User-Centered Technical Support of E-resources

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Illinois Wesleyan University
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Why you're here (I'm assuming)

• Select at least one objective for your library’s technical support.
• Document the communication pattern for technical support at your library.
• Identify at least one technology option that would facilitate technical support at your library.
What we're going to do

- Objectives for technical support
- Communication
- Technology to facilitate technical support
- Assessment of technical support
"There is a whole range of technology solutions that can enable the fantastic customer experience. ... The technology only enables customer advocates to be more efficient and effective. The solution lies in understanding the connection between people, process and technology."

- Natalie L. Petouhoff
Hitachi Consulting
What are you trying to do?

**Organization-centric**
- manage technology
- manage content

Assess the quantity of the user's experience

**Customer-centric**
- manage user tasks

Assess the quality of the user's experience
How do you know when you succeed?
How do you talk about what you're doing and how you're succeeding?

Standards for Service:
• Telephone responses
• Email responses
• Responses to complaints

Content monitoring:
• Most used resources
• Resources used by influential people
• Resources used in specific classes
• Resources that were the hardest to get set up initially
Communication with your users

Who
What
When
Where
Why
How
Your User Network
What

Money

Usage

Content
# When, Where, Why, How

<table>
<thead>
<tr>
<th>When</th>
<th>Whenever the user decides</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where</td>
<td>Wherever the user is</td>
</tr>
<tr>
<td>Why</td>
<td>What we have to find out</td>
</tr>
<tr>
<td>How</td>
<td>Carefully</td>
</tr>
</tbody>
</table>
Technology Tools

“There will always be a need to communicate with co-workers and no piece of technology or software application will be able to -- nor should be able to -- replace that.”

- Stephanie H. Wical
Electronic Resources Management System

The Alpha and Omega?

http://www.photosharingforum.com
Find it FAQ for library staff

What is Find it? (formerly called SFX)
How does it work?
What are the advantages to users?
What are the advantages to libraries and are there any staffing implications?
What problems does SFX solve?
Is there a specialized SFX vocabulary that I should be aware of as a library staff member?
What will the user see at Harvard?
What is the Find it Citation Linker?
I have followed the instructions to configure my browser, but my configuration changes don't seem to take effect.

Symptoms:

- The Browser Configuration Check program consistently tells you that your browser is not configured correctly, even when you run it right after you restart the browser; and
- You can't get full access to the Library's licensed electronic resources.

Checklist:

1. Be sure you have followed the configuration instructions faithfully. Check to make sure you have entered the correct configuration URL in the field your browser provides; for the CalNet authenticating proxy server, the URL for the proxy configuration script is:

   http://proxy.lib.berkeley.edu:7777/proxy.pac

   and for the conventional PIN-authenticating proxy server the configuration script is at:

   http://proxy.lib.berkeley.edu/proxy.pac

2. Be sure there are no spaces to the left of the configuration URL and that there are no extraneous characters following the configuration URL to the right.
Flowcharts

Finding Journals and E-Journals at Ehrman Library (Flowchart)

The journals that the Library owns are listed in MEDCat, the Library's online catalog, and in the E-Resources section of the Library homepage. It is often necessary to check both places to locate complete information for journal holdings available to you via Ehrman Medical Library. The journals listed, as well as the information available about each journal, will vary depending on the tool that you choose to use to locate a journal title.

Step 1
Go to the Library's homepage: http://library.med.nyu.edu

Step 2
Go to MEDCat

Step 3
Select the Journal Title search.

Step 4
Type a Journal Title or Title Abbreviation, and click the Search button or press Enter.
(The Journal record will display OR click on the Journal Title in the list of results to display it.)

Step 5
Examine Results.

Network
Click on the Connect To link to go to the online version.

NYU Medical Library
The Journal is available to print through the library.

Your entry Title would be here
The journal is not part of the library's primary collection.

Journal is available in print, 1995 - present in the MED journal indexes.

Photocopying is available in the Library for $1.00/page.

Use the Interlibrary Loan (ILL) form on the Library’s homepage.

Step 2
Go to E-Resources
All E-Resources by Title

Browse by title using the alphabetical list.

OR

Square-by-journal Title or Title Abbreviation

Search for E-Resources

Step 3
Examine Results.

Step 2
Use the E-Resources Quick Search box

Enter by journal Title or Title Abbreviation

Manuscript is available online
Click on the journal Title to go to the online version.

