## USING LIBGUIDES IN TECHNICAL SERVICES

Jennifer Bazeley

### Overview

- Why a LibGuide?
- About Miami University
- Design considerations
- □ Scope
- □ Before you begin
- Current tabs & tools
- Assessment

## Why a LibGuide?

- □ LibGuides v.1 and v.2
- □ Ease of use & flexibility
- Volume & variety of resources/information
- Currency of information
- Create efficiencies
- Professional development opportunities

## **About Miami University Libraries**

- Miami University (OH)
- □ FTE approx. 17,500
- □ 37 librarians, 43 classified staff



## Design considerations

- IS a tool for dissemination & 2-way communication between tech and public services
- NOT a tool for managing e-resource lifecycle
- MUST be user-friendly (on both ends)
- MUST accommodate both static and dynamic info

## Scope

- Staff info
- □ News/updates
- Request lists, report problems
- Acquisitions, serials & e-resources (local vs. consortial resources)
- □ E-resource usage statistics
- Library tools

## Before you begin

- Departmental Google account
- Departmental WordPress account
- □ Yahoo Pipes
- Jing
- LibGuides admin privileges
- □ LibGuides sandbox

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EDS	■ ebrary br2 2010-	me	Apr 2 me	-
▼ ER Usage Stats  Combined	Elsevier br1 2011-	me	Mar 19 Jennifer Bazeley	-
E-Journals experimental	Johns Hopkins U Press br2 2010-	me	Mar 19 me	_
Forms & Responses	≣ jstor jr1 2009- ♣	me	Mar 19 me	-
Funds Gift Reports	■ OLink EJC jrnls 2009- ♣	me	Mar 18 Jennifer Bazeley	-
☐ Gifts ☐ OA Week	Wiley BR2 2012- ♣ ♣	me	Mar 17 me	-
☑ OhioLINK ☑ OVGTSL	■ Sage Knowledge BR2 2013- ♣	me	Mar 17 me	-
Serials	Springer BR2 2012- ♣	me	Mar 17 me	-
Serials Review  Stats	■ Springer Protocols BR2 2012- ♣	me	Mar 17 me	-
wos oa	■ Rotunda titles 2009- ♣	me	Mar 17 me	-

### Current tabs & tools

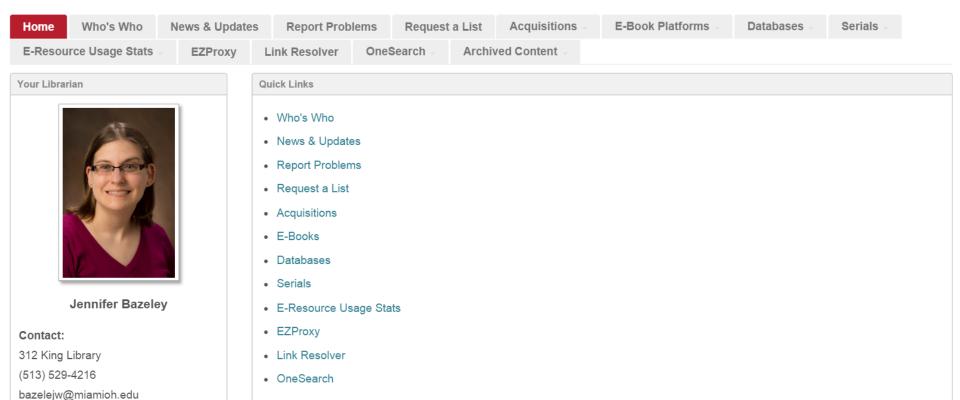
- □ Who's Who
- News & Updates (WordPress, RSS, Pipes)
- Report Problems (Google form)
- Request List (embedded Google form)
- Acquisitions (embedded Google doc)

- □ E-Book Platforms
- Databases (Jing)
- □ Serials (Google docs)
- ER Usage Stats (Google docs)
- EZProxy, Link Resolver, Discovery Layer (Jing)
- Archived Info & Special Events

