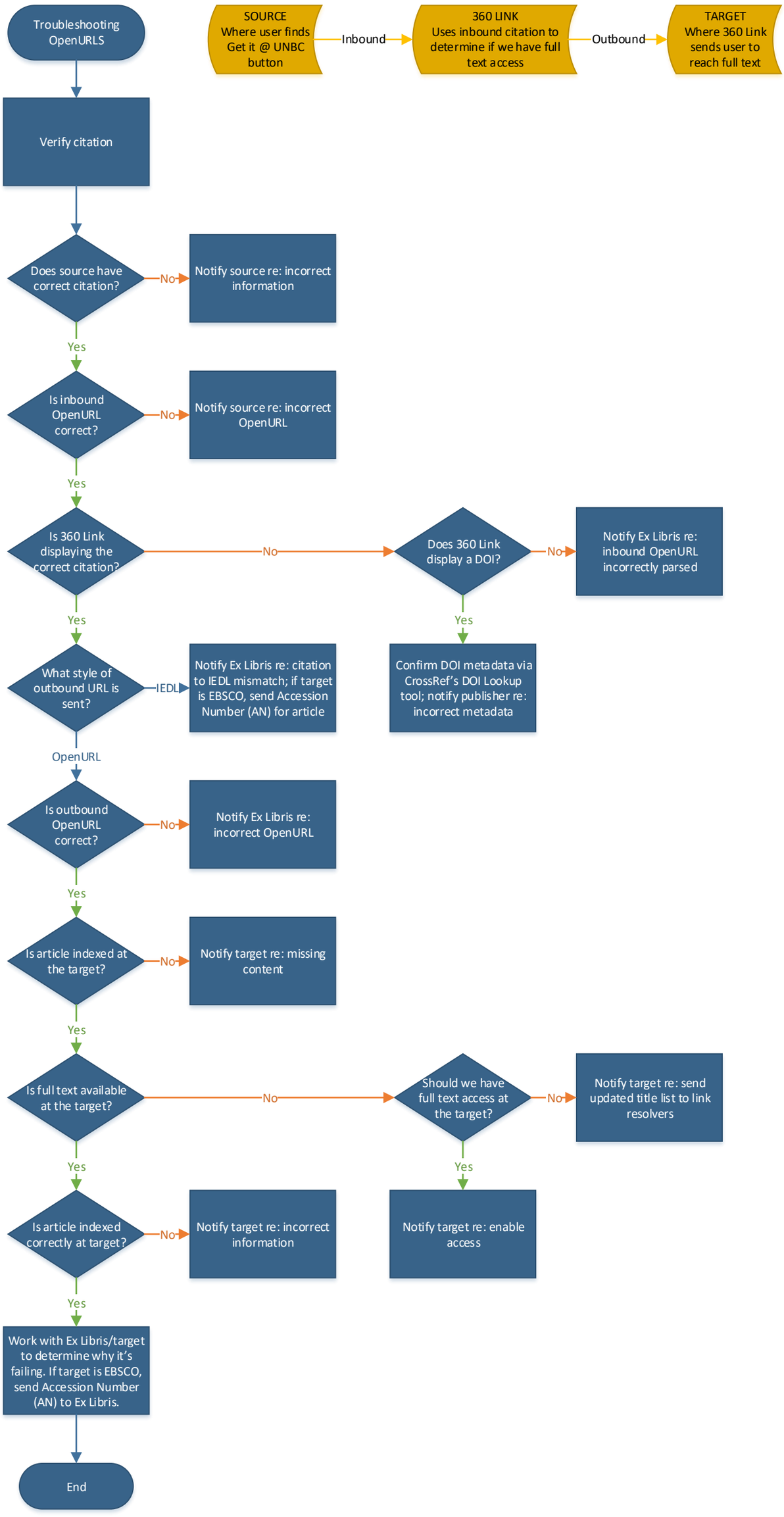
Troubleshooting OpenURLS
SOURCE Where user finds Get it @ UNBC button
Inbound
360 LINK Uses inbound citation to determine if we have full text access
Outbound
TARGET Where 360 Link sends user to reach full text
Verify citation
Does source have correct citation?
No
Notify source re: incorrect information
Yes
Is inbound OpenURL correct?
No
Notify source re: incorrect OpenURL
Yes
Is 360 Link displaying the correct citation?
No
Does 360 Link display a DOI?
No
Notify Ex Libris re: inbound OpenURL incorrectly parsed
Yes
Confirm DOI metadata via CrossRef's DOI Lookup tool; notify publisher re: incorrect metadata
Yes
What style of outbound URL is sent?
IEDL
Notify Ex Libris re: citation to IEDL mismatch; if target is EBSCO, send Accession Number (AN) for article
OpenURL
Is outbound OpenURL correct?
No
Notify Ex Libris re: incorrect OpenURL
Yes
Is article indexed at the target?
No
Notify target re: missing content
Yes
Is full text available at the target?
No
Should we have full text access at the target?
No
Notify target re: send updated title list to link resolvers
Yes
Notify target re: enable access
Yes
Is article indexed correctly at target?
No
Notify target re: incorrect information
Yes
Work with Ex Libris/target to determine why it's failing. If target is EBSCO, send Accession Number (AN) to Ex Libris.
End