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# Get the eTeam, Stat! Managing ERA Troubleshooting Triage Tier by Tier

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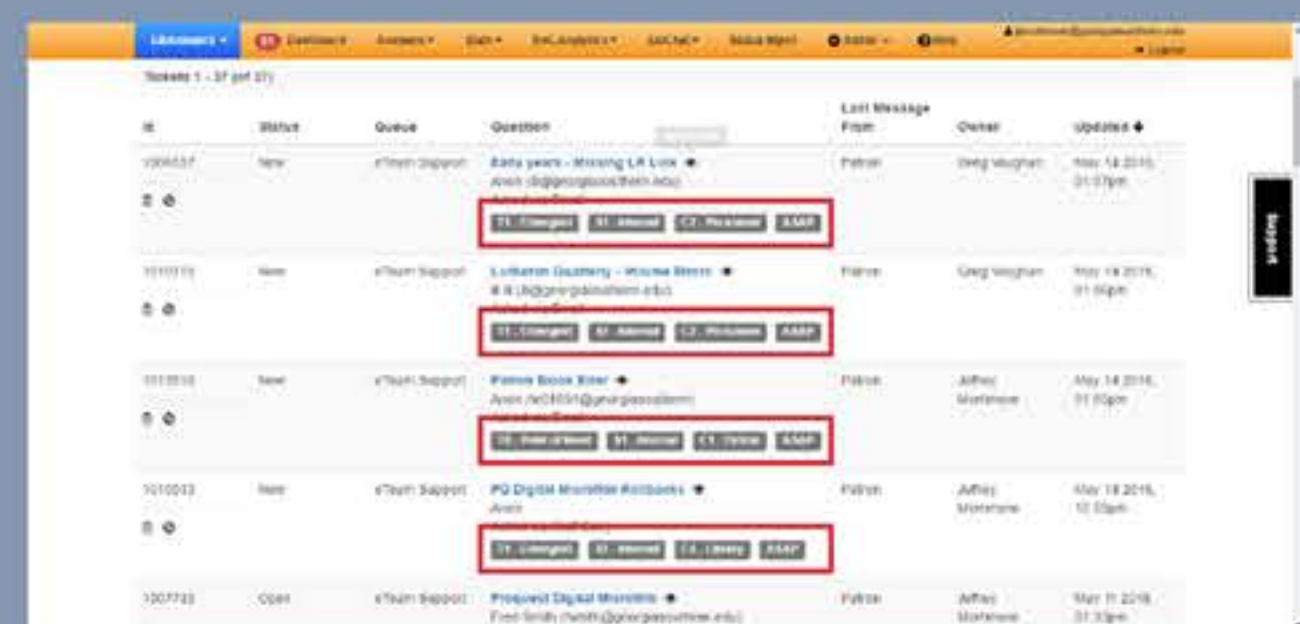
# Get the eTeam, Stat! Managing ERA Troubleshooting Triage Tier by Tier

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The eTeam at Henderson Library provides Electronic Resource Access (ERA) troubleshooting and support using the LibAnswers online reference platform.

Support tickets can differ significantly in origin, urgency, scale, complexity, and stakeholder involvement. The eTeam uses three tiering schemes to evaluate and grade support tasks. As work proceeds, grading may be re-evaluated.



ERA triage benefits from thorough and consistent evaluation of troubleshooting and support tasks. Every library's needs are different; however, here is some general advice:

- 1. Plan for a Full Range of Support Tasks**  
Develop tiers to accommodate the full range of tasks for which you provide support. Tiers should indicate the task's scope at a glance.
- 2. Plan for the Short, Medium, and Long-Term**  
Short-term ERA troubleshooting tasks often reveal larger, long-term enhancement and audit tasks. Make sure your tiers support both.
- 3. Remember Your Stakeholders**  
ERA enhancements and resource rollouts typically involve outside stakeholders and require communication planning. Account for these needs when evaluating tasks.
- 4. Don't Let Your Support Tickets Go Stale**  
Tickets get lost and forgotten, even in the most well-ordered ERA support queue. Remember to schedule regular open ticket reviews.

## Support Tier (T)

Top-level description of the support task; provides indication of the relative scope or impact of the support task.

Code	Title	Description	Example(s)
T0	Point of Need	Emergent issue; attempt resolution at point of need and/or escalate to Tier 1 if further intervention is needed. Many Tier 0 tasks resolved at reference desk.	Database account setup question; answered with existing FAQ article; resolved at Tier 0.
T1	Emergent	Escalated Tier 0 task where either: 1) information need could not be met at point of need, or 2) requires further intervention even if information need was met.	Journal needs to be removed from SFX, OPAC, and OCLC due to full text coverage change. Issue reported by ILL. eTeam corrects record; ILL notified; resolved at Tier 1.
T2	Enhancement	Enhancement identified from analysis of Tier 0 and Tier 1 tasks, or as result of content review, usability study, etc.	Reference librarians request changes to Discovery layer forms in LibGuides. eTeam develops new forms; resolved at Tier 2.
T3	Rollout	Task management tier for rollout of new resources or services.	Library adopts New York Times Online. eTeam evaluates account setup procedures, prepares instructions, and deploys to appropriate portals. Resolved at Tier 3.
T4	Audit	Task management tier for ongoing review of system, configuration, or metadata to reduce troubleshooting incidents.	Due to frequent Tier 1 requests for missing Wiley full text, eTeam starts ongoing audit of associated target and profile activations in SFX. Ongoing at Tier 4.