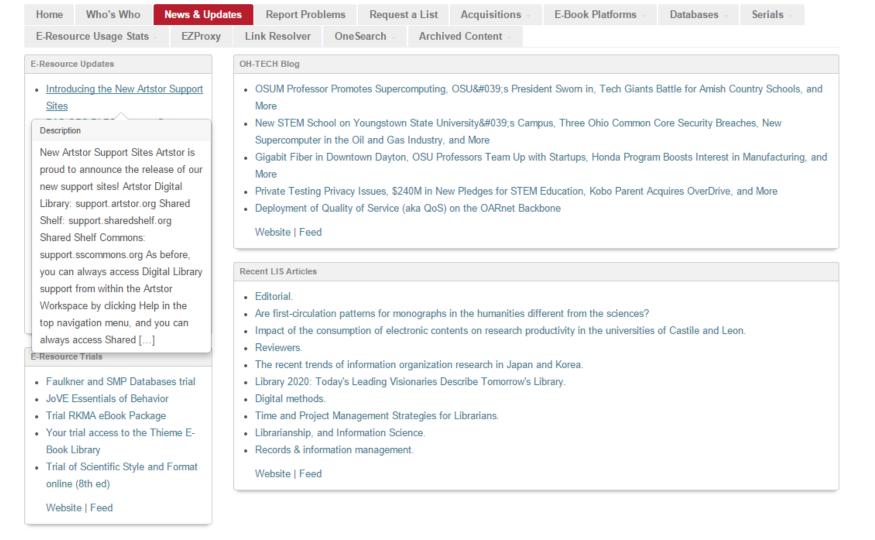


Miami University Libraries / LibGuides / Technical Services / Home

#### **Technical Services: Home**



Home Who's Who	News & Update	es Report Probl	ems Reques	t a List Acquisitions	E-Book Platforms	Databases -	Serials -
E-Resource Usage Stats	EZProxy	Link Resolver	OneSearch -	Archived Content -			
ER, Serials, OhioLINK Questions     Fund, GOBI, Invoices, Ordering     Gift Questions     Government Documents     Holds     Item Repair, Conservation     Metadata Questions     Physical Processing     Record Errors, Cataloging		Who's Who  E-Resources & So  Martin Patrick Phone: 9-3326  Jennifer Bazeley Phone: 9-4216  Jen Smith Phone: 9-4136	erials, OhioLINK C	Questions			
Questions  Reports, List Creation Rushes SWORD, Interlibrary T Collection Withdrawals Textbooks on Reserve		Fund/GOBI/Invoid Fund numbers, book Karen Clift Phone: 9-2886  Gifts & Donations	ok and e-book orde	ers, GOBI			



#### Tech Services News & Updates

MIAMI UNIVERSITY LIBRARIES



#### April Academia

Posted in News



BrowZine: April 2015 Newsletter



advanced library technologiesRequest a Trial

Marketing Tools for Libraries

BrowZine News

Upcoming events: MLA, Austin, TX, May 15-20, 2015 Email not displaying correctly?
View it in your browser.





#### SEARCH THE BLOG

Search

Search

#### TOPICS

- E-Resources
- Maintenance
- News
- OhioLINK
- Trial

#### SUBSCRIBE

RSS - Posts

#### ARCHIVES

Select Month ▼

#### REMOTE ACCESS

- Check a URL for EZProxy Coverage
- Download MU VPN Software

Home Who's Who News & Updates Report Problems Request a List Acquisitions E-Book Platforms Databases Serials E-Resource Usage Stats EZProxy Link Resolver OneSearch Archived Content

#### Your Librarian



**Martin Patrick** 

**Email Me** 

#### Contact:

306 King Library (513) 529-3326

Social:



#### Report Problems

- E-Resources Access Problem Form
- Use this form during **regular business hours** to report all e-resource access problems.
- MU Libraries Feedback
   Use this form on evenings and weekends for Miami e-resource access problems.
- OhioLINK Problem Reporting Form
   Use this form on evenings and weekends for OhioLINK e-resource problems.
- Report a Catalog Error

#### Resources

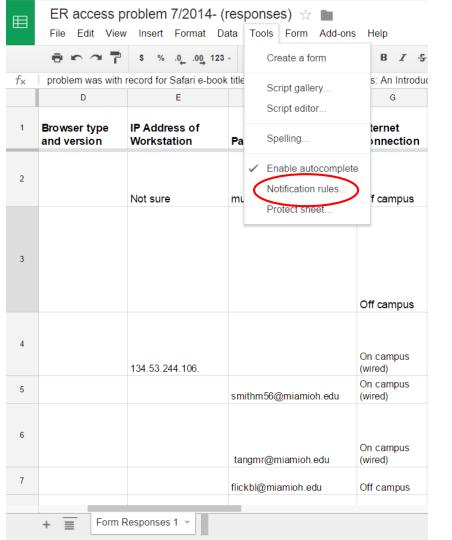
- Check a URL for EZProxy Coverage
- Download Miami University VPN Software
- EBSCO Products System Alerts
- Is It Down Right Now?
- LinkSource Citation Finder
- OhioLINK Connection Info Link

## **ER Access Problem Form**

Other:

When helping a patron, please ask the patron to visit:
https://www.ohiolink.edu/content/ohiolink_connection_information to obtain browser and IP information.
* Required
Your Name *
Your E-Mail Address *
D. 544
Patron E-Mail
Internet Connection *
<b>T</b>
Type of Device *
□ Desktop
Laptop
□ Tablet
□ Smartphone
Other:
Operating System *
☐ Windows
☐ MacOSX
Linux
□ iOS
☐ Android
Other:
Browser *
☐ Internet Explorer
☐ Firefox
Chrome
☐ Safari

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Matches: from:(notify@google.com) MU and OhioLINK ER Access Issues Do this: Forward to bazeleiw@miamioh.edu Matches: from:(notify@google.com) "Report/List Creation Form" was edited recently Do this: Forward to bazelejw@miamioh.edu Matches: from:(notify@google.com) "Report/List Creation Form" was edited recently Do this: Forward to patricm@miamioh.edu Matches: from:(notify@google.com) MU and OhioLINK ER Access Issues Do this: Forward to patricm@miamioh.edu Matches: from:(notify@google.com) MU and OhioLINK ER Access Issues Do this: Forward to cassonrd@muohio.edu Matches: from:(notify@google.com) ER access problem Do this: Forward to bazeleiw@miamioh.edu Matches: from:(notify@google.com) ER Access problem Do this: Forward to patricm@miamioh.edu Matches: from:(notify@google.com) Request a list Do this: Forward to bazelejw@miamioh.edu Matches: from:(notify@google.com) Request a list Do this: Forward to patricm@miamioh.edu



A user made changes from 2/23/15 6:02 PM to 6:02 PM (Eastern Standard Time)

Open the current version of your Google Document "ER access problem 7/2014- (responses)": Click here

Powered by Google Sheets

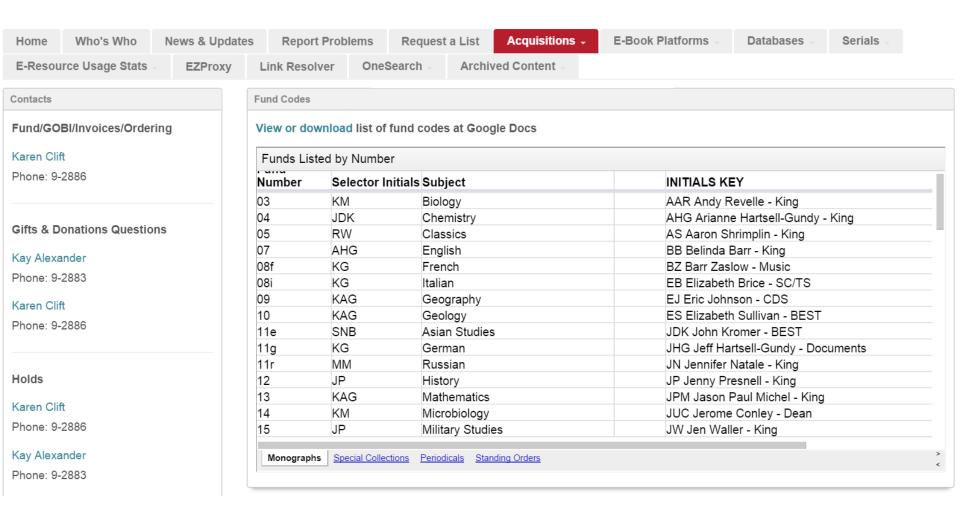
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Want to stop receiving this email? Click here



