Taming the communication beast: Using LibGuides for intra-library communication

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Miami University, Oxford, OH
LTC 2011
“Gata hecho en mexico,” by Carbon Arc, http://www.flickr.com/photos/41002268@N03/3821896163/
Considerations…

DON'T WORRY

I'M FROM TECH SUPPORT

“don't worry, i'm from tech support,” by the boy on the bike, http://www.flickr.com/photos/buro9/298998542/
The first version...

The Call of Cthulhu
Give in to the fearsome power
Bow down at drupal.org

By greenman,
http://www.drupal.org.uk/elder-ones-recommend-drupal
Welcome to the Technical Services Front Page!

This page is dedicated to inform and facilitate communication between the Technical Services department and other departments within the library system. If you have any suggestions or feedback about the guide please fill out the feedback form located on the bottom right of the home page.

TS News

- YBP’s 60 Second Update October 2010
- OCLC Abstracts – WorldCat Local in the U.K., best brands in the world, Web scale on the road, digital archive on the Internet
- Save the date for the OCLC Member Link-Up at ALA Midwinter, Friday, January 7, 2011
- OCLC Abstracts – Connecting knowledge, connecting mobile, connecting collaboration
- OCLC Abstracts – French record brings WorldCat over 200 million mark, OCLC co-sponsoring Science Online London, RDA training
ER/Serials/OhioLINK Questions
- Print serials, OhioLINK and local electronic resources, journal ordering and acquisitions, database and ER trial setup, journal and database A to Z lists
- Please report access issues at the ER Access Issues form

For OhioLINK access issues which occur outside of business hours, please use the OhioLINK problem reporting forms at http://olc7.ohiolic.edu/problems.

Primary contact:
- Jennifer Bazeley
  Phone: 9-4216
  AIM: jwbazeley

Secondary contact:
- Jeff Hartsell-Gundy
  Phone: 9-4139
  AIM: JeffGundy
- Becky Yoose
  Phone: 9-0253
  AIM: byoose

Fund/GOBI/Invoices/Ordering
- Fund numbers, monographic ordering/acquisitions, GOBI

Primary contact:
- Karen Cliff
  Phone: 9-2886

Secondary contact:
MU/OhioLINK ER Access Issues

Use this form if you are having issues accessing MU or OhioLINK electronic resources.

If troubleshooting issues on another workstation other than your own, have the user visit http://www.chiogu.edu/cgi-bin/whereami.pl to obtain browser and IP information.

For ER access issues which occur outside to business hours, please use the Web Feedback form at http://www.lib.muohio.edu/feedback/ .

* Required

Your Name *

[Text Input]

Your Email Address *

[Text Input]

Browser type and version *

Visit http://www.ohiolink.edu/cgi-bin/whereami.pl to obtain browser information. Type in N/A if not available.

[Text Input]

IP address of workstation having problem *

Visit http://www.ohiolink.edu/cgi-bin/whereami.pl to obtain IP information. Type in N/A if not available.

[Text Input]

Patron email for notification of issue resolution

[Text Input]

Connecting on or off campus? *

[Dropdown]

- On campus (wired)
- Off campus

[Selected: Off campus]

Resource/Database Name *

[Text Input]
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<th>Timestamp</th>
<th>Your Name</th>
<th>Your Email Address</th>
<th>Browser type and version</th>
<th>IP address of workstation having problem</th>
<th>Patron email for issue resolution</th>
<th>Connecting on or off campus?</th>
<th>Resource/Database Name</th>
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<td>Off campus (proxy)</td>
<td>Environment and Planning A, B, and D</td>
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<table>
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<th>URL user tried to connect to database</th>
<th>Error message</th>
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<td>Going through the catalog for the same journal (Journal of Curriculum Studies), we state that users have access to 1968. This article is from 1980. When user tries OLinks link to full text, and when navigating through OPAC, Informaworld says: You have requested: Towards a Confluence of Quantitative and Qualitative Approaches to Curriculum Evaluation</td>
<td><a href="http://dx.doi.org/10.1080/0022027800120411?70&amp;pwd=">http://dx.doi.org/10.1080/0022027800120411?70&amp;pwd=</a></td>
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<td><a href="http://www.lib.must.edu/multifac/journals/er">http://www.lib.must.edu/multifac/journals/er</a></td>
<td>In order to access this article you must be a subscriber or you need to purchase the article. Please sign in to access your subscribed content, or select a purchase option. These journals are not working correctly off-campus. It appears that the proxy is in the URL but it is not allowing you to log in, it goes directly to the journal and then you can not access articles.</td>
<td>Fix: Date range incorrect for Informaworld titles, currently fixing in new A to Z</td>
</tr>
<tr>
<td><a href="http://www.lib.must.edu/multifac/journals/er">http://www.lib.must.edu/multifac/journals/er</a></td>
<td>Thanks!</td>
<td>Added URL to EZProxy config file; wasn’t there for some reason</td>
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<tr>
<td>Date reported</td>
<td>Name of resource</td>
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<td>--------------------------------------------------------------------------------</td>
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<td>PsycCritiques via Ebsco A to Z journal entries in Multifacet</td>
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<td>Mental measurements yearbook (Ovid)</td>
<td>A to Z journal entries that are normally loaded into Multifacet are not displaying.</td>
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<td>8/3/2010</td>
<td>LexisNexis products</td>
<td>Off-campus access problematic</td>
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<td>5/10/2010</td>
<td>Springer Journals (via OhioLINK EJC)</td>
<td>Gaps in holdings in Springer titles in the EJC.</td>
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General Information

