

Troubleshooting eResources for Alma and Primo: Using Analytics and automated testing

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Presented by Amelia Rowe, RMIT University

Outline

Why

How

- Alma Analytics
- Macros
- Demo
- Results

What



Why?

Demo : 'No full text available'

Assumption:

Users are encountering this issue when attempting to access e-resources more often than they are reporting it to the library.



How?

Alma Analytics



Analytics

The screenshot displays the 'Amelia's Link Resolver Usage - Request without Service' analytics dashboard. The interface includes a navigation bar with 'Home', 'Catalog', 'Favorites', 'Dashboards', 'New', 'Open', and 'Signed In As E16777'. Below the navigation bar, there are tabs for 'Criteria', 'Results', 'Prompts', and 'Advanced'. The main content area is divided into three sections: 'Subject Areas', 'Selected Columns', and 'Filters'. The 'Subject Areas' section on the left lists categories like 'Link Resolver Usage', 'OpenURL Context Measures', 'OpenURL Context Details', 'Request Date', 'Bibliographic Details', 'LC Classifications', 'Dewey Classifications', and 'Institution'. The 'Selected Columns' section in the center shows a list of columns including 'Source', 'Source Type', 'Title', 'Article Title', 'EISSN', 'ISBN', 'ISSN', 'Request Date', 'Number of Requests', 'Number of Clicked Requests', and 'Number Of Services'. The 'Filters' section at the bottom contains a list of filter criteria: 'Request Date is greater than or equal to TIMESTAMPADD(SQL_TSI_DAY, -7, CU...', '% Requests Without Services from Requests is equal to / is in 100', 'Source Type is equal to / is in Primo / Primo Central; Primo/Primo Central', 'Number of Requests is greater than or equal to 3', and 'Source is not equal to / is not in artstor; arxiv; agecon; swepub; ands; espace_curtin; trove_thesis; dtic_tech; epp; nasa1; springer_jour'.

Analytics Report

Requestwithoutservice_310317_06042017.xlsx - Microsoft Excel

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Link Resolver Usage - Request without Service													
2														
3	Source	Source Type	Title	Article Title	EISSN	ISBN	ISSN	Number of Requests	Number of Clicked Requests	Number of Services	Number of Clicked Services	Number of Requests Without Services	% Clicks from Requests	% Requests Without Services from Requests
4	8748532	Primo / Primo Central	Renewable energy	Micro-hydro systems for small communities	1879-0682		0960-1481	20	0	0	0	20	0.00%	100.00%
5	proquest	Primo / Primo Central	Ageing and society.	ABSTRACT	1469-1779		0144-686X	14	0	0	0	14	0.00%	100.00%
6	proquest	Primo / Primo Central	Consumer culture /	0745614418 (pbk.)		0745614418 (pbk.);074561440X		14	0	0	0	14	0.00%	100.00%
7	scopus	Primo / Primo Central	Computer applications in the biosciences: CABIOS.	The rapid generation of mutation data matrices from protein sequences	1460-2059		0266-7061	14	0	0	0	14	0.00%	100.00%
8	5908604	Primo / Primo Central	Art in America.	In the Age of the Monochrome			0004-3214	12	0	0	0	12	0.00%	100.00%
9	ama	Primo / Primo Central	JAMA: the journal of the American Medical Association.	Prone vs Supine Positioning for Breast Cancer Radiotherapy	1538-3598		0098-7484	12	0	0	0	12	0.00%	100.00%
10	rmit_alma	Primo / Primo Central	PubMed	PubMed				12	0	0	0	12	0.00%	100.00%
11	115589970	Primo / Primo Central	Technological forecasting and social change.	The future of employment: How susceptible are jobs to computerisation%3F	1873-5509		0040-1625	10	0	0	0	10	0.00%	100.00%
12	gale_hrca	Primo / Primo Central	JAMA: the journal of the American Medical Association.	Precocious children.			0098-7484	9	0	0	0	9	0.00%	100.00%
13	proquest	Primo / Primo Central	Disrupting Education? Experimental Evidence on Technology-Aided Instruction in India	Disrupting Education? Experimental Evidence on Technology-Aided Instruction in India				9	0	0	0	9	0.00%	100.00%
14	proquest	Primo / Primo Central	Racial/Ethnic Differences in Non-Work at Work	Racial/Ethnic Differences in Non-Work at Work				9	0	0	0	9	0.00%	100.00%
	9991414	Primo /	Journal of socio-	The developing workfare policy in Australia: a critical	1879-1239		1053-5357	8	0	0	0	8	0.00%	100.00%

Macros

```
1 VERSION BUILD=8970419 RECORDER=FX
2 TAB T=1
3 SET !DATASOURCE \\ntapprdfs01n02.rmit.internal\eh7\e16777\Configuration\Desktop\LinkResolverTest.csv
4 SET !LOOP 2
5 SET !DATASOURCE_LINE {!!LOOP!!}
6 URL GOTO=http://primo-direct-apac.hosted.exlibrisgroup.com/primo_library/libweb/action/search.do;jsessionId=4F3CC72EAA3A254C87777A2CD85126A1?menuItem=
7 TAG POS=1 TYPE=INPUT:TEXT FORM=ID:searchForm ATTR=ID:search_field CONTENT={!!COL4!!}
8 TAG POS=1 TYPE=INPUT:SUBMIT FORM=ID:searchForm ATTR=ID:goButton
9 SET !ERRORIGNORE YES
10 TAG POS=1 TYPE=A ATTR=TXT:View<SP>Online
11 WAIT SECONDS=3
12 FRAME F=1
13 SET !ERRORIGNORE NO
14 SET !EXTRACT_TEST_POPUP NO
15 TAG POS=1 TYPE=LI ATTR=TXT:* EXTRACT=TXT
16 ADD !EXTRACT {!!COL4!!}
17 ADD !EXTRACT {!!COL8!!}
18 SAVEAS TYPE=EXTRACT FOLDER=\\ntapprdfs01n02.rmit.internal\eh7\e16777\Configuration\Desktop\TESTS FILE=+_{{!NOW:yyyymmdd_hhnnss}}
```

Demo (if possible)



What?



