" or "You Must Authenticate..." when On-Campus or Off?
- Check with your campus IT. Is there a problem campus wide?
- Check the vendor's status web page.
  - For ex. <https://status.proquest.com/>
  - Is the vendor down in your geographical area?





## Library Proxy Error messages examples:

Oops! It looks like you have attempted to view a page that has not been configured for access.


**If you are a library patron...**

Please contact your library and provide the name of the resource you were trying to access and

Host `https://fame...info.com`

**If you are an EZproxy administrator...** ←

To allow `https://fe...info.com/ip` to be used in a starting point URL, you need to either:

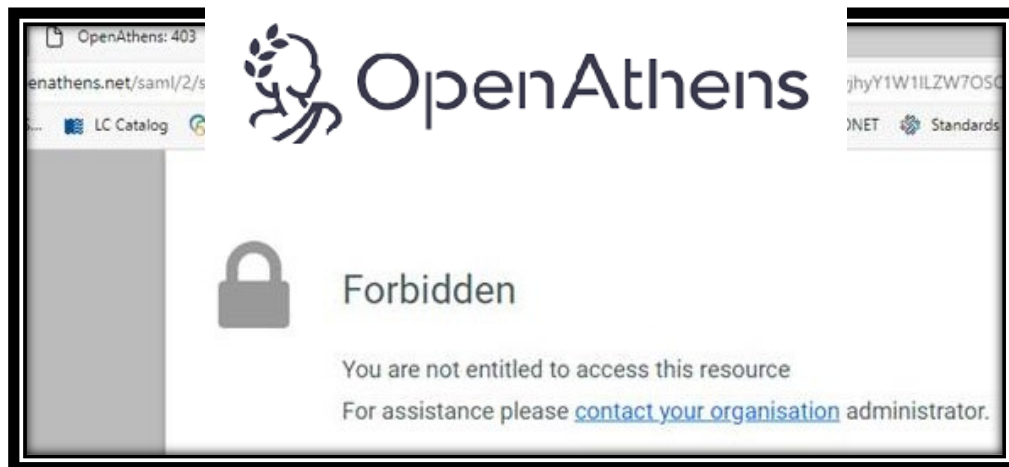
 **We are sorry that we cannot complete your request**

The OpenAthens redirector is not aware of the resource you attempted to visit and because you are at risk of phishing you should make your own decision about proceeding.

You should also report the link you followed and the page it was on to your [OpenAthens](#)

If you still want to continue to the requested website, the link is:


<http://booksandjournals.brillonline.com/content/journals/19426720>



OpenAthens: 403


enathens.net/saml/2/s

LC Catalog

 **OpenAthens**

jhyY1W1ILZW70SC

NET Standards

 **Forbidden**

You are not entitled to access this resource

For assistance please [contact your organisation](#) administrator.

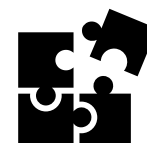
- **Check** for proxy settings for the problematic e-collection(s) in your library systems. New stanzas? Or other settings?
  - Check with the vendor: IP ranges? Proxy settings?





## Resource Activation issues:

- **Could the wrong Community Zone e-title or e-collection be active for your users?**
- Example: "Homiletic," ISSN 0738-0534- can't get to full text but our library bought access via EBSCOhost ATLA e-journals?
- After investigating and checking invoices we found the library had activated wrong one from these available Alma CZ e-collections:
  - EBSCOhost AtlaSerials, Religion Collection
  - EBSCOhost ATLA Religion Database with ATLASerials
  - EBSCOhost AtlaSerials PLUS, Religion Collection
  - EBSCOhost Atla Religion Database with AtlaSerials PLUS



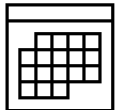


## Resource Activation or Collection Description Issues



- **Was correct etitle/e-collection set up with required Customer ID/LOCID,EBSCO OPID, Library id, etc. done correctly?**

- See error messages about “Your library not have access to this content...” or similar.
- Could also be error with a paywall coming up for materials library definitely purchased.



- **Date Coverage Issues-** the dates available via a particular vendor or that free website have changed.

ARTICLE  
**Use of Fine Art to Enhance Visual Diagnostic Skills**  
Dolev, J. C.  
JAMA : the journal of the American Medical Association, 2001-09-05, Vol.286 (9), p.1020-1021  
PEER REVIEWED





## Resource Activation or Description Issues



- **Not really OpenAccess-** the periodical or ebook is freely available according to your Alma CZ Knowledge Base. But your users keep encountering paywalls.

**Racial/Ethnic Patterns of Kindergarten School Enrollment in the United States**  
 Lawrence, Elizabeth ; Mollborn, Stefanie  
 Sociological forum (Randolph, N.J.), 2017-09-01, Vol.32 (3), p.635-658

PEER REVIEWED OPEN ACCESS



<p><b>Institutional Login</b></p> <p>ACCESS does not provide access to this content.</p> <p> <b>Log in with a different institution</b></p> <p>Log in to Wiley Online Library</p>	<p><b>Purchase Instant Access</b></p> <p><input type="radio"/> <b>48-Hour online access</b>   <b>\$10.</b></p> <p>Details</p> <p><input type="radio"/> <b>Online-only access</b>   <b>\$18.</b></p>
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## Is Article or Monographic citation accurate? Metadata issues.

Find a version of the citation in a different e-resource. Compare it to the information from the bad linking citation. Do any of these common metadata citation errors appear?

- The journal/periodical is different.
- Does the periodical have different versions/editions? Ex. “New York Times”
- Could numbers have been flipped or typed incorrectly?
- Is important information missing like date or ISSN/ISBN?
- Is the article very new?
- Goes to journal level not to article because Open Access/Free periodical.
- No full text for just this article. Examples: “New Yorker” articles or Supplement not in aggregator full text.
- Multiple articles on same page or very short articles grouped on same virtual page.





