



# Alma UResolver

## Alma Best Practice Day 2016

Helen Brownlie  
Systems Librarian  
University of Otago

Otago : University




*OpenURL is an integral component of the services the Library provides to staff and students of the University of Otago, the Otago Polytechnic and to two district health boards*



Though they are not aware of the technology behind it our users have been accustomed to accessing electronic resources via openURI for a large number of years - therefore we need for it to work and to work as seamlessly as possible

## BACKGROUND

### The University of Otago Library

- Publishes to 6 Primo views
- Has 6 service pages
- Has 6 Google Scholar profiles
- Uses 4 Ezproxy servers
- OpenURL resolver links are added to all external resources 
- Very small electronic resources team



Because of its diverse user base the University of Otago has a complicated setup

This team part of the Information resources team and composed of librarians, and their role should be the purchase and setup of resources at the vendor end; the activation of resources Alma end and some basis troubleshooting. More involved setups are normally escalated to the Systems team.

With other products the electronic resources team has become used to a more hands off approach with the whole openURL resolver process. Now they feel like they are constantly fighting fires.

# RESOLVER AUGMENTATION

External System

Code	AUGMENTATION	Name	AUGMENTATION	Integration Type	Resolver Augr
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General Information   Actions   Contact Info

Actions

Global Parameters

Query TimeOut \* 10

DOI Definitions

Description Query the CrossRef database using a DOI to obtain complete article-level metadata

Status \*  Active  Non Active

Query Uri <http://doi.crossref.org/query?ref.cgi?id=%s&pid=%s&format=uniref>

Username \* uol

Password \* \*\*\*\*\*

OAI Definitions

Description Query the arXiv OAI data provider to obtain metadata for articles

Status \*  Active  Non Active

Query Uri [http://export.arXiv.org/oai2?verb=GetRecord&identifier=oai:%s&metadataPrefix=oai\\_dc](http://export.arXiv.org/oai2?verb=GetRecord&identifier=oai:%s&metadataPrefix=oai_dc)

Pubmed Definitions

Description Query Pubmed using pubmed id to obtain complete metadata for biomedical literature from MEDLINE

Status \*  Active  Non Active

Query Uri <http://eutils.ncbi.nlm.nih.gov/entrez/eutils/efetch.fcgi?db=pubmed&retmode=xml&id=%s>



To help them out my team tries to ensure that within Alma everything relating to or affecting UResolver is setup and/or automated  
Resolver augmentation – DOI, PubMed, OAI

# GROUPS

- 1 **Elsevier ScienceDirect Books Complete**  
 Type: Selective package Services: Full Text (Available)  
 Creation Date: 2015-09-23 14:42:47 Modification Date: 2015-09-18 16:12:43  
 Available For: **canterbury, capital\_coast, christchurch, dunedin, wellington**  
[Edit](#) | [Delete](#) | [View](#) | [Portfolio List \(12880\)](#) | [Create E-Activation Task](#) | [Publishing information](#) | [Edit Service](#) | [Report To Ex Libris](#) | [More info](#)
- 2 **Elsevier ScienceDirect Journals Complete**  
 Type: Selective package Services: Full Text (Available)  
 Creation Date: 2015-09-18 17:07:41 Modification Date: 2015-09-21 10:35:58  
 Available For: **canterbury, capital\_coast, christchurch, dunedin, wellington**  
[Edit](#) | [Delete](#) | [View](#) | [Portfolio List \(1447\)](#) | [Create E-Activation Task](#) | [Publishing information](#) | [Edit Service](#) | [Report To Ex Libris](#) | [More info](#)
- 3 **YIP ebooks collection**  
 Type: Selective package Services: Full Text (Available)  
 Creation Date: 2014-10-23 16:00:30 Modification Date: 2015-03-16 11:35:06  
 Available For: **christchurch, dunedin, wellington**  
[Edit](#) | [Delete](#) | [View](#) | [Portfolio List \(292\)](#) | [Order](#) | [Link to community](#) | [Create E-Activation Task](#) | [Publishing information](#) | [Edit Service](#) | [Report To Ex Libris](#) | [More info](#)
- 4 **Elsevier ScienceDirect Free Access Journals**  
 Type: Selective package Services: Full Text (Available from 01/01/2014)  
 Creation Date: 2013-06-20 12:00:00 Modification Date: 2013-06-20 12:00:00  
 Available For: **otago, polytech**  
[Edit](#) | [Delete](#) | [View](#) | [Portfolio List \(428\)](#) | [Order](#) | [Create E-Activation Task](#) | [Publishing information](#) | [Edit Service](#) | [Report To Ex Libris](#) | [More info](#)
- 5 **SpringerLink Books 2015**  
 Type: Selective package Services: Full Text (Available)  
 Creation Date: 2015-06-12 11:45:09 Modification Date: 2015-12-14 10:07:08  
 Available For: **christchurch, dunedin, wellington**  
[Edit](#) | [Delete](#) | [View](#) | [Portfolio List \(2201\)](#) | [Order](#) | [Link to community](#) | [Create E-Activation Task](#) | [Publishing information](#) | [Edit Service](#) | [Report To Ex Libris](#) | [More info](#)

