Adding New Content: When Will Resources Appear?
When a new database or journal is added to Yale’s collection, the E-Resources Group activates it in a back-end system called the knowledge base. Activation effectively says, “Yes! Yale has access to this resource!” which kicks off a series of updates throughout our systems, making these new resources visible to users.

E-Resources controls the publication of new resources to the Database AZ list, so this generally becomes discoverable to users immediately upon activation. All other updates are subject to processes that occur on the vendor’s side, meaning we can only give estimates based on the frequency with which these updates run.

<table>
<thead>
<tr>
<th>Access Point</th>
<th>Availability Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database AZ list</td>
<td>New databases are manually added by E-Resources staff and are generally available immediately.</td>
</tr>
<tr>
<td><strong>eJournal AZ list</strong> and Yale Links menu</td>
<td>Changes are reflected 24-48 hours after a journal title has been activated or edited in the knowledge base.</td>
</tr>
<tr>
<td>MARC records in Orbis</td>
<td>Records for new, updated, or deleted e-journals are processed weekly for both Orbis and Books+ in Quicksearch.</td>
</tr>
<tr>
<td>Articles+ (aka Summon)</td>
<td>Content becomes discoverable 1-3 weeks after activation in the knowledge base. New resources are included in a massive index update that runs for all Summon customers approximately every 2 weeks. These updates are simultaneously visible in both the native Articles+ interface and the version available within Quicksearch.</td>
</tr>
</tbody>
</table>

Note: Changes to the eJournal list, Yale Links menu, and MARC records usually run very close to schedule. Updates to Articles+ are less predictable, and can take 1-3 weeks to occur.

Content Changes & Renewals
As the year wraps-up, the E-Resources Group prepares for the changes that 2017 brings. A new calendar year means that many of Yale’s “continuing resources” – that is to say: journal subscriptions – have to be renewed in order to allow for continued access. After renewal decisions have been finalized, E-Resources makes sure that all renewed resources are set-up correctly for access and that cancelled resources are deactivated and removed from the library’s systems.
The timeline for these annual changes is quickly approaching, and work will gear up after the winter recess. E-Resources works as quickly as possible to make sure that any transition in access is seamless. However, if at any time you find that a resource says it’s available with full-text but is not — for instance if you are denied full-text access — please let us know! We can cross check access with renewal information, and contact the resource provider for assistance, if needed.

Database Platform Upgrades ...What We Can and Can’t Control
Publishers and content providers constantly strive to make their resources more accessible and discoverable. To improve the user experience, database platforms are refreshed, redesigned, and optimized for a more streamlined research experience. Recently Cambridge and Oxford have started migrations to new, unified platforms. These changes have enabled their content (from e-journals, e-books, and reference works) to be available on one cross-searchable interface. Though a single platform removes problems associated with resource silos — where individual resources lived on individual sites separate from each other — managing the upgrade can be a delicate dance for both the provider and for the E-Resources Group.

No matter how meticulously planned, the transition period for any new database platform doesn’t always go as smoothly as one would hope, and technical difficulties may occur that could impact access to licensed resources. As publishers notify the E-Resources Group of upgrades, we react and plan according to the information received, making sure that content is accurately set-up within the library’s systems for discovery. We have no control, though, over how and when publishers migrate or implement platform changes, which can cause unexpected changes and even service disruptions. E-Resources monitors the migration process from start to finish, and will always communicate out any pertinent information relating to access for front line service staff!

Managing resources is a group effort, and as always, you can report any problems, concerns, or questions relating to the access of electronic resources to the E-Resources Troubleshooting Team via e-resprob@mailman.yale.edu. Keep in mind, that for database platform upgrades we may not be able to make immediate changes but we can use your feedback to advocate or suggest future enhancements to the publishers.

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 at e-resprob@mailman.yale.edu.

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

Thanks for reading,

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