## Stakeholder Tier (S)

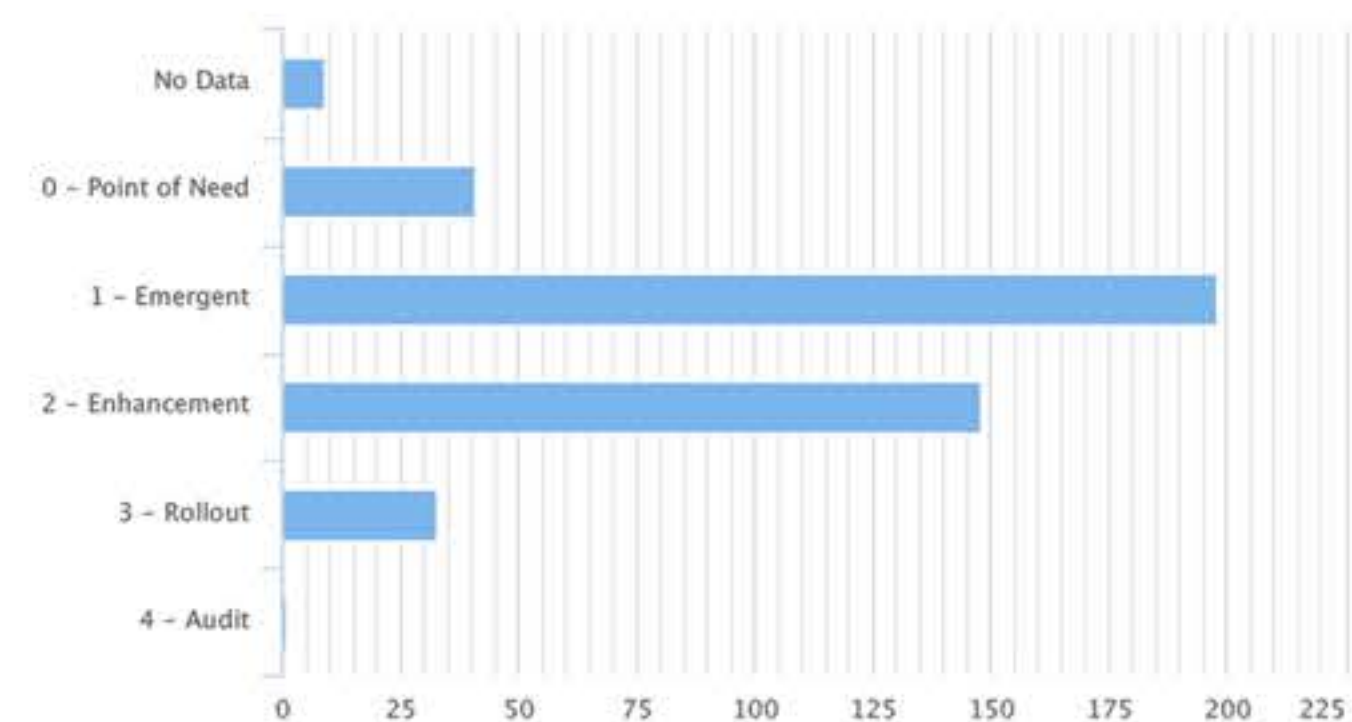
Indicates which stakeholders should be involved in resolving the support task.

Code	Title	Description	Example(s)
S0	None	No review beyond ticket owner.	eTeam member corrects a journal title's spelling found during a Tier 4 audit of Wiley journal subscriptions.
S1	Internal	Review by other eTeam or other cataloging personnel.	Head of Cataloging reviews proposed changes to Discovery layer link settings to improve full text delivery.
S2	Department	Review by other library department.	Reference Librarians review requested link text changes to discovery layer forms in LibGuides.
S3	Committee	Review by library inter-departmental committee or workgroup.	Liaison Committee reviews proposed changes to default limiter settings in discovery layer.
S4	Faculty/Dean	Review by library faculty and/or library dean.	Faculty Committee reviews adoption of new discovery layer.
S5	External	Review by external university or state entity.	Consortium reviews eTeam's requested changes to database interface branding.

## Communication Tier (C)

Indicates who should be notified about the support task, and by what means.

Code	Title	Description	Example(s)
C0	None	No notification outside of the eTeam.	eTeam corrects a journal title's spelling during a Tier 4 audit of Wiley journal subscriptions.
C1	Patron	Notification to patron who initiated the support request.	Patron reports a full text linking problem via SFX; eTeam corrects link and restores access; patron notified.
C2	Personnel	Notification to individual library personnel who initiated the support request.	ILL personnel notifies eTeam of bad full text link; eTeam corrects link and restores access; ILL personnel notified.
C3	Liaisons	Notification to all library liaisons via listserv.	eTeam rolls out Choice Reviews Online subscription; liaisons notified via listserv.
C4	Library	Notification to all library personnel via library-wide listserv.	eTeam tests changes to limiter order and link text in Discovery layer; all library personnel notified via listserv.
C5	External	Public notification, including blog, Facebook, Twitter, faculty listserv, FAQ, etc.	Premature release of new WorldCat Discovery interface by consortium results in negative feedback from faculty. eTeam provides public updates while working with consortium and OCLC to address usability issues.



August 2015 to April 2016 — 430 Tickets Resolved