Electronic Services Editor [Cancel](#) [Save](#)

Electronic Collection name: **Elsevier ScienceDirect Books Complete**

Service Type: Full Text [View all actions](#)

Service Description: [Activation Information](#) | [Linking Information](#) | [Profiles](#) | [Users](#) | [Group Settings](#) | [History](#)

Add Settings For Group

Group Name	Group Members	Parameters	
1. wellington	Institution		<a href="#">Address</a>
2. capital_coast	Capital & Coast District Health Board	<input checked="" type="checkbox"/>	<a href="#">Address</a>
3. christchurch	Christchurch	<input checked="" type="checkbox"/>	<a href="#">Address</a>
4. canterbury	Phoenix Margaret Hospital Library	<input checked="" type="checkbox"/>	<a href="#">Address</a>
5. dunedin	Dunedin	<input checked="" type="checkbox"/>	<a href="#">Address</a>

[Cancel](#) [Save](#)

Second is the use of group

Normally group settings are used by the Alma Link resolver when calculating and resolving electronic services. It involves associating a user with a campus

However at Otago groups are used to assign resources to a defined group – campus, external institutions (2 x DHB and Polytechnic)

Determine which holdings are published to each of the Primo views and to the Google Scholar profiles

Assignment of proxy settings

## HOLDINGS

- MARC record loads
- Syncing ScienceDirect holdings with Alma



Third is the continual loading of MARC records because cannot afford to wait until the records become available in CZ, or are of sufficient quality that we can use

And utilising new Alma functionality when released  
eg syncing ScienceDirect holdings with Alma

Alma link resolver validity checking for EBSCOhost full text URLs (Jan release)

## ACTIVATION OF ELECTRONIC COLLECTIONS

- Community zone records
  - Selecting the correct record
  - Collection or content not available
  - Gaps in date ranges in holdings
  - CZ update list task



The preference is to use the community zone records  
Community zone records

### **Selecting the correct record**

Can't test URLs or links in the Community zone without first activating the record. So if you select the wrong collection you may need to deactivate the collection and start again

### **Collection or content not available**

Either have to wait or source MARC records from the vendors

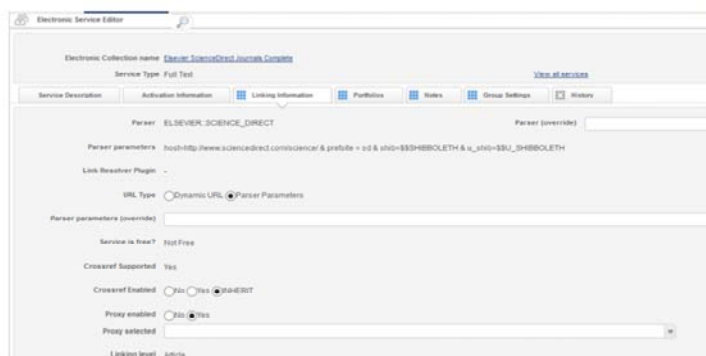
### **Gaps in date ranges in holdings (aggregators)**

Often the date ranges don't reflect the gaps in holdings so often they need to be modified. And this becomes an issue because as a localised setting they need to be manually updated when the CZ records are updated (ie global changes do not overwrite localised settings)

### **CZ update list task**

Where possible staff try to check once a week, but this is very time consuming and tends not to be a top priority

## LINKING INFORMATION



Electronic Service Editor

Electronic Collection name: [Elsevier ScienceDirect Journals Collection](#)

Service Type: Full Text [View all services](#)

Service Description | Activation Information | **Linking Information** | Portfolios | Rules | Group Settings | History

Parser: ELSEVIER\_SCIENCE\_DIRECT

Parser parameters: http://dx.doi.org/10.1016/j.sciencedirect.com/scienceDirect?ref=sd&url=SDU\_SBU\_SBBOLETH&u\_sbu=SDU\_SBBOLETH

Link Resolver Plugin: -

URL Type:  Dynamic URL  Parser Parameters

Parser parameters (override):

Service is free?  Not Free

Crossref Supported:  Yes

Crossref Enabled:  No  Yes  Inherit

Proxy enabled:  No  Yes

Proxy selected: [dropdown menu]

Linking level: ACSIS

- Preference is to use the default service parser parameters
- Test on and off campus



Activation of services – important for openURL is the Linking Information Preference is to use the default “service parser parameters” otherwise staff have to maintain the links

If they do change them it is normally at an individual title level. They would take a note and then check until it is fixed

They do acknowledge that they should be alerting Ex Libris more, but they feel they are not resourced enough to do so.