Type of Device	Operating System	Browser	Initials	Notes
Laptop	MacOSX	Not sure	jwb	Checked e-book; could not replicate problem reported. Publisher allows 10 pages for download. Emailed patron and Jenny Presnell with this information; no response received. 8/26/14
Desktop	Windows	Chrome	jwb	ezproxy server configuration updated; seems to have solved the problem of off campus access to safari e-books; tested from home 9/2/14
Desktop	Windows	Chrome	jwb	Gartner used to be paid for by IT but IT didn't renew this year, I deleted from Databases A to Z but when the new website went live, it somehow reappeared there. Will delete again.
Desktop	MacOSX	Chrome	mp	MUL owns this in print; not Project Muse ebook version. MP emailed
Laptop	Windows	Chrome Internet	mp/jwb	JSTOR turned off access erroneously; access now restored
Desktop	Windows	Explorer Firefox, Safari	jwb	Probably part of the issues today with a to Z and link resolver, have contacted ebsco  This is an error thrown by the proxy server when someone attemtps to download large quantities of material from our resources from off campus. These suspensions expire after 2 hours automatically. JB has contacted the student for additional details.
Laptop	MacOSX	Safari	jwb	Looked this student up in MU directory and is a biology grad student; she could be part of Project Dragonfly or other distance learning project; sometimes these students are coded incorrectly by IT; it could also be that she is not currently enrolled in any classes at MU-this means she wouldn't have access to library resources. JB will email student directly.
Laptop	Windows	Safari	mp	MP emailing student; same problem as above likely, student is bio grad

Home	Who's Who	News & Update	s Report Prob	lems Request	t a List	Acquisitions	E-Book Platforms	<b>Databases</b>	Serials
E-Resou	rce Usage Stats	EZProxy	Link Resolver	OneSearch -	Archiv	ed Content			
List Criteria	а		Request a List						
• Puk	call number range	es	Request	a List					
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Sag	ge, OhioLINK EJC, n status (Missing, I	, etc.)	Title  Author	Jei					



#### Your Librarian



Martin Patrick

Email Me

#### Contact:

306 King Library (513) 529-3326

Social:



**Ebrary PDA Reports** 

#### **Ebrary PDA Reports**

Trigger reports are provided weekly by ebrary.



- . This report includes detailed information about the type of trigger and use (current year only).
- Usage statistics for all years can be found on the E-Resource Usage Stats tab in the E-Books box under ebrary.
- . Click here for the definitions of the columns/categories found in the trigger report.

Turnaway reports (ebrary e-books are single user) can be found in the box below the trigger report.

#### **Ebrary PDA Puchase Dates and Prices**

View/download spreadsheet of all ebrary PDA purchases (does not include usage)

Trigger Report

#### View/download trigger report below in Google Docs (current year only)

ebrary PDA	brary PDA report 2015								
ebrary DocID	ISBN Print	ISBN Electronic	Title						
10285377	9780807133903	9780807135006	Bleeding Borders : Race, Gender, and Violence in Pre-Civil War Kansas						
10313597	9783527296620	9783527608348	Molecular Heterogeneous Catalysis : A Conceptual and Computational App						
10356292	9780754679219	9780754698197	Critical Food Studies : Liquid Materialities						
10400837	9781847423344	9781847423351	Taking the Crime Out of Sex Work						
10406776	9781439809365	9781439809372	Applied Ecology and Environmental Management, Volume 1 : Ecological Inc						
10408485	9780807136416	9780807137383	Making the Modern South : Haunted by Atrocity : Civil War Prisons in Ameri						
10413118	9780415489843	9780203846797	Teaching Visual Literacy in the Primary Classroom : Comic Books, Film, Te						

Caveats & Disclaimers . Some publishers exclude owned/subscribed titles from their COUNTER reports if the title had no usage in the time period of the report. This varies by publisher (e.g., ebrary and EBSCO e-book reports do not include titles if they had no use in the time period of the report). OhioLINK statistics (OSearch databases, EJC, and EBC) are not COUNTER-compliant at this time. Some vendors do not offer usage statistics, which may be why you don't find a particular product in the lists on this page. Reports are updated monthly but note that many vendors are one to two months behind in updating usage statistics. If you need more recent statistics, contact Martin Patrick to check for availability. Links open in Google Docs (spreadsheets), and can be downloaded from there as an Excel file. If you are unsure what platform/publisher to look at for a specific title: download a list of locally purchased continuing resources and check the platform column next to the title · check our online Resources A to Z list · check the library catalog

Acquisitions

**Archived Content** 

E-Book Platforms

**Databases** 

Serials

Request a List

OneSearch

#### COUNTER Reports

Who's Who

E-Resource Usage Stats -

Home

News & Updates

**EZProxy** 

Most reports on this page are COUNTER-compliant and are marked with one of the abbreviations below to indicate the type of report.

Report Problems

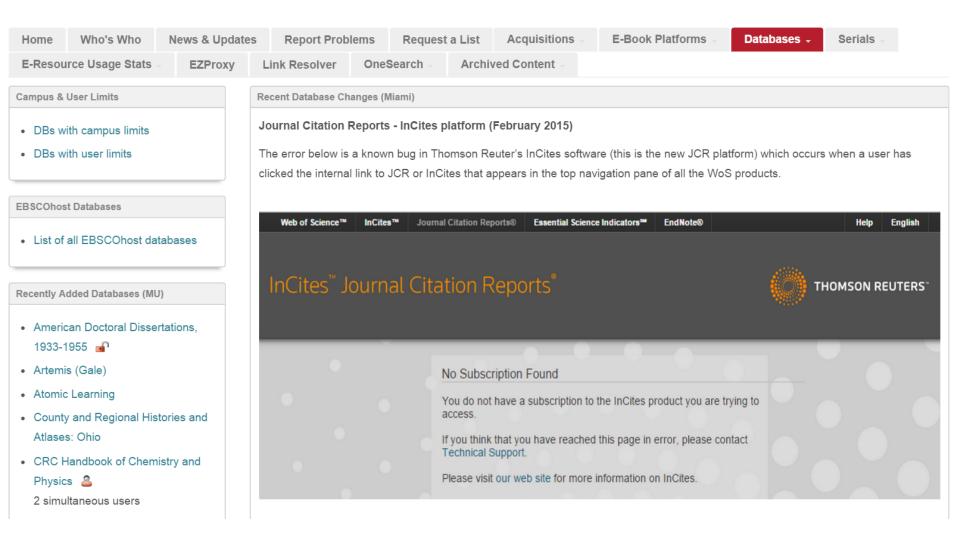
Link Resolver

- Journal Report 1 (JR1): Number of successful full-text article requests by month and journal
- Book Report 1 (BR1): Number of successful title requests by month and title

contact Jennifer Bazeley or Martin Patrick

- Book Report 2 (BR2): Number of successful section requests by month and title
- Database Report 1 (DBR1): Total searches and sessions by month and database

EBSCO Usage Consolidation software allows us to combine COUNTER-compliant reports from many vendors into one database and produce compilation reports.  - Title Usage Summarized by Platform 2011 - Title Usage Summarized by Platform 2012 - Title Usage Summarized by Platform 2012 - Title Usage Summarized by Platform 2012 - Title Usage Summarized by Platform 2013 - Title Usage Summarized by Platform 2013 - Title Usage Summarized by Platform 2013 - Title Usage Summarized by Publisher 2013 - Subscription Usage Details (Cost Per Use for EBSCO Subscription Titles) 2012 - Subscription Usage Details (Cost Per Use for EBSCO Subscription Titles) 2013 - Subscription Usage Details (Cost Per Use for EBSCO Subscription Titles) 2014  E-Books  ACLS Humanities E-Books (2008-2010) BR1  ACS Symposium Series (2014-) BR1  Brill E-Books (2007-) BR2  Business Expert Press (April 2009-) DBR1  AdSpender (2013-)  Alexander Street Press (April 2009-) DBR1  ArtSTOR (June 2004-)  Bibliography of Asian Studies (2009-)  Cabell's Directory of Publishing Opportunities (2008-) Note: self-service; must be on campus to view usage  Chadwyck Healey Databases (2008-)  Chadwyck Healey Databases (2008-)  Chadwyck Healey Databases (2013-)  ComAbstracts (1999-)  ComAbstracts (1		
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	Business Expert Press (2015- ) BR2	Daily Life Through History (2010- ) DBR1



Who's Who News & Updates Report Problems Request a List Acquisitions E-Book Platforms Home Databases Serials E-Resource Usage Stats OneSearch Archived Content **EZProxv Link Resolver** LinkSource Find It! To minimize confusion, we are using the OhioLINK "Find It!" icon with the EBSCO link resolver. After clicking on the Find It icon, the user will see a screen that looks like this: MIAMI UNIVERSITY LIBRARIES Miami University Libraries Help Log Out Title: Review New Mexico Colcha Club: Spanish Colonial Embroidery & the Women Who Saved It Benson Nancy C. Museum of New Mexico Press Santa Fe Source: Green, Laura. Journal Of American Folklore Volume: 125 Issue: 495 (2012-12-01) p. 126-128. ISSN: 0021-8715 Revise Search Get Full Text Online Get full text at OhioLINK EJC 01-01-2001 to present Get full text at Project Muse 01-01-2001 to present Get full text at ProQuest 01-01-1999 to present Get full text from the Literature Resource Center (Gale) 06-01-1994 to present **Export Citation** Export citation to EndNote (RIS format)

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Using the Proxy Prefix

This is the proxy prefix for Miami University Libraries:

http://proxy.lib.miamioh.edu/login?url=

To create a link to a library-subscribed resource that is accessible both on and off campus, simply append the proxy prefix to the front of the resource link.

http://www.jstor.org/stable/10.5951/mathteacher.108.5.0376

#### **BECOMES**

http://proxy.lib.miamioh.edu/login?url=http://www.jstor.org/stable/10.5951/mathteacher.108.5.0376

Do NOT put the prefix on the front of MUL re-direct URLs (http://www.lib.miamioh.edu/indexes/redirect/). Re-direct URLs automatically push the patron through the proxy without the prefix.

#### Proxy Prefix in LibGuides

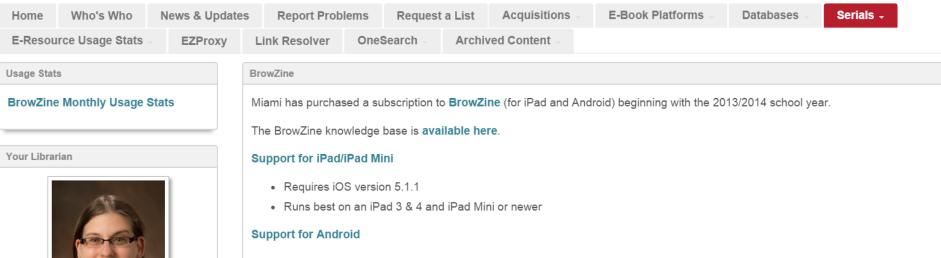
In LibGuides, there are **three ways** to use the proxy prefix for off-campus access.

Choose one option from the right.

