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Essential Audits for Proactive Electronic Resource Access Support

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Essential Audits for Proactive ERA Troubleshooting and Support

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Abstract
As electronic resource access (ERA) issues increase in frequency and complexity, technical services librarians are on the lookout for proactive techniques to identify and address these issues before they become a problem for patrons (Rathmel et al. 2015, 104-105).

This poster highlights a number of “essential audits” employed by the ERA support team (eTeam) at Georgia Southern University to catch access issues before they are reported by patrons or public services personnel. Regular audits include bi-weekly link tests on the library’s A-Z Database List, quarterly link asset tests in LibGuides, and rolling link and authentication audits of link resolver records.

Best Practices
1. Prioritize all resource audits according to usage or demand.
2. Use a ticketing system like LibAnswers or BugZilla to organize and track active audits.
4. Use Google Sheets to easily share findings and adjust permissions on the fly. Include links to these sheets within their corresponding tickets for easy reference.
5. Utilize your content management system’s ability to create and map resource permalinks to reduce the number of locations where you need to correct URLs.

Reference: