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# Take It to the eTeam: Improving ERA Troubleshooting Management and Communications with LibAnswers

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**GEORGIA  
SOUTHERN  
UNIVERSITY**

Georgia's large-scale, small-feel research university

# Take It to the eTeam!

Improving ERA Troubleshooting Management and  
Communications with LibAnswers

*Jeffrey Mortimore & Debra Skinner  
Collection & Resource Services  
Zach S. Henderson Library*

# Agenda

- Context
  - *ERA troubleshooting (past, present, and future)*
- Plan
  - *eTeam queue and internal FAQ*
- Execution
  - *Tags, tiers, and assessment*
- Observations & Opportunities
  - *Outcomes, looking forward, and best practices*
- Contacts & Questions

# The Context

- ERA troubleshooting is complex
  - Campus IT
  - Library Systems Department (library computers, proxy)
  - Collection & Resource Services Dept. (Tech Services)
    - Handles ERA troubleshooting
  - GALILEO (Georgia Consortium)
  - Vendors/Publishers
- Training Needs
  - Information Services Desk triage
  - User and his/her computer
    - On/Off Campus
    - Cookies
    - Browser

# Complexity Increases

- Discovery Layer – Easy to use on basic level
  - Adds new dimension of complexity
  - Staff, faculty, students have to make adjustments
  - Multiple catalogs for library resources
    - Classic
    - Gil-Find (Vu-Find)
    - Discover
    - Union
  - Initial set-up and ongoing tweaks
    - Proactive decisions about usability
    - More troubleshooting

# Who You Gonna Call?

- E-Team
  - E-mail for all electronic resources troubleshooting
  - Sent to two librarians in Collection & Resources Services
    - Triage
    - Forward problems as needed
- Staffing
  - Convinced Library Dean to allow re-direct open position
  - Hired as Discovery Services & Data Curation Librarian
  - Discovery interpreted in broad sense of making all library resources as discoverable as possible
  - Emphasis on proactive activities in addition to response
  - Emphasis on training to reduce redundant work

# The Plan

## ERA troubleshooting and support wants and needs:

- Move workflows out of our inboxes
  - Reduce buried and lost emails
  - Improve delegation, tracking, and turn-around time
  - Consolidate support, enhancement, and rollout tasks
  - Increase transparency and accountability
- Consolidate and improve communications with library personnel and patrons
  - Formalize request and acknowledgment process
  - Improve status and update reporting
  - Repurpose and integrate support materials

Enter LibAnswers...

# eTeam Queue

LibAnswers **71** Dashboard Answers Stats Ref. Analytics LibChat Status Mgmt Admin Help jmortimore@georgiasouthern.edu Logout

Open Tickets (71) Pending Comments (0) Pending Ideas/Votes (0) Errors (0) Spam (0) Status Posts

Queue **eTeam Support** Source All Sources Status Not Closed Owned by View All Name

Email  Filter (clear)

Tickets 1 - 35 (of 35)

| Id     | Status  | Queue         | Question   | Last Message From | Owner             |
|--------|---------|---------------|--|-------------------|-------------------|
| 656109 | Pending | eTeam Support | <a href="#">Resolve Flipster URLs</a><br>Anon<br>Asked via Staff Entry<br>T1 - Localized S1 - Internal C0 - None ASAP  | Patron            | Savitri Jayaraman |
| 659092 | Open    | eTeam Support | <a href="#">EZP config for Gale subdomain</a><br>Jeff Mortimore (jmortimore@georgiasouthern.edu)<br>Asked via Staff Entry  | Patron            | Savitri Jayaraman |
| 637933 | Open    | eTeam Support | <a href="#">Set Up Analytics in EBSCOhost/EDS</a><br>Anon (jmortimore@georgiasouthern.edu)<br>Asked via Staff Entry<br><b>T2 - Enhancement S2 - Department C0 - None</b> | User              | Jeff              |
| 656260 | Pending | eTeam Support | <a href="#">Library Links - Items Missing from SFX Menu</a><br>Anon<br>Asked via Staff Entry<br>T1 - Localized S2 - Department C0 - None ASAP                            | Patron            | Jeff Mortimore    |
| 462362 | Open    | eTeam Support | <a href="#">SFX Target for Flipster</a><br>eTeam (jmortimore@georgiasouthern.edu)<br>Asked via Staff Entry   | User              | Greg Vaughan      |

All eTeam members belong to queue.

