



Eluna Learns E-Resources Session Q & A

Are there things you can do/follow to make your salesforce tickets more effective on electronic resource? Any help/advice would be appreciated!

During the session this was asked, we recommended the attendee stay for the last session. However, now that we're done, we recommend they view the slides for 11/29's third session.

I don't work in ERM, but often support troubleshooting. Could you backtrack and explain the difference between Alma and CDI records and significance for troubleshooting linking? If this is too general, feel free to ignore this question!

Alma records are the electronic bib records cataloged by your institution (or pulled from the CZ into your IZ) for the main resource (an entire eBook/journal/video) -- the record displayed in Primo comes from Alma. CDI records are citation records that come from the Ex Libris CDI, originally provided to the CDI database by third party publishers, aggregators, and other citation sources. They can be for the whole resource or, more typically, for smaller parts of the resource (specific book chapters, journal articles, reference entries, etc.). Linking for Alma records is typically to the main resource; the link can come either from the Alma portfolio record or a combination of the electronic portfolio parser parameters and the electronic service's parser. Linking for CDI records can be either to a URL given in the CDI record itself or, more frequently, generated on the fly by the Alma link resolver (constructed by the electronic service parser using the main title's electronic portfolio parser parameters and citation metadata from the CDI record metadata and augmentation source information). The CDI link-in-record method is typically designed to go to the specific sub-part described by the CDI record, but the link may or may not support a URL-rewriting authentication proxy like EZproxy. The link resolver method can vary depending on what linking is available to the platform. In our experience, most electronic collections and electronic services from major platforms do provide options for article linking. However, some platforms can only link to a higher level page like the main journal/eBook title or the journal volume or issue page. It's helpful to be aware of these exceptions and the expected behavior when you start troubleshooting. For Alma records, start troubleshooting in the Alma collection and portfolio records. For CDI records, you first need to see what type of linking is used, then follow that linking's troubleshooting trail.

Do you have any suggestions for when the vendor's system mismatches the metadata from the CDI?

If it's not a granularity issue (choice of how to divide up the resources content for indexing and access that is allowed to vary), try to figure out if some of the metadata is incorrect and needs updated - and where it needs updated. The publisher/journal page is a good source to check this information at, or you can review a PDF of the resource.

Carrie mentioned documentation from Ex Libris about how cases are prioritized. Do you have a link for that?

[https://knowledge.exlibrisgroup.com/Cross-Product/Knowledge Articles/Case Priority and How to Select the Correct One](https://knowledge.exlibrisgroup.com/Cross-Product/Knowledge%20Articles/Case%20Priority%20and%20How%20to%20Select%20the%20Correct%20One)