Managing Electronic Resources

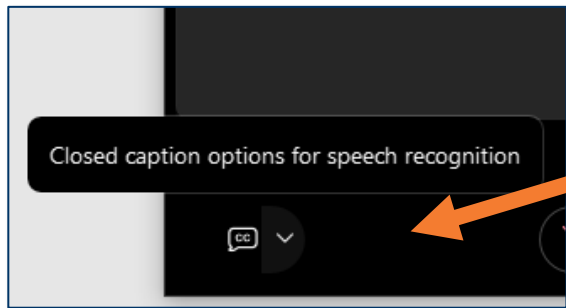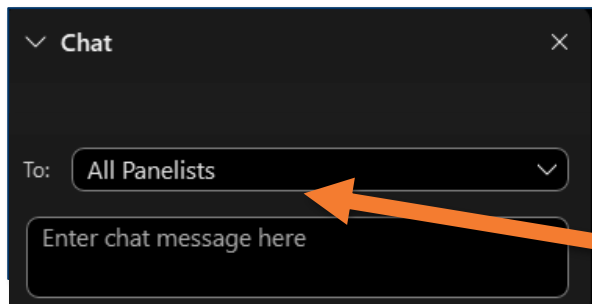# ERM-202 Troubleshoot Discovery

Alma

Kevin Lane-Cummings and Rachel Bellavia
Customer Education Team

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A few points about WebEx

- Technical issues? Exit and rejoin the WebEx session

- Submit questions via WebEx Chat: Select **All Panelists** in the **To:** dropdown menu

- Turn captions on and off in the lower-left corner of the WebEx screen

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Managing Electronic Resources Series

ERM	Session	Date
101	Overview and Background	Sep 21
102	Order and Activate Collections	Sep 28
103	Order and Activate Portfolios	Oct 05
201	Maintain E-Resources	Oct 12
202	**Troubleshoot Discovery**	**Oct 19**
203	Overlap Analysis	Oct 26
301	Usage Statistics, COUNTER, and SUSHI Harvesting	Nov 02
302	Analytics of E-Resources	Nov 09
B-1	Contribute to the Community Zone	Nov 16
B-2	Upload Electronic Holdings for E-Book Central …	Nov 30

Agenda

- **Review Exercises**
- E-resource doesn't show up at all
- E-resource link is broken
- E-resource requires a login at vendor's site
- Further Resources (including exercises)

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Review Exercises

- Bulk changes to portfolios
- Edit Single Portfolio
- Update Selective Packages
- Use Portfolio Loader
- Configure Import Profile

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Documentation and Further Training

- [Managing Electronic Resources](#)

- [Alma Resources LibGuide (Resources tab)](#)

- [Common Causes of Full-Text Linking Problems](#)

- [How To Report Full Text Linking and Availability Problems to Support](#)

- [Summon Linking](#)

- [Alma Listserv](#)

- [Troubleshooting Guide from SUNY](#)

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Premium Workshops

- **Work directly with product experts**
- **Convenient**
- **Interactive**
- **Share and collaborate**

Upcoming Workshops | Frequently Asked Questions | Contact Us

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About Today's Session, and Register for Next Week

- Download these presentation slides
- Watch recordings of this session (and previous sessions)
- Download practice exercises
- Register for upcoming sessions
  (and see what content they will contain)

Exercises

Troubleshoot real issues that have been reported about finding resources in your Discovery service!

Download exercise file for details.

Bring any questions and issues to our next session.

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Next Week: Overlap Analysis

- Should we purchase a new package from a vendor, or do we already have those e-resources in another package?
- Should we unsubscribe from a package, or will we lose some important titles that we don't have anywhere else?

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Thank you!

Please fill out the survey that will appear when you close the WebEx meeting