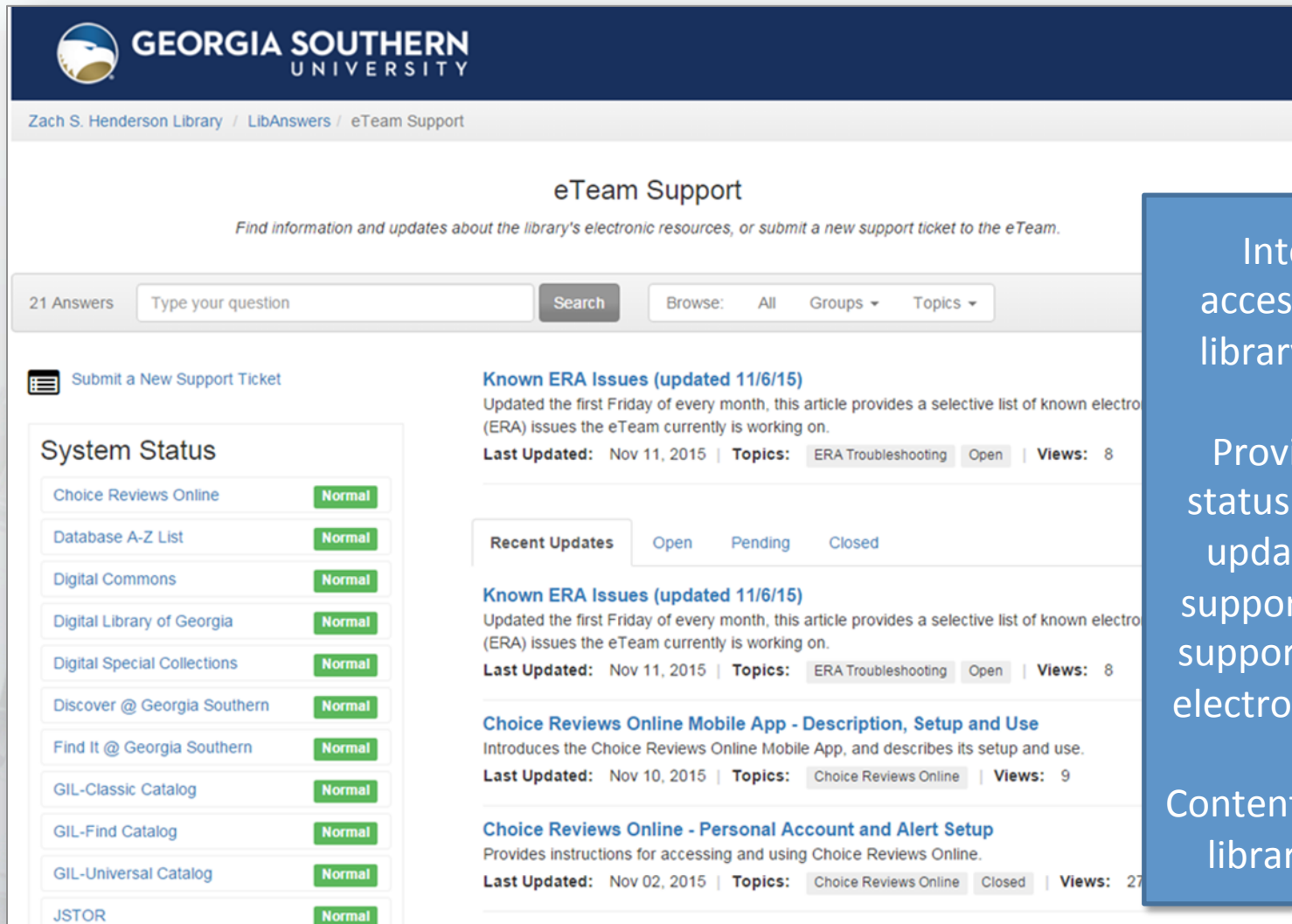
eTeam leader manages triage, assignment, and closure of tickets.

All tickets coded using a three-part tiering scheme.

Since July, about 274 tickets entered.



# Internal FAQ



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Zach S. Henderson Library / LibAnswers / eTeam Support

## eTeam Support

*Find information and updates about the library's electronic resources, or submit a new support ticket to the eTeam.*

21 Answers   Browse: All Groups Topics

[Submit a New Support Ticket](#)

### System Status

- Choice Reviews Online Normal
- Database A-Z List Normal
- Digital Commons Normal
- Digital Library of Georgia Normal
- Digital Special Collections Normal
- Discover @ Georgia Southern Normal
- Find It @ Georgia Southern Normal
- GIL-Classic Catalog Normal
- GIL-Find Catalog Normal
- GIL-Universal Catalog Normal
- JSTOR Normal

### Known ERA Issues (updated 11/6/15)

Updated the first Friday of every month, this article provides a selective list of known electro (ERA) issues the eTeam currently is working on.

**Last Updated:** Nov 11, 2015 | **Topics:** ERA Troubleshooting Open | **Views:** 8

**Recent Updates** Open Pending Closed

### Known ERA Issues (updated 11/6/15)

Updated the first Friday of every month, this article provides a selective list of known electro (ERA) issues the eTeam currently is working on.

**Last Updated:** Nov 11, 2015 | **Topics:** ERA Troubleshooting Open | **Views:** 8

### Choice Reviews Online Mobile App - Description, Setup and Use

Introduces the Choice Reviews Online Mobile App, and describes its setup and use.

**Last Updated:** Nov 10, 2015 | **Topics:** Choice Reviews Online | **Views:** 9

### Choice Reviews Online - Personal Account and Alert Setup

Provides instructions for accessing and using Choice Reviews Online.

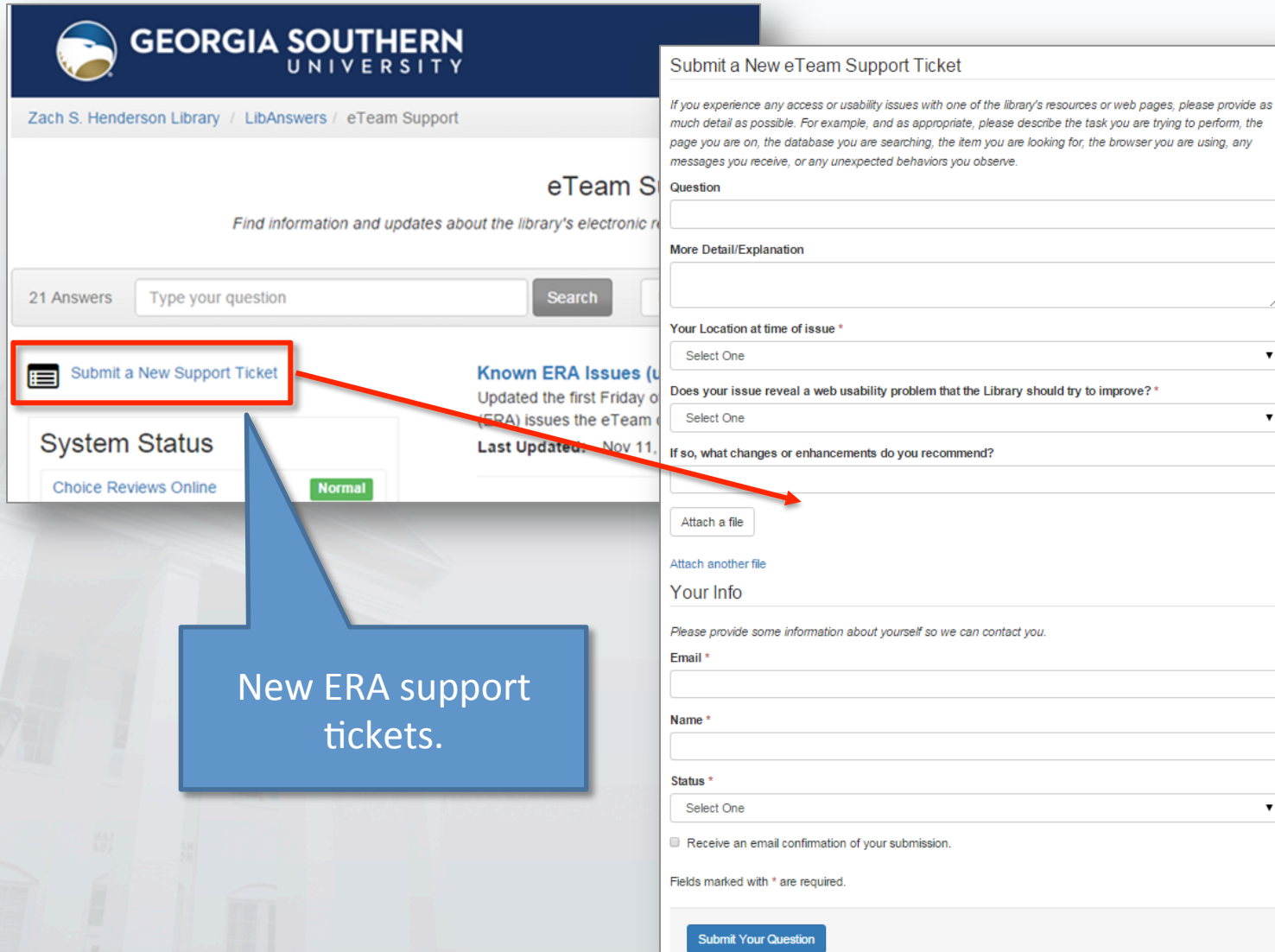
**Last Updated:** Nov 02, 2015 | **Topics:** Choice Reviews Online Closed | **Views:** 27

