

USD-Library Access Help

DL 1.19.09

Introduction

The **Library Access Help** team was assembled to address the handling of library access issues and problems. A preliminary list of issues the team will address is located at <http://usd.edu/library/FAQ/>. Anything that hinders access to online databases, e-Journals or other electronic resources: proxy server or remote access, embargo, inactive account, or other similar issues will be dealt with by the **Library Access Help** team.

The members of the team include: David Alexander, Joe Edelen, Anne Hinseth, Cindy Soyland, Danielle Loftus, and Anne Moore.

In the past, it was not clear at times to whom access issues should be directed. To alleviate any confusion, to quickly address problems, and to document issues on an ongoing basis, a distribution email account was created. USD-LibraryAccessHelp@usd.edu

Additionally, a Web form available on the Website that submits to the distribution email account was created. "**Report a Problem**" <<http://www.usd.edu/library/forms/feedback.cfm>>.

USD-Library Access Help is for access issues. For help on how to use a particular database, how to locate a certain journal, or general questions on finding articles, continue to **Ask a Librarian**.

Procedure

- Either email the distribution email address or fill out the online form; both links are available from the the top of the **Ask a Librarian** page:



- The online form is also available from the top of the Journal List (Serials Solutions) page.
- A link to the email address and online form will gradually be integrated into databases and other Webpages in the future.

Summary

Anne Hinseth is the primary contact for the team. She will triage the question or problem, and contact the appropriate team member for resolution. Submit access inquiries to the distribution email address or through the online form rather than directly to Anne. All team members will see the request when it is sent; allowing all team members to learn from the results of the inquiries and for others to handle the requests when Anne is not available.

The <http://usd.edu/library/FAQ/> <<http://usd.edu/library/FAQ/>> is the patron interface and will be expanded in the future. Examples:

<http://www.library.umass.edu/ndl/connectionprob.html>
<http://library.nyu.edu/help/troubleshooting.html>
<http://www.csulb.edu/library/access.html>
http://library.cortland.edu/db_access.asp