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Join us in welcoming the newest member of E-Resources!
This week, Tania Grant joined the E-Resources Group as an Electronic Resources Assistant. Tania comes to us from CSSSI where she worked on the Economics Growth Center collection. Her primary role in E-Resources will be for license tracking workflows, but you can expect to hear from her on E-resprob as well!

Please join E-Resources in welcoming Tania to our troubleshooting team!

Who can use Yale’s E-Resources?: Commencement Edition
With the end of the academic year, we thought it would be a good time for a reminder of who exactly can use Yale’s licensed electronic resources. The library provides the Yale community with access to a wide variety of e-journals, e-books, and databases through licensing agreements, which are legally binding contracts that Yale must abide by. License agreements provide access to authorized users only, which generally includes faculty, students, and staff currently affiliated with Yale University. Often, a license agreement may also have a provision for “walk-in” users. “Walk-in” users are people who aren’t affiliated with Yale, but are on-site and using resources on library computers.

As of May 31st Yale graduates no longer have access to Yale’s e-resources. Once a student’s change in affiliation (from current student to graduate) is official, their NetID will no longer provide access to electronic resources via VPN or YaleSecure wireless. The most important thing to remember is that people who fall outside of the defined “authorized users” group do not have access to Yale’s e-resources. If a user identifies as an alumnae/i, you can suggest they check with the alumni association (http://www.aya.yale.edu/). Alternately, a specific Yale college or professional school may be able to provide limited access to specific resources for alumni.

If you receive questions about access and you aren’t sure whether a user is “authorized” – just ask us! We’re happy to help.
Reading current newspapers and magazines online
Many staff and students wish to read daily newspapers, such as the New York Times, or weekly magazines, such as the Economist, online with the full benefits of individual subscribers. This means reading the paper at its regular site, such as nytimes.com, and getting full access to content without barriers such as pop-ups and paywalls. While this is a straightforward and natural thing for people to want, it is not always easy for the library to provide.

While Yale has significant holdings of historical newspapers and magazines in electronic format, current content can be much more complicated. Historical content lives on vendor platforms such as ProQuest and Readex, providing broad access to decades’ worth of stable content for research purposes. Current newspaper and magazine subscriptions are much more active: content is added throughout the day to a specific site for the benefit of paying readers. These sites are geared toward individuals who now read online instead of having the paper or magazine delivered to their doors. For this reason, access methods can be more complex than with stable, historical content. Some newspapers, such as the New York Times, are available only to limited groups of Yale affiliates. Others, such as FT.com, require you to create an account that is linked to your Yale email address. All of our subscriptions are listed in the Journal A-Z list, but it can be hard to tease out where to find current subscriptions and how to access them. If in doubt, check AskYale, which maintains up to date information on accessing several popular newspapers and magazines, including:

- New Haven Register
- New York Times
- Economist (Economist.com)
- Financial Times (FT.com)
- New Yorker
- Wall Street Journal

Common linking issues, Part 1: Articles in Supplement Journals
From time to time the E-Resources Group learns about linking problems from QuickSearch or from the YaleLinks Menu. We know how frustrating linking errors can be for our users, and we know just how confusing it can be to diagnose them!

Linking errors are common when citation fields include non-standard or extra data, such is the case for journal supplements. It is particularly challenging to have a successful request for articles from journal supplements because of how the citation information is used among different databases. Take the example below, where the links menu shows:

- Journal Name (Journal of health services research & policy)
- ISSN (1355-8196)
- Date (07/01/2005)
- Volume (10)
When the E-Resources Group learned that this particular links menu was unsuccessful in retrieving full-text, we took a look at the little details. In this case, Page “S21” was the likely culprit. The “S” in the page number field told us that the article was actually within a supplemental journal, not the primary journal. This means that the link was trying to go to a page that does not actually exist in this journal, hence the error!

The best bet in this type of situation is to send an email to e-resprob@mailman.yale.edu and we will be happy to help! You can also check to see whether the content is available by bypassing the article link option and doing a search for the article title in the database resource itself.

Thank you!

We want to hear from you. What do you think of this newsletter? Is it useful? What sort of information would you like to see in the next issue?

Please let us know by contacting the E-Resources Troubleshooting Team here: e-resprob@mailman.yale.edu

Archived editions of this newsletter are available here: http://guides.library.yale.edu/troubleshooting

Thanks for reading,

E-Resources Troubleshooting Team
e-resprob@mailman.yale.edu