Internal FAQ accessible only to library personnel.

Provides system status information, updates on open support tickets, and support material for electronic resources.

Content oriented to a library audience.

# Internal FAQ



**GEORGIA SOUTHERN UNIVERSITY**

Zach S. Henderson Library / LibAnswers / eTeam Support

eTeam Support

Find information and updates about the library's electronic resources.

21 Answers

**Submit a New Support Ticket**

**System Status**  
Choice Reviews Online Normal

**Known ERA Issues (u)**  
Updated the first Friday of  
(ERA) issues the eTeam  
Last Updated: Nov 11,

### Submit a New eTeam Support Ticket

*If you experience any access or usability issues with one of the library's resources or web pages, please provide as much detail as possible. For example, and as appropriate, please describe the task you are trying to perform, the page you are on, the database you are searching, the item you are looking for, the browser you are using, any messages you receive, or any unexpected behaviors you observe.*

**Question**

**More Detail/Explanation**

**Your Location at time of issue \***

Select One

**Does your issue reveal a web usability problem that the Library should try to improve? \***

Select One

If so, what changes or enhancements do you recommend?

[Attach another file](#)

**Your Info**

*Please provide some information about yourself so we can contact you.*

**Email \***

**Name \***

**Status \***

Select One

Receive an email confirmation of your submission.

Fields marked with \* are required.

**New ERA support tickets.**

# Internal FAQ

**eTeam Support**  
 Find information and updates about the library's electronic resources, or submit a new support ticket to the eTeam.

Search [Type your question] Browse: All Groups Topics

**Known ERA Issues (updated 11/6/15)**  
 Updated the first Friday of every month, this article provides a selective list of known electronic resource access (ERA) issues the eTeam currently is working on.  
 Last Updated: Nov 11, 2015 | Topics: ERA Troubleshooting

**Choice Reviews Online Mobile App - Description, Setup and Instructions**  
 Introduces the Choice Reviews Online Mobile App, and describes its setup and use.  
 Last Updated: Nov 10, 2015 | Topics: Choice Reviews Online | Views: 9

**Choice Reviews Online - Personal Account and Alert Setup**  
 Provides instructions for accessing and using Choice Reviews Online.  
 Last Updated: Nov 02, 2015 | Topics: Choice Reviews Online | Closed | Views: 27

**EBSCO eBook Mobile Apps - Description and Setup Instructions**  
 Describes and provides setup instructions for EBSCO's new eBook mobile apps, which allow users to read EBSCO eBooks natively on their mobile devices.  
 Last Updated: Oct 27, 2015 | Topics: eBooks | Views: 11

**Flipster for Popular Magazines - Product Description & Access**  
 Describes the Flipster platform for viewing popular magazine subscriptions in print format online, and how to use it.

**Q. Known ERA Issues (updated 11/6/15)**  
 Updated the first Friday of every month, this article provides a selective list of known electronic resource access (ERA) issues the eTeam currently is working on.

Ask Another Question [Type your question] Search Browse: All Groups Topics

Answered By: eTeam Support Nov 11, 2015 8

**Journals**

- Children's Literature in Education:** Full text via EBSCO Journal Service is unavailable off-campus. Content available on campus only. Working with EBSCO.
- Current Drug Targets:** When linking from SFX to EBSCO, EBSCOhost throws an HTTPHandler error. User must manually navigate to the title after opening the database. Content available on and off campus. Working with EBSCO.
- Current Pharmaceutical Biotechnology:** When linking from SFX to EBSCO, EBSCOhost throws an HTTPHandler error. User must manually navigate to the title after opening the database. Content available on and off campus. Working with EBSCO.
- Developmental Psychology:** **RESOLVED** When linking from SFX to EBSCO, EBSCOhost resolves to a bad title-level entry. If using SFX, user must navigate from this record to the full text, but this takes effort. Otherwise, user must manually navigate to the title after opening the database. Content available on and off campus. Working with EBSCO.
- Mental Health Weekly Digest:** When linking from SFX to Gale Opposing Viewpoints in Context on or off campus, Gale throws an authentication error. This likely affects all journal titles associated with this database. User must manually navigate to the title after opening the database. Content available on and off campus. Working with Gale.

**Databases/Platforms**

- Duke University Press Journals:** Platform does not authenticate off-campus. Working with Duke University Press.
- EBSCO Journal Service:** Numerous journals associated with EJS may not be authenticating properly off-campus. C&R will be auditing all vendors and journals and working with EBSCO and/or the individual vendors to improve access to these titles.
- LexisNexis:** Platform does not reliably authenticate off-campus. Working with GALILEO.
- WestlawNext:** Platform does not reliably authenticate off-campus. Working with Thomson Reuters.

Related Topics: ERA Troubleshooting Open

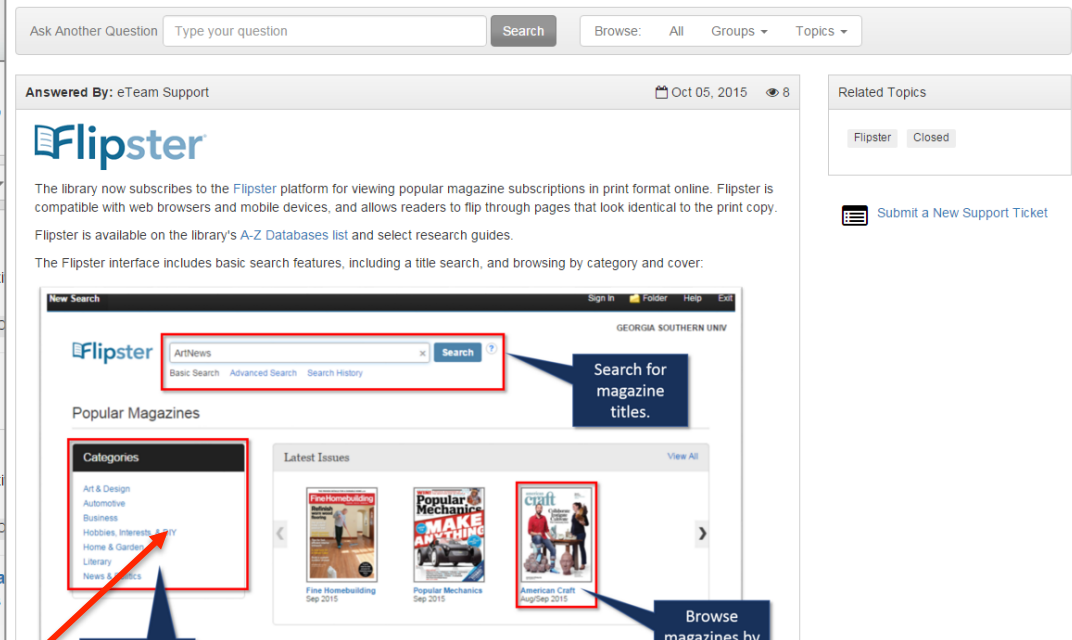
Submit a New Support Ticket

Persistent "Known Issues" post.

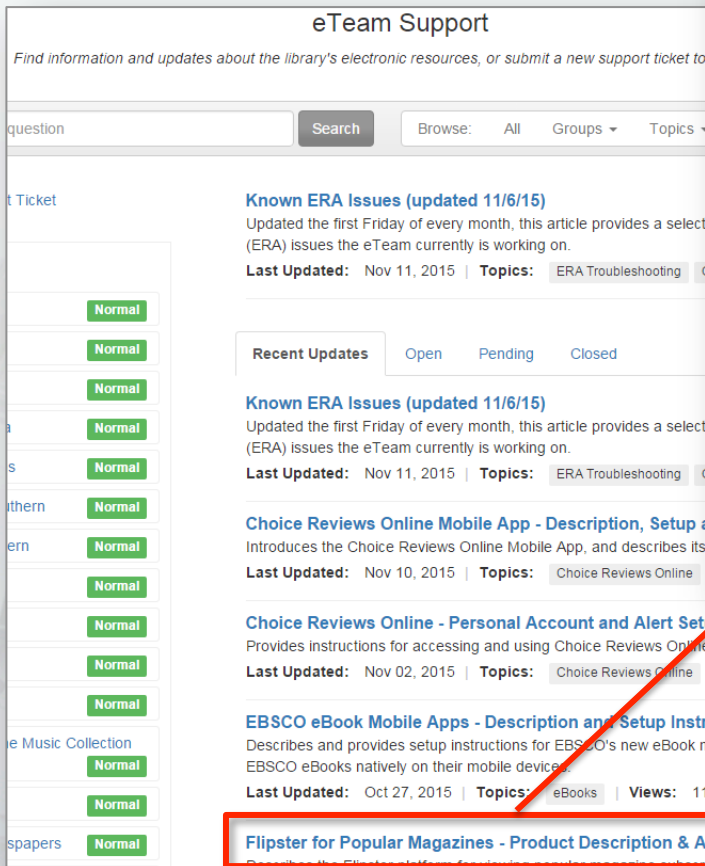
# Internal FAQ

## Q. Flipster for Popular Magazines - Product Description & Access

Describes the Flipster platform for viewing popular magazine subscriptions in print format online, and how to access it.



The screenshot shows the Flipster website interface. At the top, there is a search bar with the text "Ask Another Question" and "Type your question", a "Search" button, and a "Browse:" dropdown menu set to "All". Below the search bar, it says "Answered By: eTeam Support" and "Oct 05, 2015" with a view count of "8". The main content area features the Flipster logo and a description: "The library now subscribes to the Flipster platform for viewing popular magazine subscriptions in print format online. Flipster is compatible with web browsers and mobile devices, and allows readers to flip through pages that look identical to the print copy. Flipster is available on the library's A-Z Databases list and select research guides. The Flipster interface includes basic search features, including a title search, and browsing by category and cover." Below this is a screenshot of the Flipster interface itself. It shows a search bar with "ArtNews" entered, a "Search" button, and a dropdown menu for "Basic Search", "Advanced Search", and "Search History". A callout box points to the search bar with the text "Search for magazine titles." Below the search bar is a "Popular Magazines" section with a "Categories" dropdown menu. The categories listed are "Art & Design", "Automotive", "Business", "Hobbies, Interests", "Home & Garden", "Literary", and "News & Politics". A callout box points to the "Hobbies, Interests" category with the text "Browse magazines by". To the right of the categories is a "Latest Issues" section with three magazine covers: "Fine Homebuilding", "Popular Mechanics", and "Craft". A callout box points to the "Craft" cover with the text "Browse magazines by".

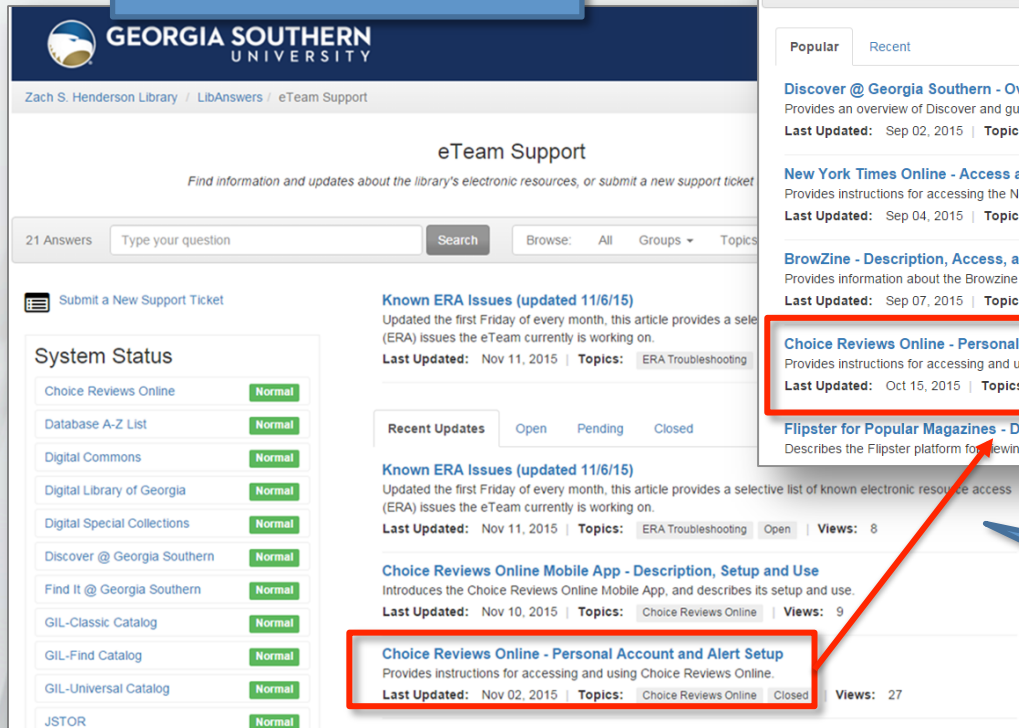


The screenshot shows the eTeam Support page. At the top, it says "eTeam Support" and "Find information and updates about the library's electronic resources, or submit a new support ticket to". Below this is a search bar with "question" and "Search" buttons, and a "Browse:" dropdown menu set to "All". The page lists several support tickets. The first ticket is titled "Known ERA Issues (updated 11/6/15)" and is updated every first Friday of the month. The second ticket is titled "Known ERA Issues (updated 11/6/15)" and is updated every first Friday of the month. The third ticket is titled "Choice Reviews Online Mobile App - Description, Setup and" and introduces the Choice Reviews Online Mobile App. The fourth ticket is titled "Choice Reviews Online - Personal Account and Alert Setup" and provides instructions for accessing and using Choice Reviews Online. The fifth ticket is titled "EBSCO eBook Mobile Apps - Description and Setup Instructions" and describes and provides setup instructions for EBSCO's new eBook mobile apps. The sixth ticket is titled "Flipster for Popular Magazines - Product Description & Access" and describes the Flipster platform for viewing popular magazine subscriptions in print format online, and how to access it. A red box highlights the title of the sixth ticket, and a red arrow points from this box to the Flipster website screenshot.

Links to status information, updates, and support material

# Internal to External FAQ

Internal eTeam FAQ

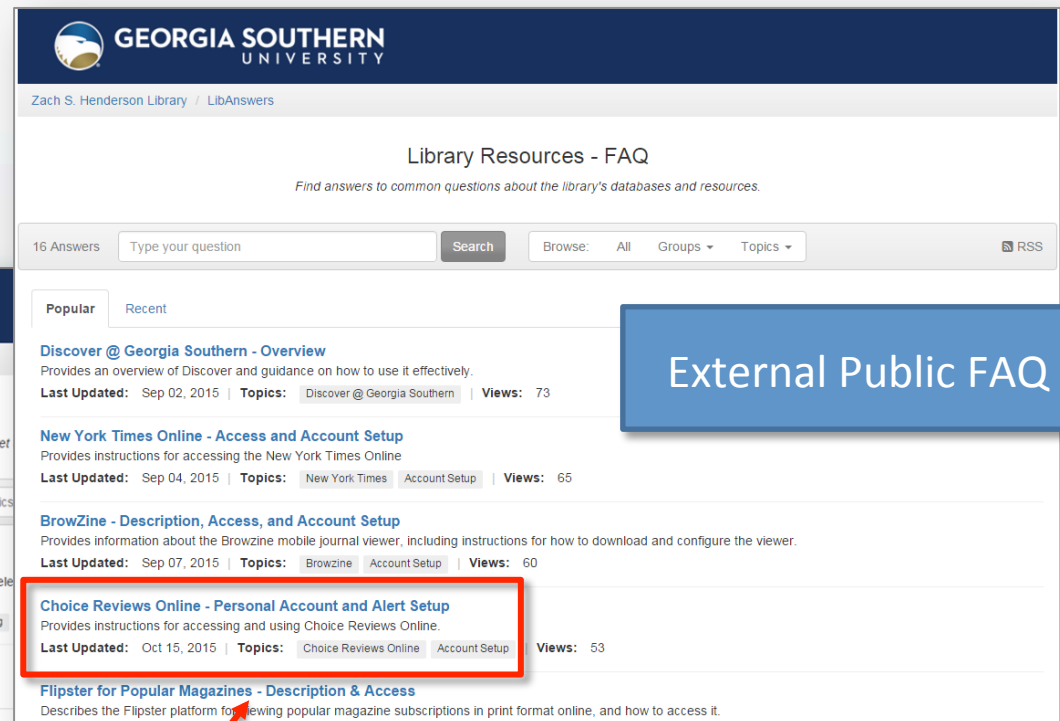


**System Status**

- Choice Reviews Online: Normal
- Database A-Z List: Normal
- Digital Commons: Normal
- Digital Library of Georgia: Normal
- Digital Special Collections: Normal
- Discover @ Georgia Southern: Normal
- Find It @ Georgia Southern: Normal
- GIL-Classic Catalog: Normal
- GIL-Find Catalog: Normal
- GIL-Universal Catalog: Normal
- JSTOR: Normal

