

AurProblem Blog: Using Web 2.0 to Troubleshoot E-Resources

AurProblem Blog is a centralized tracking system to record reported problems, identify workflow, assign responsibility, and document steps taken to achieve solutions.
<http://aurproblem.blogspot.com>

- Blogspot features:**
- URL for each post
 - Search box
 - Date post created
 - Labels
 - Comment on post

- AurProblem posts:**
- Describes submitted problem
 - Assigns problem to library staff
 - Documents steps for resolution

The screenshot shows a web browser window displaying a blog post. The browser's address bar shows the URL <http://aurproblem.blogspot.com/2008/12/bmj.html>. The page title is "Report a problem: BMJ". The post is dated "Sunday, December 21" and titled "BMJ". The post content includes a "Problem" section describing a "pass-through" link issue, an "Assigned to" field (gb,ej), a "Priority" of "medium", and a "Status" of "in progress". It also contains "Troubleshooting notes" dated 12/22/08. The post is attributed to "Elaine" at 8:49 AM. A "Labels" sidebar on the right lists various categories like ". Aurproblem Email (1)", ".b_record (2)", ".e_record (3)", "229 field (1)", "AIP (1)", "AK (1)", "AL_bad_link (1)", "Alliance (1)", "ARTstor (1)", "ASME (3)", "Available content (1)", "Blackwell (2)", "Book review index (1)", "brief bibs (1)", "browser issue (1)", "Cambridge Journals (1)", "CDE State CO (1)", "check Dec coverage load (4)", "check Feb coverage load (2)", "check Jan coverage load (1)", "check Nov coverage load (3)", "check Oct coverage load (2)", "CLERT (3)", "coverage load (2)", "CSA databases (7)", "date format (1)", "DOAJ (1)", "double links (3)", "DP (20)", "DZ (6)", "EBSCO (2)", "EBSCO EJS (31)", "ECO (1)", "EJ (29)", "Emerald (1)", "EndNote Web (1)", "Euclid Direct (1)", "Euclid Prime (1)", "Factiva (3)", and "Families in Society (1)". A "Comments" section at the bottom shows one comment from an anonymous user stating "BMJ url changed to *.bmj.com - Completed 12/22/08 4:00 p.m. Pat T December 22, 2008 4:06 PM".

Callouts:

- Blog's search box
- Blog's name
- Post's date
- Post's name
- Post's labels
- AurProblem's post template fields: Problem, Assigned to, Priority, Status, Troubleshooting Notes
- Post's comment
- Blog's labels

ALCTS Electronic Resources Interest Group at the 2009 ALA Midwinter Meeting

Panel Session: Troubleshooting + E-Resources = Success

Saturday, January 24, 2009 from 10:30 am - 12:00 pm at Ritz Carlton Salon 3 in Denver, CO

Denise Pan (denise.pan@ucdenver.edu) & Gayle Bradbeer (gayle.bradbeer@ucdenver.edu) of Auraria Library

Serving the University of Colorado Denver, Metropolitan State College of Denver, and Community College of Denver



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Sample Troubleshooting Blog Procedures

Administrators' responsibilities:

Rotate responsibilities bi-weekly. Check the trouble email frequently. Log problem in blog. Notify receipt of problem to sender, noting blog entry address. Evaluate problem, assign to others if necessary and notify sender when problem is fixed.

Assigning problems:

Define who deals with what type of problem.

Logging problems into blog template:

General: No abbreviations except initials. No direct quotes of vendor communications.

Title: Name of problem at the lowest level. E.g. e-journal or database

Problem: Summarize description of problem. Include the initials of the person who reported the problem. When possible include the link to bib/resource record.

Assigned to: Write initials and date.

Priority: High: access issues (can't access at all). Medium: access is possible but not the best or coverage date is wrong. Low: would be nice, but not essential right now.

Status: Choose from "in progress" or "resolved"

Troubleshooting notes: Most recent entry at the top. Format is as follows: Date, Question/Comment, Initials. After an initial posting, send questions as a comment so that it will be emailed to the group automatically. When issue has been resolved, the last entry should include: Date, State what has been resolved, initials.

Labels:

Always add the following label types (be as specific as possible): The environment (which database, journal, Ser Sol, E records, Resource ID). Type of problem (such as printing, download, logins, etc). Initials of assigned person.

Status of problem: resolved or in-progress (change when resolved). Further action: "check next coverage load" (removed when completed), post a FAQ (for on-going issues)

Editors: Currently only certain people can edit the blog. If others help resolve an issue, they need to report this info back to the group for entry in blog. Add the other person's initial to label.

On resolution: Remove the initial labels for persons assigned to the problem. Change "in-progress" to "resolved" labels. Remove priority levels from labels.

Emailing:

Quick fix (less than 5 minutes): Fix the problem and reply to all. Then move the original problem email & your response to the Resolved folder.

Not a quick fix: Create and include blog post link in a reply to all email. Try to respond to person reporting within 48 hours of receipt of email. When the problem has been resolved, reply to all (person reporting problem and the trouble email) and include a link to the blog post. Move the original problem email and your response to the Resolved folder.

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