Electronic Resources
Troubleshooting Newsletter
September 2017 | Issue #10
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**Big Database AZ List Changes**

After Labor Day, YUL moved to a new Database AZ list integrated into Quicksearch, which means researchers will be able to search for databases in the same place where they already find books, articles, and digital collections. There still will be a direct link on the library homepage to “Find Databases.”

Here’s what else you can expect from the new Database AZ list:

- Subject headings, publisher information, and descriptive notes will all be searchable because the new Database A-Z list is made up of MARC records. Users will have a much easier time finding databases and will have better information about what a resource is before clicking out to use it!
- The old list displayed all of a database’s component parts as separate entries, leading ScienceDirect to appear 79 times! In the new list, that problem has been solved and each resource is represented just once. In short, it will be easier to identify the resource you need.

There is now information about the Database List up in AskYale, which can be found here: [http://ask.library.yale.edu/search/?t=0&q=database](http://ask.library.yale.edu/search/?t=0&q=database). If staff have ideas about other questions that might be asked or might be helpful to add, suggestions would be welcome. We have also attached a quick guide for your troubleshooting convenience.

Testing and training sessions ran throughout the summer, including two special sessions just for frontline staff. Thanks to all who joined these sessions and provided feedback on this exciting new service!

**The Technical Services Reorg: What does it mean for E-Resources?**

As you may have heard, there has been a Technical Services departmental reorganization! One of the most significant changes in structure is the merging of E-Resources and Serials Management teams into one unit. How will this change impact the responsibilities of those formerly and newly within the E-Resources Team? Let’s hear directly from them!

**Angela Sidman**
I’m the Interim Director of E-Resources & Serials Management, responsible for overarching departmental strategy, policy, and direction during the first phases of the Technical Services re-organization.
Elisa Nascimento
I manage electronic resources within the library’s access systems (360Core knowledge base, library catalog, and the Database A-Z list). Access management involves activating newly subscribed and licensed resources, reviewing the renewals of journal and database content, and updating Yale’s electronic holdings to reflect vendor driven changes (publisher migrations/mergers, redesigned access platforms). I consult with service providers, publishers and librarians to ensure that our resources are set up and accessible to library users.

Tania Grant
My duties in ERMS involve ensuring that new license agreements for electronic resources are maintained in our SharePoint License Tracking system. I manage and maintain this license tracking workflow with the License Review Team. After new resource activation, I also ensure that licensed electronic materials are branded with the Yale Library logo.

Zhongren Lin
I primarily support the library’s usage statistics for electronic resources. I am responsible for downloading, organizing, and managing e-Resource usage reports (COUNTER and non-COUNTER compliant) from a variety of publisher and vendor web sites. I maintain and update the Yale University Library’s e-Resources usage statistics page, and respond to library staff requests for usage data reports. I also support a broad range of other electronic resource lifecycle activities, including licensing activities, access controls, vendor relations, general administrative support, and troubleshooting.

Paul Belbusti
After some time as a member of the Order Support Team, I return to the E-Resources Team to continue the work of ordering electronic databases and electronic serials. I have also rejoined the E-resprob Troubleshooting Team and look forward to working with my colleagues to expand our growing collection of resources.

Dane Trotti
I come to the Electronic Resources & Serials Management group from Catalog and Metadata Services, where I spent the last 10+ years as point person, managing and facilitating access to a wide variety of electronic resources and cataloging projects, including Orbis related database records, e-book record loads, participating in troubleshooting tasks with the Electronic resources group and quality control for the 360MARC weekly record loads. I am excited to be joining ERSM, and am looking forward to participating in ongoing and new electronic resources projects, as well as building new relationships both within ERSM and with a wider array of vendors and stakeholders.

Rowena Griem
I’ve worked in Yale University Library’s Catalog & Metadata Services (and its predecessor) for 14 years, performing original cataloging for print and multimedia materials in the Germanic languages as well as electronic resources in all European languages. I began my tenure in E-Resources & Serials Management in early June and look forward to facilitating library users in identifying materials quickly and efficiently.

As we continue with the early stages of our reorganization, if you have a question about who to contact, please feel free to reach out to Angela Sidman (angela.sidman@yale.edu)

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
Finding Databases in Quicksearch

The Find Databases list is now part of Quicksearch, with the heading Databases: http://search.library.yale.edu/databases

Searching and troubleshooting:

The catalog records that make up this list are a subset of Books+, so all of the resources that appear here are also discoverable through more general searches in Books+.

From the Database List, you can search multiple ways:
- Browse for a known title by clicking on a letter of the alphabet
- Search for a keyword, title, or subject using the search box

Within a list of search results, you may limit to a language, subject, or LC Classification letter.

Not finding what you need within the Database list? You can easily toggle over to Books+ and run a search across the full catalog.
- Individual e-books and e-journals are most likely in Books+
- Freely available resources might also be discoverable in Books+

If you do not understand why a record is highly ranked within the search results, click through and look at the full record.
- Keyword searching is powerful!
- Quicksearch looks at the whole MARC record including publisher, former or variant titles, and keywords in the descriptive notes.

Access and use notes appear within the full item record. Click through to view if there is:
- A limit on the number of simultaneous users.
- Advice on browsers or software needed to support use of a specific resource.

What should you do if you can’t find the database someone wants?
- Switch from the Database list to a full Books+ search
- If you see high-ranking results that don’t match your search, click inside the record, look at variant titles, and read the summary note.
- If you still cannot find the database, email the E-Resources team! E-resprob@mailman.yale.edu