- System builds an OpenURL/ Context Object, etc. \*\*\*
  - OpenURL construction quite complicated building on citation/metadata elements like ISSN/ISBN, title, author, date, pages, etc.

[http://na01.alma.exlibrisgroup.com/view/uresolver/0\\_enc=info:ofi/enc:UTF-8&ctx\\_id=10\\_1&ctx\\_tim=2016-02T12%3A42%3A43IST&ctx\\_ver=Z39.88-2004&url\\_ctx\\_fmt=info:ofi/fmt:kev:mtx:ctx&url\\_ver=Z39.88-2004&rft\\_id=info:sid/primoxml.com-gale\\_hrca%3E21216876%3C/gale\\_hrca%3E,language=eng,nv\\_type=test&req.skin=csusm\\_uresolver](http://na01.alma.exlibrisgroup.com/view/uresolver/0_enc=info:ofi/enc:UTF-8&ctx_id=10_1&ctx_tim=2016-02T12%3A42%3A43IST&ctx_ver=Z39.88-2004&url_ctx_fmt=info:ofi/fmt:kev:mtx:ctx&url_ver=Z39.88-2004&rft_id=info:sid/primoxml.com-gale_hrca%3E21216876%3C/gale_hrca%3E,language=eng,nv_type=test&req.skin=csusm_uresolver)

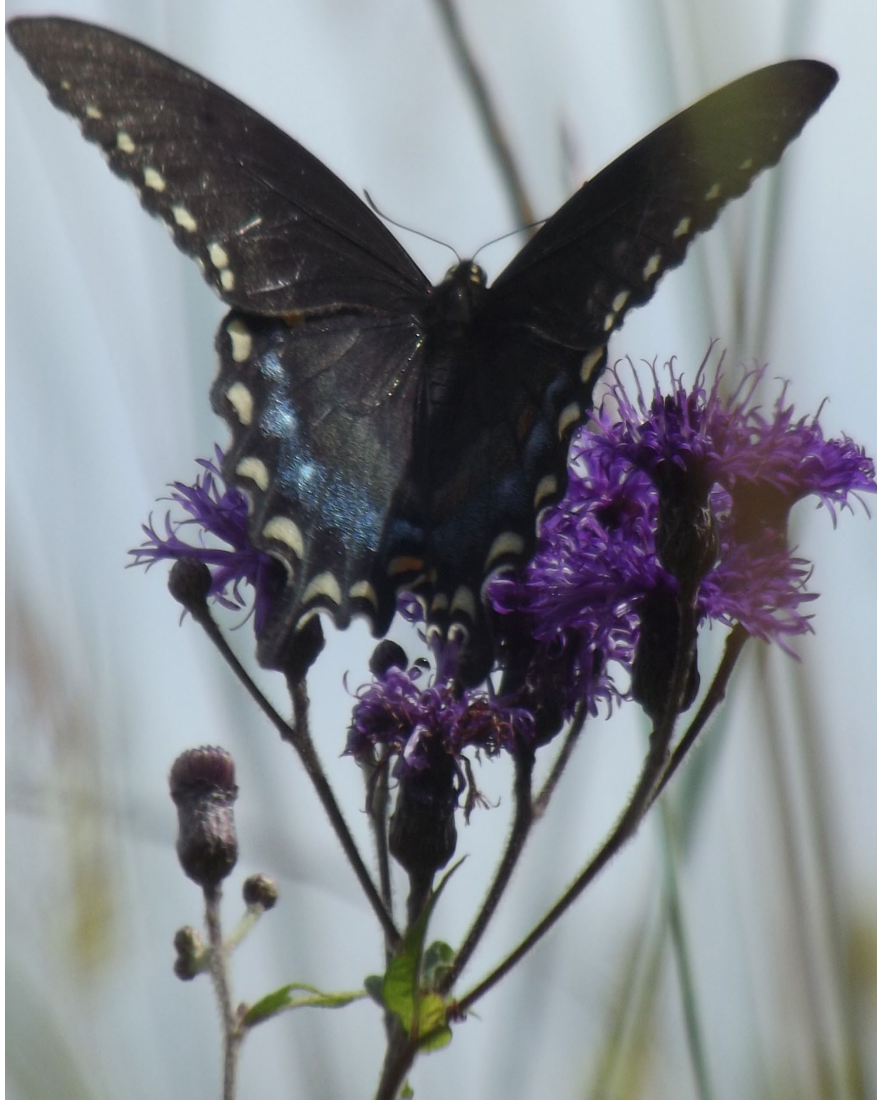
Error messages from citation issues:

- 404 Not found or other “/pageNotFound” responses.
- “No exact match in our database. But based on the elements we could match, we have returned the following results... (JSTOR)
- Or taken to a “Search this journal or vendor...” type page



## Resources for Further Learning

- Introduction to OpenURL – see [NISO](#) or other web pages from [DOI org](#) or similar orgs.
  - Alma CTO see section “Advanced Troubleshooting & Documentation” on \*\*
- \*\*CARLI Web Page on troubleshooting-  
<https://www.carli.illinois.edu/products-services/i-share/electronic-res-man/primove-broken-links>
  - Customer/Library IDs see <https://www.carli.illinois.edu/products-services/i-share/electronic-res-man/electronic-collections-librarys-customer-and-location-ids>
- PDA November 1 Presentation-  
<https://www.carli.illinois.edu/professional-development-alliance>



# Time for your Questions.

Join us January 12, 2023  
at 2pm for  
Our Next Open Office Hour

Contact CARLI at  
[support@carli.illinois.edu](mailto:support@carli.illinois.edu)