Activation information

Group settings – assigned ezproxy server

Group settings are used by the Alma link resolver when calculating and resolving electronic service

Otago also utilises them for ensuring the correct holdings are published to the appropriate Primo and Google Scholar views

Portfolios – actively discouraged from putting settings on portfolios – use “inherit”

Test access from portfolios from both on and off-campus



# NOTIFICATION OF PROBLEMS

## Primo views

Full text: [Wiley Online Library Pilot 2015](#) [Show license](#)  
Available from 1997 volume: 6 issue: 1

Full text: [EBSCOhost Academic Search Complete](#) [Show license](#)  
Available from 1998  
Most recent 1 year(s) not available

[Report an issue with this title](#)

Details of issue

E-resource you're trying to connect to: Molecular ecology Fine-scale genetic population structure in a mobile

Select query type: Select from list.

E-resource details: <--- Automatically generated information --->  
<Author>Ansmann, Ina C.



As the majority of issues with openURL linking are going to be experienced by our users we try to make it as easy as possible for them to get the relevant information to us.

Advertised email address to report problems  
ITS Service Desk

Error form  
Error message when linking to resource  
Resource is requesting a username/password  
Missing article/chapter  
Missing PDF or full text  
Link to incorrect article /chapter  
Other

<--- Automatically generated information --->  
<Author>Ansmann, Ina C.  
<Pub Date>Print began with vol. 1, no. 1 (May 1992).  
<DOI>10.1111/j.1365-294X.2012.05722.x  
<Pages>4472-4485  
<ISSN>0962-1083<Volume>21  
<Issue>18  
<Year>2012

## TROUBLESHOOTING

- Check campus/view
- Test through both Alma and Primo
- Check EZprozy setup
- Check vendor setup – subscription, IPs etc
- Check for advertised maintenance / changes at the vendor end



Sense of helplessness - firefighting / ambulance at bottom of cliff. Expect to work

Troubleshooting made more complicated because openURL linking involves the integration of a number of systems – both internal and external – and need to figure out where the break down has occurred.



## TROUBLESHOOTING - OPENURL

- Check parsing setup in Alma
- Check that relevant information is in openURL
- Check what is being sent to vendor

EBSCOHost

```
<target_url>http://ezproxy.otago.ac.nz/login?url=http://openurl.ebscohost.com/linksvc/linking.aspx?sid=a9h&volume=21&date=20120909&spage=4472&issn=0962-1083&stitle=&genre=article&issue=18&title=Molecular+ecology&epage=4485</target_url>
```

Wiley Online

```
<target_url>http://ezproxy.otago.ac.nz/login?url=http://onlinelibrary.wiley.com/doi/10.1111/j.1365-294X.2012.05722.x/abstract</target_url>
```



### Check parsing setup in Alma

Sometimes there are missing components eg authentication method and/or identifiers

Try to avoid modifying the parsers unless it is absolutely necessary

Change in URLs ay vendor end

Unique information to be sent to vendor eg EBL setp

### Check that relevant information is in openURL

### Check what is being sent to vendor

Though all the information is in the incoming URL the outgoing target link often has selected components only. So if any of those elements are incorrect there is often no enough information for the target to link to the correct resource

OpenURL is a standard. Expectation that would be used in a standard manner

## ISSUES

- Not able to test URL/links in the CZ Collection records without first activating
- CZ setup – timeliness, lack of Australasian content, incorrect coverage, variable quality of CZ MARC records
- Need for visual representation of openURL
- Time taken to get corrections made to default linking parameters
- Group settings often affected by monthly releases



Example of problem with groups (Open incident - 171102)

Bug with the publishing of holdings from Alma to the corresponding views in Primo – **sometimes an ejournal that is activated for one group (e.g. Dunedin campus) is being mistakenly added to another group (e.g. Polytech) when then the publishing takes place.** The impact of this problem is that an ejournal that isn't activated for an Alma group (e.g. Polytech) can get matched with PCI articles for the corresponding Primo view (e.g. Polytech) leading to users seeing a “No full text available” message when clicking on the Available Online tab

To mitigate this we've changed the no full text available error message to provide a link out to the interloan forms so users can place an interloan request if they're interested in accessing the article

The ideal would be for Alma to manage the system in its entirety with minimal input from staff.



Staff often talk about firefighting, being the ambulance at the bottom of the cliff. They put up with the mistakes and time delays so that the University can provide a service. Their mantra is that the “Just want it to work”

Other notes

January release

Alma link resolver validity checking for EBSCOhost full text URLs =  
“ongoing effort to improve the Alma link resolver hit rate – do it through the  
“View It services menu”

October release

Link resolver usage analytics functionality