**Choice Reviews Online - Personal Account and Alert Setup**  
 Provides instructions for accessing and using Choice Reviews Online.  
 Last Updated: Nov 02, 2015 | Topics: Choice Reviews Online | Closed | Views: 27

External Public FAQ



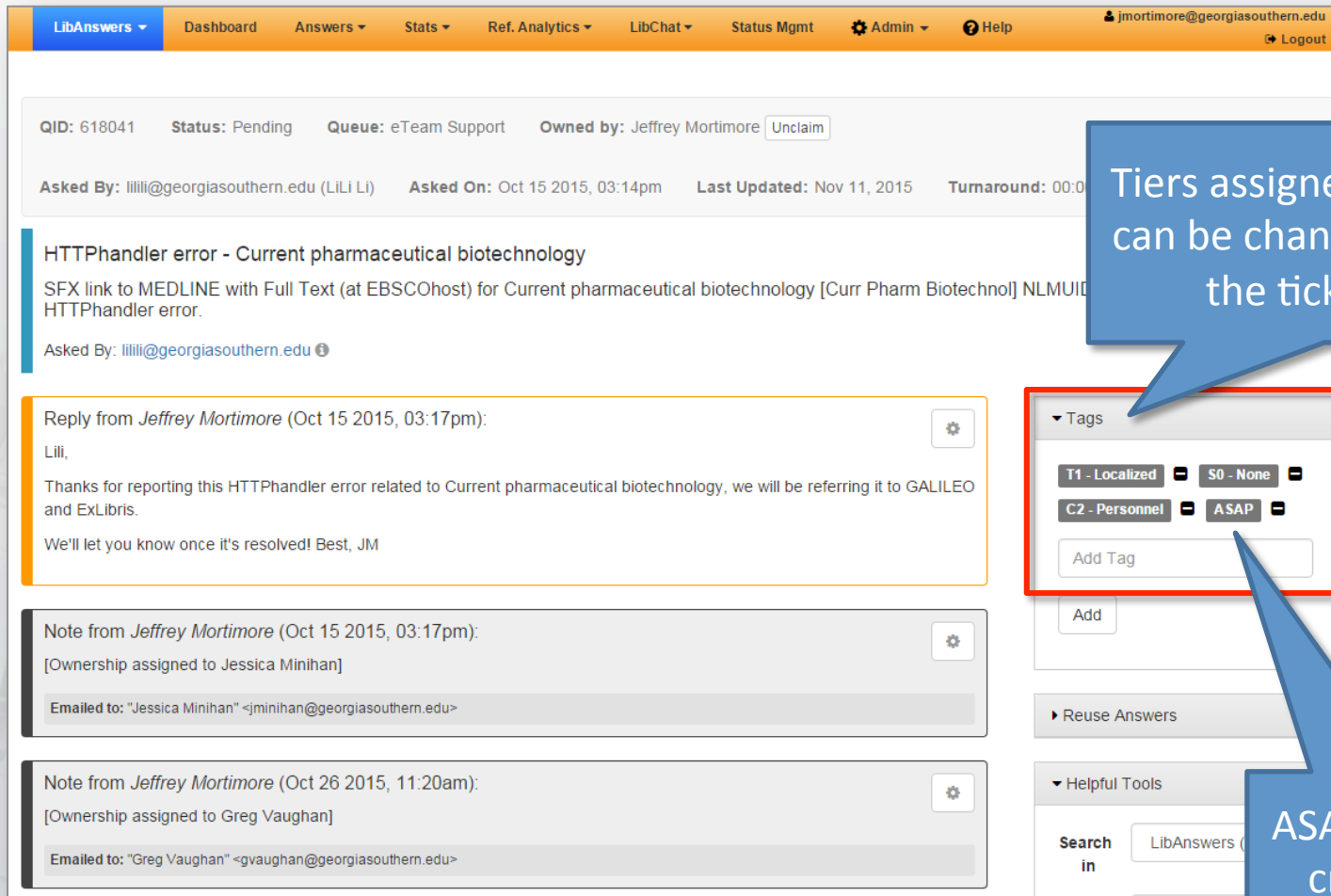
**Library Resources - FAQ**  
 Find answers to common questions about the library's databases and resources.

16 Answers | Type your question | Search | Browse: All | Groups | Topics | RSS

**Choice Reviews Online - Personal Account and Alert Setup**  
 Provides instructions for accessing and using Choice Reviews Online.  
 Last Updated: Oct 15, 2015 | Topics: Choice Reviews Online | Account Setup | Views: 53

No reinventing the wheel...  
 Relevant internal posts are  
 reposted to public-facing  
 FAQ.

# The Execution: Tags



LibAnswers | Dashboard | Answers | Stats | Ref. Analytics | LibChat | Status Mgmt | Admin | Help | jmortimore@georgiasouthern.edu | Logout

**QID:** 618041 | **Status:** Pending | **Queue:** eTeam Support | **Owned by:** Jeffrey Mortimore | Unclaim

**Asked By:** lillili@georgiasouthern.edu (LiLi Li) | **Asked On:** Oct 15 2015, 03:14pm | **Last Updated:** Nov 11, 2015 | **Turnaround:** 00:00

**HTTPhandler error - Current pharmaceutical biotechnology**  
 SFX link to MEDLINE with Full Text (at EBSCOhost) for Current pharmaceutical biotechnology [Curr Pharm Biotechnol] NLMUI...  
 HTTPhandler error.