In MULTIFACET, you can use the following facets to identify serials:

- Material Type: Serials

In MULTIFACET, you can use the following facets to identify e-serials:

- Format: Electronic Resource or Remote
- Material Type: Serials

E-journal holdings are not currently being added to our holdings in WorldCat.

Specific Information

Serial & DB Changes
STO Cancellations FY11
Proquest Platform Changes
Redirect URLs
OhioLINK E-Journals
OhioLINK Elsevier Backfiles
OhioLINK EJC Added Titles

Recently Cataloged Print Serials in MULTIFACET (RSS feed)
Recently Cataloged E-Serials in MULTIFACET (RSS feed)

Questions

For questions about serials, contact Jennifer Bazeley.

Serial & DB Changes

Serial changes by calendar year including publisher, title, and format changes, cessations and cancellations, and OhioLINK EJC additions.

Calendar year 2010

Standing Order Cancellations FY11

Final list

Proquest Platform Changes (2011)

Proquest is currently migrating all of its databases (including Chadwyck Healey and CSA Illumina platforms) onto a new, unified platform. URL and re-direct changes are available on this spreadsheet.

Proquest recommends the following browsers:

- Internet Explorer 7.0 or higher
- Firefox 3.5 or higher
- Note: MAC users - You may need to download this add on in order to view PDF documents
- Safari 4 (MAC)
- Google Chrome (PC only)

Redirect URLs

Databases A to Z Redirect URLs

Click this link to generate a spreadsheet of all current redirect URLs as they appear on the library’s Databases A to Z list.

OhioLINK E-Journal Lists

(Links are created/provided by OhioLINK)

All EJC Journals (Active, Dead, Cancelled, Received in Error, Transferred)

ACM (content owned; can be viewed on publisher’s site)

ACS (content leased; can be viewed on publisher’s site)

AIP (content owned; can be viewed on publisher’s site)

Recently Cataloged Print Serials in MULTIFACET

- Technology and innovation report Serials
- Foreign direct investment in Latin America and the Caribbean
The **Serials Review Tool** created by Ross Shanley-Roberts for the 2011 review is available here:


You will need to sign in with your Miami Unique ID and Password. Please notify Jennifer Bazeley or Aaron Shrimplin if you are unable to log in.

Reviewing and updating periodicals is done by choosing the subject area that you are responsible for under the “Review and Update Periodicals” area, and clicking “Send Selector”.

You may also view already-reviewed periodicals by choosing your subject area or name from the drop-down menus under “View Reviewed Updated Periodical Subscriptions”.

**NOTE:** Due to some fund code/selector updates, there are approximately a dozen titles for review which are showing under outdated funds in the tool. Please see this Excel spreadsheet for titles and selector names.

**Information included for each title under Review and Update:**

**Amounts:** Percentage breakdowns for titles in the subject area based on decisions entered for each title.

**Selector:** Subject selector as recorded in our Millennium order records; if you feel one of these to be incorrect, please notify Jennifer Bazeley.

**Call Number:** For print titles, call number reflects shelf location; for electronic only titles, call number is a reference only.

**Print Usage:** Total number of Internal Uses for each volume/issue, as recorded by Millennium (these numbers are for total uses over life of periodical in catalog; II does not allow us to break down these numbers by year or month).

**Online Usage:** Online usage is available for many (but not all) of our electronic journals; use is broken down by month and year. Numbers come from COUNTER reports provided by the publishers/vendors. See the Additional Information box to the right for more information about the COUNTER report standard. **NOTE:** If you find a print + electronic subscription accessed via Ingenta, and there is no link for Online Usage in the review tool, it means there were no online uses of that title in 2009 or 2010.

**Title:** Title of journal as it appears in the catalog.

**Format:** Print Only, Print & Electronic, or Electronic Only. This column represents the subscription model that we pay for; aggregator access is entirely separate from what this column indicates. See spreadsheet in the box to the right for a list of aggregators versus individually paid-for journal platforms.

**First Year Payment:** First year payment **RECORDED IN II.** We may have been subscribing to this journal for longer than what you see represented here; most periodical payments in II begin in the early 2000s.