#### Re-direct URL

- 1. Use one of the redirect URLs copied from the Databases A to Z list (http://www.lib.miamioh.edu/indexes/redirect/)
- 2. Do not add the proxy prefix (http://proxy.lib.miamioh.edu/login?url=) to the front of the URL.
- 3. Click the DISABLED button next to the "Proxy" entry in the link editing box (see below).

Add Link



- Requires OS version Ice Cream Sandwich or newer (Jelly Bean, etc.)
- Runs best on Google Nexus, Samsung Galaxy Tab and Note; Amazon Kindle Fire HD
- Currently the Android version lacks a few of the features available for the iPad version:
  - Show Journal in Library feature (see where a title is on the shelves)
  - When sending to other services (DropBox, Box.com, etc. file is not renamed with metadata)

#### How to Use BrowZine

- 1. Download BrowZine from the app store (iPad) or Google Play (for Android).
- 2. Find Miami University in the institution list.
- 3. You will be prompted to enter your unique ID and password.
- ${\it 4. \ \, BrowZine\ will\ set\ up\ your\ library\ for\ use\ with\ Miami's\ holdings.}}$



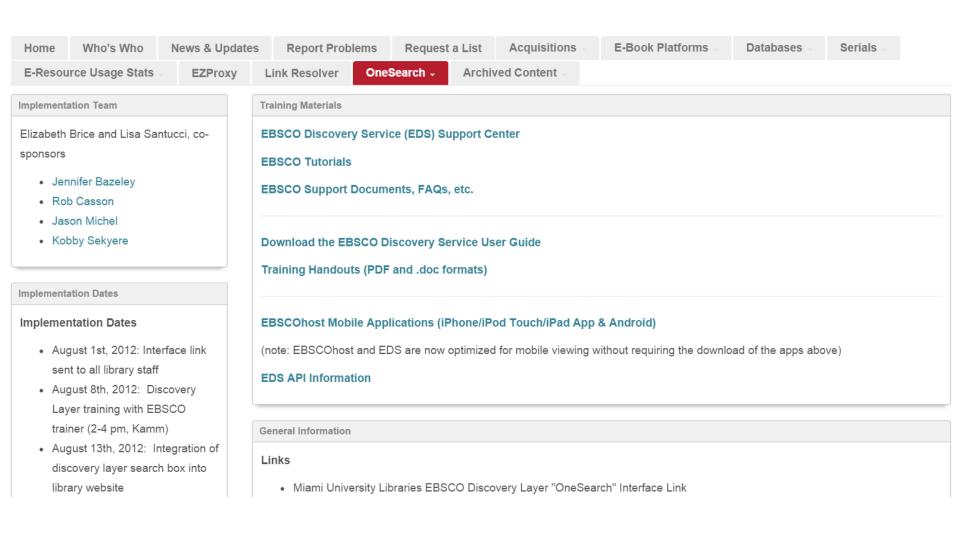
Jenniter Bazele

#### Contact:

312 King Library (513) 529-4216

bazelejw@miamioh.edu





Who's Who **News & Updates** Report Problems Request a List Acquisitions E-Book Platforms Databases Serials Home OneSearch Archived Content -E-Resource Usage Stats **EZProxv** Link Resolver E-Book Changes - Oxford Reference **Archived DB Changes** Alexander Street Press Video Interface (November 2013) Oxford Reference Online Changes ASP has released a new video interface that searches all subscribed ASP video As of July 1, 2013, Oxford Reference Online titles are no longer available. OhioLINK did content. The old interface will continue to be available through December 2013. In not renew the subscription to these leased titles. 2014, all links to the old platform will re-direct automatically to the new platform. There are still a small subset of ORO titles that were purchased outright which will Links to the new platform are now available: remain available in the EBC. · Counseling and Therapy in Video: Volume I Click here for a spreadsheet of all remaining titles as well as titles that are no http://proxy.lib.miamioh.edu/login?url=http://search.alexanderstreet.com/ctiv longer accessible. http://www.lib.miamioh.edu/indexes/redirect/1206 · Education in Video As of September 2012, our Oxford Digital Reference and Oxford Reference Online e- http://proxy.lib.miamioh.edu/login?url=http://search.alexanderstreet.com/ediv books are now all accessible through the single **Oxford Reference** platform. http://www.lib.miamioh.edu/indexes/redirect/1207 Both platforms will continue to function through December 12, 2012. The old Oxford New World Cinema Reference Online and Oxford Digital Reference Shelf sites will be turned off http://proxy.lib.miamioh.edu/login?url=http://search.alexanderstreet.com/feat permanently on December 12. http://www.lib.miamioh.edu/indexes/redirect/1208 The URLs for individual titles have changed and will need to be updated in LibGuides. · American History in Video Oxford University Press currently has re-directs in place for the old URLs which will http://proxy.lib.miamioh.edu/login?url=http://search.alexanderstreet.com/ahiv work through December 2012. http://www.lib.miamioh.edu/indexes/redirect/1211 Download the list of titles and updated URLs here. March of Time