Asked By: lillili@georgiasouthern.edu

**Reply from Jeffrey Mortimore (Oct 15 2015, 03:17pm):**

Lili,

Thanks for reporting this HTTPhandler error related to Current pharmaceutical biotechnology, we will be referring it to GALILEO and ExLibris.

We'll let you know once it's resolved! Best, JM

**Note from Jeffrey Mortimore (Oct 15 2015, 03:17pm):**  
 [Ownership assigned to Jessica Minihan]  
 Emailed to: "Jessica Minihan" <jminihan@georgiasouthern.edu>

**Note from Jeffrey Mortimore (Oct 26 2015, 11:20am):**  
 [Ownership assigned to Greg Vaughan]  
 Emailed to: "Greg Vaughan" <gvaughan@georgiasouthern.edu>

**Tags:**

- T1 - Localized
- S0 - None
- C2 - Personnel
- ASAP

Add Tag

Add

Reuse Answers

Helpful Tools

Search in LibAnswers

Tiers assigned as tags, which can be changed on the fly as the ticket evolves.

ASAP tag for time-critical tickets.

# Tiers

## Origin & Scope

| Tier | Title         | Description   | Example   |
|------|---------------|---|---|
| 0    | Point of Need | Real-time report; attempt resolution at point of need and/or escalate to Tier 1 if further intervention is required. Many Tier 0 tasks may be resolved at the Reference Desk without needing to be reported to the eTeam. | Database account setup question; answered with existing eTeam FAQ; resolved at Tier 0.  |
| 1    | Emergent      | Escalated Tier 0 task that either:<br>1.Information need could not be met at point of need and requires further intervention.<br>2.Requires further intervention even if information need was met.                        | Journal needs to be removed from link resolver, catalog, and OCLC due to coverage change in database. Issue reported by ILL. eTeam corrects record; ILL notified; resolved at Tier 1. |
| 2    | Enhancement   | Enhancement identified from analysis of Tier 0 and Tier 1 tasks, or as result of content review, usability study, etc.  | Reference staff request changes to Discover forms in LibGuides. eTeam develops new forms; resolved at Tier 2.   |
| 3    | Rollout       | Task management for rollout of new resource or service.   | Library adopts New York Times Online. eTeam evaluates account setup procedures, prepares instructions, and deploys to appropriate portals. Resolved at Tier 3.                        |
| 4    | Audit         | Planned ongoing review of system, configuration, or metadata to reduce troubleshooting incidents.   | Due to frequent Tier 1 requests for missing Wiley full text, eTeam starts ongoing audit of associated target and profile activations in link resolver and catalog. Ongoing at Tier 4. |

# Tiers

## Stakeholder Review

| Tier | Title        | Description  | Example  |
|------|--------------|--|--|
| 0    | None         | No review beyond ticket owner.                               | eTeam member corrects a journal title's spelling found during a Tier 4 audit of Wiley journal subscriptions.   |
| 1    | Internal     | Review by other eTeam personnel.                             | Head of Technical Services reviews proposed changes to discovery layer settings to improve full text delivery. |
| 2    | Department   | Review by other library department.                          | Reference Department reviews and approves link text changes in discovery layer.                                |
| 3    | Committee    | Review by library inter-departmental committee or workgroup. | Liaison Committee reviews proposed changes to default limiter settings in Discover.                            |
| 4    | Faculty/Dean | Review by full library faculty and/or Dean.                  | Faculty Committee reviews adoption of new discovery layer.   |
| 5    | External     | Review by external university or state entity.               | State Library reviews eTeam's requested changes to database interface branding for state-funded resources.     |



# Tiers

## Communications Plan

| Tier | Title     | Description  | Example   |
|------|-----------|--|---|
| 0    | None      | No notification outside of the eTeam.  | eTeam corrects a journal title's spelling during a Tier 4 audit of Wiley journal subscriptions.   |
| 1    | Patron    | Notification to patron(s) who initiated support request.   | Patron reports a full text linking problem in the link resolver; eTeam corrects link and restores access; patron notified.                            |
| 2    | Personnel | Notification to library personnel who initiated support request.   | ILL notifies eTeam of bad full text link; eTeam corrects link and restores access; ILL personnel notified.  |
| 3    | Liaisons  | Notification to all librarians with liaison, reference, or teaching duties; internal eTeam FAQ post.                   | eTeam tests changes to limiter order and link text in discovery layer; liaisons notified via listserv and eTeam FAQ.                                  |
| 4    | Library   | Notification to all library personnel; internal eTeam FAQ post.  | eTeam makes display changes in discovery layer that impact several departments' workflows; all library personnel notified via listserv and eTeam FAQ. |
| 5    | External  | Public notification, including library blog, Facebook, Twitter, and University-wide communications; external FAQ post. | New WorldCat Discovery interface draws complaints from patrons. eTeam provides public updates while working with OCLC to address usability issues.    |

# Tiers

LibAnswers 71 Dashboard Answers Stats Ref. Analytics LibChat Status Mgmt Admin Help jmortimore@georgiasouthern.edu Logout

Open Tickets (71) Pending Comments (0) Pending Ideas/Votes (0) Errors (0) Spam (0) Status Posts

Queue eTeam Support Source All Sources Status Not Closed Owned by View All Name

Email  Filter (clear)