Results

F6			
	A	B	C
1	No full text available	Precocious children.	9

D3				
	A	B	C	D
1	Availability	Article title	No. requests	Actions
2	No full text available	Precocious children.	9	reported to cat lib (do we have access to this title electronically?)
3	"No full text available"	Disrupting Education? Experimental Evidence on Technology-Aided Instruction in India	9	
4	"No full text available"	Racial/Ethnic Differences in Non-Work at Work	9	
5	"No full text available"	Healthy People ? Healthy Business: A Critical Review of Stress Management Programs in the Workplace	8	
6	"No full text available"	Concerns for Skills Shortages in the 21st Century: A Review into the Construction Industry. Australia	7	
10	"Full text available at"	Full text available	Swarm intelligence : from natural to	6

Interpreting the Results

Alma

- Bibliographic data
- Portfolio Coverage data

PCI

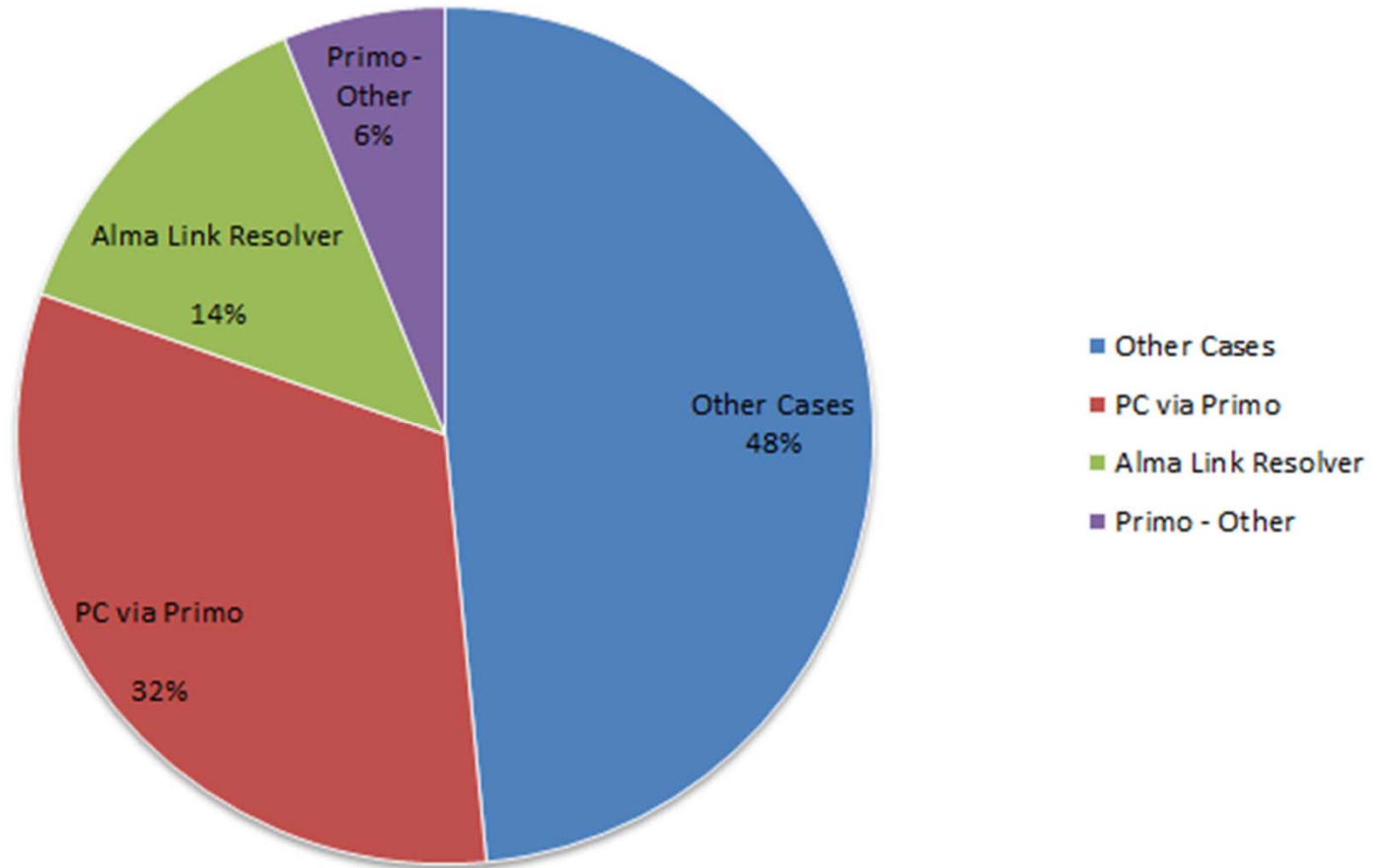
- Incorrect metadata (typically ISSN, title, year, vol, issue)

Alma U Resolver

- For example case #00395454 with ampersand in title
Embargo period



Impact



Limitations

- Only one scenario:
ViewIt = “No full text available”
 - Users have to have tried and failed to access the resource
 - Automated tests are subject to breaking if the system changes
 - Manual intervention still needed to find the cause of each problem
-

Thank-you

