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Utilizing Open-Source and Budget-Friendly Tools to Improve Issue Reporting Workflows for E-Resources

Christina A. Beis
University of Dayton, cbeis1@udayton.edu

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Utilizing open source and budget friendly tools to improve issue reporting workflows for e-resources

Christina A. Beis | cbeis1@udayton.edu
Discovery Services Librarian/Assistant Professor | University of Dayton
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University of Dayton
- FTE: 10,210 students
- Library: 48 faculty/staff
- Google Forms
- Google Sheets
- Gmail

- All library staff can submit issues via the Google Form
- E-Resources staff are automatically notified by email when an issue has been submitted
- Troubleshooter is assigned and logs the resolution
- A follow-up email is sent to the original reporter

Union Institute & University
- FTE: 1,100 students
- Library: 4 staff
- Fully online library
- Microsoft Access
- Microsoft Outlook

- Issues are emailed or chatted directly to the E-Resources Librarian
- E-Resources Librarian logs issue and action in the Access Form
- "Report Issue Email" is generated to all staff with the click of the button
- E-Resources Librarian logs resolution and then generates "Resolution Email" to all

Identify objectives:
- Improve communication
- Increase efficiency
- Create a knowledge base
- Reduce redundancy
- Collaborate with other staff or departments
- Better organization and tracking

E-resources are constantly in flux and librarians spend a significant amount of time fixing access issues. Effective communication and issue tracking are important components that increase transparency, reduce redundancy, and provide a knowledge base. Two different academic libraries utilized Google Forms and Sheets and Microsoft Access and Outlook to create issue reporting forms and workflows that led to improved operations.

Important features:
- Mobile friendly
- Web-based
- Submission form
- Ability to add images or screenshots
- Automated emails
- Multiple staff members as troubleshooters

Example of Google Form

Example of Google Sheet knowledge base

Example of Microsoft Access form

Example of Microsoft Outlook email

Example of resolved issue resolution email