Tickets 1 - 35 (of 35)

| Id     | Status  | Queue         | Question  | Last Message From | Owner             | Updated              |
|--------|---------|---------------|---|-------------------|-------------------|----------------------|
| 656109 | Pending | eTeam Support | <b>Resolve Flipster URLs</b><br>Anon<br>Asked via Staff Entry<br><span>T1 - Localized</span> <span>S1 - Internal</span> <span>C0 - None</span> <span>ASAP</span>                                | Patron            | Savitri Jayaraman | Nov 16 2015, 11:11am |
| 659092 | Open    | eTeam Support | <b>EZP config for Gale subdomain</b><br>Jeff Mortimore (jmortimore@georgiasouthern.edu)<br>Asked via Staff Entry  | Patron            | Savitri Jayaraman | Nov 13 2015, 11:50am |
| 637933 | Open    | eTeam Support | <b>Set Up Analytics in EBSCOhost/EDS</b><br>Anon (jmortimore@georgiasouthern.edu)<br>Asked via Staff Entry<br><span>T2 - Enhancement</span> <span>S2 - Department</span> <span>C0 - None</span> | User              | Jeffrey Mortimore | Nov 12 2015, 05:13pm |
| 656260 | Pending | eTeam Support | <b>Library Links - Items Missing from SFX Menu</b><br>Anon<br>Asked via Staff Entry<br><span>T1 - Localized</span> <span>S2 - Department</span> <span>C0 - None</span> <span>ASAP</span>        | Patron            | Jeffrey Mortimore | Nov 11 2015, 08:44pm |
| 462362 | Open    | eTeam Support | <b>SFX Target for Flipster</b><br>eTeam (jmortimore@georgiasouthern.edu)<br>Asked via Staff Entry   | User              | Greg Vaughan      | Nov 11 2015, 02:59pm |

# Assessment

## Assessment a la Ref. Analytics...

**Add Transaction**    Dataset: eTeam Support    LibChat is Offline: Go Online

**Question**    **Answer**

Type the question (140 chars max)

Type more detail (optional). 1000 chars max.

Type the answer here.

Include this transaction in the public knowledge base. What is this?    See if similar questions are already in the public knowledge base:  Search

**Time Stamp:**     Current     Edit Date/Time    **Answered By:** Mortimore, Jeffrey    **Internal Note:**  help

**Support Tier**

- 0 - Point of Need
- 1 - Localized
- 2 - Enhancement
- 3 - Rollout
- 4 - Audit

**Stakeholder Review**

- 0 - None
- 1 - Internal
- 2 - Department
- 3 - Committee
- 4 - Faculty/Dean
- 5 - External

**Communications**

- 0 - None
- 1 - Patron
- 2 - Personnel
- 3 - CRS/ISD
- 4 - Library
- 5 - External

**Source**

- Library - Access
- Library - Admin
- Library - C&RS
- Library - ILL
- Library - ISD
- Student
- Faculty
- Staff
- Emerita / Emeritus
- University Admin
- Community member

**Trigger**

- Portal
- Authentication
- Platform Access
- UI/UX
- Relevance
- False Positive
- False Negative
- FT Resolution
- FT Access
- FT Usability
- Other/Unknown

**Primary Cause**

- Patron
- Personnel
- Vendor / Partner
- Hardware
- Software
- Network
- Library Portal
- Authentication
- Link Resolver
- Platform UX/UI
- Platform Configuration

**Secondary Cause**

- Patron
- Personnel
- Vendor / Partner
- Hardware
- Software
- Network
- Library Portal
- Authentication
- Link Resolver
- Platform UX/UI
- Platform Configuration

**Systems**

- 0 - None
- 1 - Routine, single
- 2 - Routine, multiple
- 3 - Complex, single
- 4 - Complex, multiple

**3rd Parties**

- 0 - None
- 1 - Routine, single
- 2 - Routine, multiple
- 3 - Complex, single
- 4 - Complex, multiple

**Resolution**

- Resolved
- Partial, satisfactory
- Partial, unsatisfactory
- Unresolved, internal
- Unresolved, external

[What's the difference?](#)

eTeam leader codes each ticket at closure.

All tier information is encoded with ticket information.

Variables include source, trigger, cause, systems involved, 3<sup>rd</sup> parties, and final resolution.

# Assessment

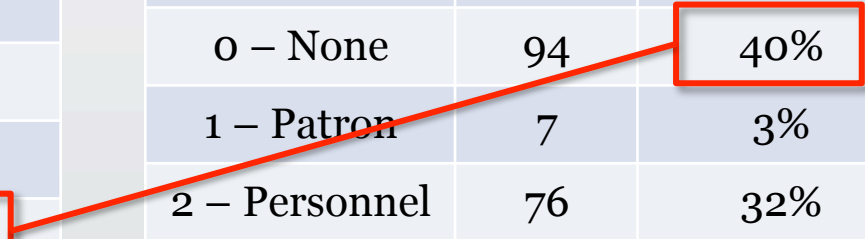
## Sources and Communications Tiers

Source

| Variable        | Count | % (n=236) |
|-----------------|-------|-----------|
| No Data         | 6     | 3%        |
| Access Services | 1     | 0%        |
| Administration  | 5     | 2%        |
| eTeam           | 146   | 61%       |
| ILL             | 32    | 13%       |
| Reference       | 38    | 16%       |
| Other           | 8     | 3%        |

Communication Tier

| Variable      | Count | % (n=236) |
|---------------|-------|-----------|
| No Data       | 6     | 3%        |
| 0 – None      | 94    | 40%       |
| 1 – Patron    | 7     | 3%        |
| 2 – Personnel | 76    | 32%       |
| 3 – Liaisons  | 24    | 10%       |
| 4 – Library   | 10    | 4%        |
| 5 – External  | 19    | 8%        |



# Observations & Opportunities

## Outcomes (so far)...

- Improved relationships with other library departments
- FAQ posts provide quick access for answers to user questions
  - Improved triage at Reference Desk
  - Faster response from Collection & Resource Services
  - Librarians and staff feeling more confident
  - Less time spent on redundant questions
  - Training through FAQs
  - Requests less vague and more focused

# Observations & Opportunities

## Looking forward...

- Continue to build FAQs to answer most recurring questions and make them public
- Add other individuals to Queue such as systems staff
- Add other troubleshooting processes to the system such as cataloging and web usability
- Send advance FAQs as needed to head off troubleshooting for new resources & apps

# Observations & Opportunities

## Best Practices...

- Decide who can submit a ticket.
- Aggressively promote submission process.
- Stress need for specific requests that can be replicated.
- Inform all public service staff about problems and solutions, not only the person submitting problem.
- Make FAQ posts available for all library staff to use.
- Schedule regular open ticket reviews.

# Thank You!

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