## Assessment – LibGuides Statistics

Page ID $\qquad \qquad \diamondsuit$	Page Name	2015-01	2015-02	2015-03	Total Views
130738	Home	53	54	47	154
130749	E-Resource Usage Stats	13	20	24	57
130751	Databases	29	4	0	33
160414	Ebrary PDA Reports	8	14	7	29
130746	E-Book Platforms	4	9	7	20
130760	ebrary	0	9	6	15
130758	Acquisitions	8	3	3	14
656727	Report Problems	6	5	1	12
130771	EBSCO PDA Reports	1	3	6	10
160850	Who's Who	3	4	0	7

## Assessment – Google Analytics

Page Title ?	Pageviews	Unique Pageviews	Avg. Time on Page ?	Entrances	Bounce Rate	% Exit ?
	216 % of Total: 1.60% (13,520)	157 % of Total: 1.44% (10,870)	00:01:59 Avg for View: 00:01:19 (50.01%)	40 % of Total: 0.84% (4,790)	15.00% Avg for View: 34.43% (-56.43%)	19.44% Avg for View: 35.43% (-45.12%)
Home - Technical Services - LibGuides at Miami University	<b>41</b> (18.98%)	33 (21.02%)	00:01:35	26 (65.00%)	7.69%	9.76%
E-Resource Usage Stats - Technical     Services - LibGuides at Miami University	19 (8.80%)	13 (8.28%)	00:06:20	0 (0.00%)	0.00%	52.63%
E-Book Platforms - Technical Services - LibGuides at Miami University	<b>17</b> (7.87%)	<b>11</b> (7.01%)	00:00:53	4 (10.00%)	25.00%	17.65%
PREVIEW Films - Technical Services - LibGuides at Miami University	<b>16</b> (7.41%)	4 (2.55%)	00:03:11	3 (7.50%)	33.33%	25.00%
5. Home - Health Information Technology - LibGuides at Miami University	<b>12</b> (5.56%)	8 (5.10%)	00:00:13	2 (5.00%)	50.00%	8.33%
6. ebrary - Technical Services - LibGuides at Miami University	9 (4.17%)	8 (5.10%)	00:06:39	<b>1</b> (2.50%)	100.00%	22.22%
7. Articles - Health Information Technology - LibGuides at Miami University	8 (3.70%)	5 (3.18%)	00:00:13	0 (0.00%)	0.00%	0.00%
EBSCO - Technical Services - LibGuides at Miami University	7 (3.24%)	4 (2.55%)	00:04:36	0 (0.00%)	0.00%	28.57%
Ebrary PDA Reports - Technical Services - LibGuides at Miami University	5 (2.31%)	4 (2.55%)	00:00:33	0 (0.00%)	0.00%	0.00%

Bazeley, Jennifer W. and Becky Yoose. "Technical Services Transparency: Using a LibGuide to Expose the Mysteries of Technical Services". *Library Resources and Technical Services*, Vol. 57, no. 2 (2013), p. 118-127. http://dx.doi.org/10.5860/lrts.57n1.118

# Jennifer Bazeley bazelejw@miamioh.edu