Ehrman Medical Library | 550 First Avenue, New York, NY 10016 | Phone: (212) 263-6483 | library.med.nyu.edu | W. Spielberg - Apr-05
Link Resolver

The Ames Library

AMES STAFF VERSION

Source: Journal of the Optical Society of America [0030-3941] yr: 2005

Full text for related object


Full text available via Optical Society of America

Year: 2005 Volume: Issue: Start Page: GO

Available from 1984 volume: 1 issue: 1

Interlibrary Loan and Reserves are not allowed.
Treatment prospects for persons with severe mental illness in an urban county jail

Author(s): Lamb HR (Lamb, H. Richard), Weinberger LE (Weinberger, Linda E.), Marsh JS (Marsh, Jeffrey S.), Gross BH (Gross, Bruce H.)

Source: PSYCHIATRIC SERVICES  Volume: 58  Issue: 6  Pages: 782-786  Published: JUN 2007

Times Cited: 0  References: 18

Abstract: Objective: A retrospective study of inmates with severe mental illness in a large, urban county jail aimed to obtain information about their psychiatric and criminal histories and status, the psychiatric services they used while incarcerated, and the challenges they might present in psychiatric treatment after release. Methods: The authors ascertained demographic characteristics, diagnoses, psychiatric and legal histories, and current psychiatric condition and treatment from jail psychiatric records of a random sample of 104 male inmates with mental illness and from electronic county mental health records and state records of criminal histories. Results: Seventy-eight inmates (75%) were diagnosed as having a severe mental illness. Of these, 59 (76%) required inpatient care or its equivalent for part of their time in jail for the current offense. Of the inmates with severe mental illness, 92% had a history of nonadherence to medications before this arrest, 95% had prior arrests, 72% had prior arrests for violent crimes against persons, and 76% were known to have a history of substance abuse. Conclusions: A large percentage of persons with severe mental illness received their
Ticket Tracking System

**Ticket #24 (new task)**

<table>
<thead>
<tr>
<th>LDAP authentication</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reported by: reeset</td>
<td>Assigned to: reeset</td>
</tr>
<tr>
<td>Priority: major</td>
<td>Milestone: 2.0</td>
</tr>
<tr>
<td>Component: Server Side</td>
<td>Version: 2.0</td>
</tr>
<tr>
<td>Keywords:</td>
<td></td>
</tr>
</tbody>
</table>

**Description**
Get the LDAP authentication working.

**Change History**

- **11/25/06 11:53:04 changed by frunking**
  - version set to The Stars, Like Dust (3).

- **02/08/07 20:47:38 changed by frunking**
  - version changed from 0.8 to 1.0.
  - milestone set to 1.0.
  Moving this to 1.0, since LDAP (and other authentication methods) will be more meaningful once we've built functionality where user accounts will add value.

- **02/21/07 09:47:05 changed by frunking**
  - version changed from 1.0 to 0.9.
  - milestone changed from 1.0 to 0.9.

- **10/18/07 14:22:07 changed by frunking**
  - version changed from 0.9 to 2.0.
  - milestone changed from 0.9 to 2.0.
Database Problems Form

Before submitting a problem, consider some quick browser tips:

1. Browser issues are common. Sometimes simply trying a different browser solves the problem.
2. Ensure you are using the latest version of your browser.
3. Pop-up blockers. Some browsers can be configured to block pop-up windows, however, pop-up blockers may interfere with some of the databases you are trying to access. Try temporarily disabling pop-up blockers in your browser if you have them enabled.

An asterisk (*) denotes a required field.

Patron Information
Please enter your contact information below so we may serve you better.

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FULL NAME</strong></td>
<td></td>
</tr>
<tr>
<td><strong>E-MAIL ADDRESS</strong></td>
<td></td>
</tr>
<tr>
<td><strong>IP ADDRESS</strong></td>
<td></td>
</tr>
<tr>
<td><strong>YOUR BROWSER</strong></td>
<td></td>
</tr>
<tr>
<td><strong>DATABASE NAME</strong></td>
<td></td>
</tr>
<tr>
<td><strong>PROBLEM DESCRIPTION</strong></td>
<td></td>
</tr>
</tbody>
</table>
Customer Relation Management System

[Image of a screen showing a CRM system interface]
Project Management
Assessment – Success

Did our users find what they needed?
Sides of Assessment

**Necessary components**
- on-going
- incremental

**Cool aspects**
- encourage innovation
- foster a climate of continuous improvement
- celebrate how far you've come
Questions to Ask

- Why are you assessing?
- What are you going to do with the data?
- Who’s going to be involved in the assessment?
- What assessment data already exists?
Assessment Tools

• Quantitative
  – analysis of complaints and compliments
  – surveys
  – mystery shopping
  – usability testing

• Qualitative
  – conversations with users
  – focus groups
  – interviews with users
How to choose where to start?

Focus:

USERS’ TASKS

not

TOOLS
"The web is not a nirvana."
- Gerry McGovern
Noteworthy Resources
