Tips & Tricks to Optimize Your Digital Resources

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Objectives

Share our knowledge
Focus on your needs
Have a conversation
Agenda

Whatever YOU want to know about:
1. Website and resource **customizations**
2. Easy **access** for remote users
3. Troubleshooting **discovery/search box errors**
4. **Best practices** for getting issues resolved
5. Anything else **you want to learn!**
1: Make it Yours

- Integrating resources
- Customizing interfaces
- Enhancing existing collections
Integrating resources

- Direct database & article links
- LibraryThing Widget
- Videos embedded in distance learning classes
Integrating resources

• Direct database links
• Direct article links

http://nclive.org/cgi-bin/nclsm?rsr=295
LibraryThing Widget

• Email help@nclive.org to get started
• Create carousel of your ebrary & print books
Integrating Videos

LTI authentication at Davidson County Community College
Customizing Interfaces

Request admin access help@nclive.org

Most customizable:
• ProQuest
• Films on Demand
Admin.proquest.com

- Citation types
- Search defaults
- Branding
- Subject listing
- Add your licenses (RefWorks, JournalFinder, etc.)
http://admin.films.com/

- Get widgets, icons, and subject URLs
- Set default result number, citation style, CC
- See usage stats by subject area, producer, etc.
- **NEW**: add your own YouTube and other videos!
**Tip: Customize Collections**

Your library can purchase or license additional content from NC LIVE vendors!

- More ebrary ebooks
- More audio books
- Films on Demand Nursing & Allied Health
- Email help@nclive.org for vendor contacts
How have you integrated or customized your resources?
2: Easier Access

Locally managed proxy?
• Use your Own Login Service
• Back-up login page

• NEW service: NC LIVE hosted proxy
What if I have a proxy server?

- Libraries can “use your own login” to provide local authentication method
What if I have a proxy server?

• NCKnows login is the “password” login—in case of local proxy issues!
What is hosted proxy?

• NC LIVE and locally licensed resources can be accessed via the NC LIVE proxy server
• Users can be authenticated via library’s data source – CAS, SIP, LDAP, Shibboleth, etc
• Library staff members will receive an ID to the ProxyAdmin interface to update local resources
What is the benefit?

- Patrons will see the same login prompt for all resources
- Library staff can update locally licensed resources without IT intervention
- Server and proxy software is maintained by NC LIVE
- NC LIVE website use is optimized vs. a local proxy
What is working or not working for you when it comes to remote access?
3: Understanding Discovery

• Who has a discovery service?

• Who uses the nclive.org search boxes?
Behavioral Intervention Team is here to help (2014)
by Emily Parise
from University Wire
Database Recommendations

1. Imagining the real: the development of moral imagination in Emma
   by Moore, Barbara
   Persuasions, The Jane Austen Journal, 01/2003, Volume 25
   Permalink

   ...WE ARE NOT AT ALL SURPRISED by the pleasure Emma takes in the match of Mr. Weston and Miss Taylor (despite Mr. Knightley's admonition that, by thinking of them...
1. FEELING BLUE-FIN: TUNA IN TROUBLE

by Ken Moran
New York Post, Jun 13, 2010

...THE NUMBER of bluefin tuna in the Atlantic has been on a downward slide for years, so why has the federal government refused to lower the daily limit...

2. Brussels retreats on blue-fin tuna

by Chaffin, Joshua
The Financial Times, Sep 23, 2009, 10

...The European Commission has pulled back from an effort to restrict the trade in Atlantic blue-fin tuna amid resistance from member states. The Commission last...

3. Sesame crusted blue fin tuna

Geelong Advertiser, Jun 6, 2015

Serves 4 INGREDIENTS Sesame crusted tuna 600g piece blue fin tuna 300g black sesame 300g white sesame seeds Tonkatsu
What are your discovery frustrations or epiphanies?
4: Resolving Issues Quickly

• Make a clear report
  – Who is affected: on campus or off?
  – Which resource or resources are involved?
  – What are you seeing? Include screenshots & videos if you can
  – When did this occur?
  – How have you already tried to solve it? Other browsers, different computer, etc.
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I've gotten a report this morning that students off campus are having difficulty accessing InfoTrac Newstand—they are prompted to enter their name and a barcode instead of choosing institution and entering the NC LIVE password. I’m not seeing this in the library.
Effectively reporting resource errors

- Attach a screenshot or video
- Always include the URL in the screenshot/video
Reporting tools

- Snipping tool (PC)
- **Skitch**—detailed screenshots with annotation
- **Jing**—video is worth a million words!!
- [http://screencast.com/t/OBSGxlIgrho](http://screencast.com/t/OBSGxlIgrho)
Tip: IP Check Page

Check IP & Browser Settings

Hostname: ip-64-134-178-140.public.wayport.net

Performing Cookie diagnosis on your browser...

Success - Cookies enabled

Performing Javascript diagnosis on your browser...

Success - JavaScript enabled

Information about your computer

IP address: 64.134.178.140

Computer Name: ip-64-134-178-140.public.wayport.net

Browser/Operating System versions:
- Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko)
- Chrome/48.0.2564.116 Safari/537.36

NC LIVE Cookie: 10049

Previous page visited: http://www.nclive.org/librarystaff
5: Everything else!

• What haven’t we covered?
• What else do you want to do?
• What is most frustrating to you about digital resources?
Resources

• [NC LIVE Help Desk](https://nclive.org) or help@nclive.org
• [Embedding FOD LTI Links into Moodle](https://nclive.org)
• [Discovery Troubleshooting page](https://nclive.org)