**Last Year Payment:** Most recent payment made for the title.

**Average Payment:** Average of all payments. Double-check individual year payments by clicking on the dollar amount in this column. Keep in mind that we sometimes make more than one payment in a year for a given title due to price changes or errors in invoicing.

**CONTAINER Reports**

COUNTER (Counting Online Usage of Networked Electronic Resources), launched in 2002, is an international initiative to improve the reliability of online usage statistics. It is supported by the vendor, intermediary and librarian communities. COUNTER’s objective is to ensure that vendor online usage reports are credible, compatible and consistent. This is achieved by the publication of Codes of Practice that specify the content, format, delivery mechanisms and data processing rules for a set of core usage reports that are easily implemented by vendors and easily understood by librarians.

The report used for the usage statistics in the Serials Review Tool is Journal Report 1. Number of Successful Full-Text Article Requests by Month and Journal.

**Aggregators vs. Individual Subscription E-Journals**

There are two methods of obtaining access to electronic resources—through an aggregator, where we pay for a large package of titles of the vendor’s choosing, and through subscription to individual titles, where we choose and pay for single titles. In the Serials Review Tool, the Format column reflects the type of subscription we have to the individual journal. Individual journal subscriptions can generally be purchased in one of three combinations: Print Only, Print & Electronic, and Electronic Only.

In the EBSCO column, you will see links to both the aggregator content and to the individually subscribed content. We have no control over the aggregator content—although we pay for the content, we do not select the content on a title by title basis—content may come and go at the vendor’s discretion. Individually subscribed content is content we choose to subscribe to and pay for on a title by title basis.

The spreadsheet below contains a list of aggregators and a list of individually subscribed hosts/vendors/platforms so that you can determine where access is coming from for individual titles you find in the Review Tool.

**Aggregators and Individual Subscription Platforms spreadsheet**

**Membership Subscriptions**

The library subscribes to some journals via membership in various associations and societies. These memberships were inadvertently left out of the serials tool. Download the spreadsheet below to view membership titles and details.

**Membership Subscriptions spreadsheet**
Ebsco is currently working on a usage statistics consolidation tool which will be available to us through our Ebsco ERM, with an expected roll-out by the end of calendar year 2011.

In the interim, I'll be posting COUNTER compliant (when available) reports for many of our subscribed databases and platforms. Not all of the products we subscribe to offer usage statistics, which may be why you don't find a particular product in the lists on this page.

Reports will be updated monthly but please note that many vendors are one to two months behind in updating use statistics.

Reports are COUNTER compliant unless otherwise noted.

Links open reports in Excel.
“jump” by K. Yahuhara,
http://www.flickr.com/photos/ken_yasuhara/4042973945
### Ebrary PDA Report: As of 2011-02-27

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<td>Preparing for Leadership: What It Takes to Take...</td>
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E-Books Purchased via OhioLINK

How to Access

Via OhioLINK Electronic Book Center

- ABC-Clio
- Chadwyck Healey
- Gale Reference
- Oxford Digital Reference Shelf
- Oxford Scholarship Online
- Sage Reference
- Springer E-Books

Via Publisher Platform

- ACLS Humanities E-Books (Lease; Pay to Play)
- Gale Reference
- Netlibrary
- Oxford Digital Reference Shelf
- Oxford Reference Online (Lease)
- Oxford Scholarship Online
- Safari Tech Books (Lease)
- Springer E-Books

Catalog Records

OhioLINK provides us with bibliographic records for all e-books purchased through the consortium. These records are received in batches and loaded into Multifacet upon receipt. Please note that OhioLINK is behind in producing bibliographic records for Oxford and Springer e-books.

OhioLINK EBC titles have been "turned on" in our Online Resources A to Z list and will appear there with an e-book icon. The EBC holdings in our A to Z list are maintained and updated by OhioLINK and Ebsco. View the list of EBC e-books in our A to Z list.

Downloading

E-books in the OhioLINK EBC cannot currently be downloaded but only viewed online in a browser. The only exception are Springer e-books in the EBC, which allow PDF chapter downloads. Among the publishers that allow us to access their e-books directly from their publisher site, only Springer and Gale offer download options. Springer allows a PDF download of an entire e-book; Gale allows an HTML or PDF download of individual sections of an e-book.

Title Lists

(Please note: OhioLINK is behind in loading these titles into the EBC)

ABC-Clio Title List Projections

Provided by OhioLINK
“Sprocket the Box Cat 4,” by steve caddy, http://www.flickr.com/photos/stevecaddy/1812300414/
Thank you!

Questions?

Becky Yoose
yoosebj@muohio.edu
Twitter: yo_bj

Jennifer Bazeley
bazelejw@muohio.edu

“Sprocket the Box Cat 2,” by steve caddy,
http://www.flickr.com/photos/stevecaddy/1812265762/