SFX FAQ 2016

ODIN Work Day

April 19, 2016

ODIN WORK DAY 2016

Presented by:

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Special Thanks

To Eileen Kopren/Dickinson Public Library for some of the information in this PowerPoint which would have been presented at the 2014 ODIN Work Day before it was cancelled!

Reminder - What does SFX do?

- SFX provides a direct link from a database citation to the full text of a journal article or other full text resource, if available.
- Not all links will produce the full-text.
- Vendors play a big part in the success of a link.

How is SFX accessed?

- SFX is accessed through databases that have been 'SFX-enabled‘ or via a discovery interface such as Primo.
- Within databases, individual records will have a FindIt button. In the few databases not able to display a button image, a text FindIt link appears instead.
- Within a discovery interface, some sort of View Online or More tab will exist

What are the access options provided on the SFX menu?

- The options vary from citation to citation, depending on the options provided for that particular article or resource. Currently, SFX can link to the following:
  - full text and/or abstract of the article, if available
  - an automatic search of the online catalog (Primo or ODIN Classic) to see if the item is owned by the library
  - table of contents of the issue of the journal in which that article appears
  - an Interlibrary Loan request form to request the article if we do not have access to a print or electronic copy
  - a link to comment on SFX or to report a problem

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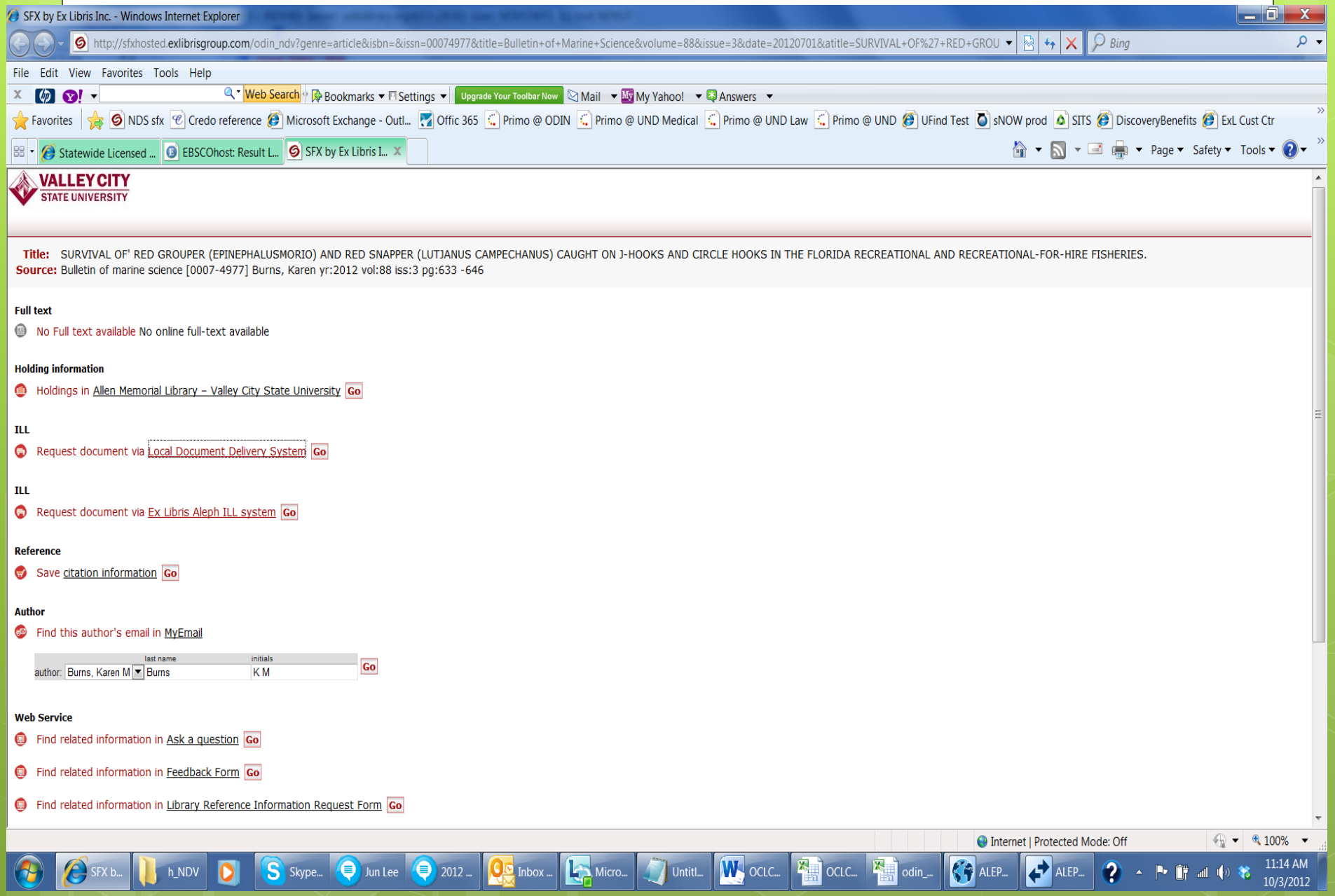
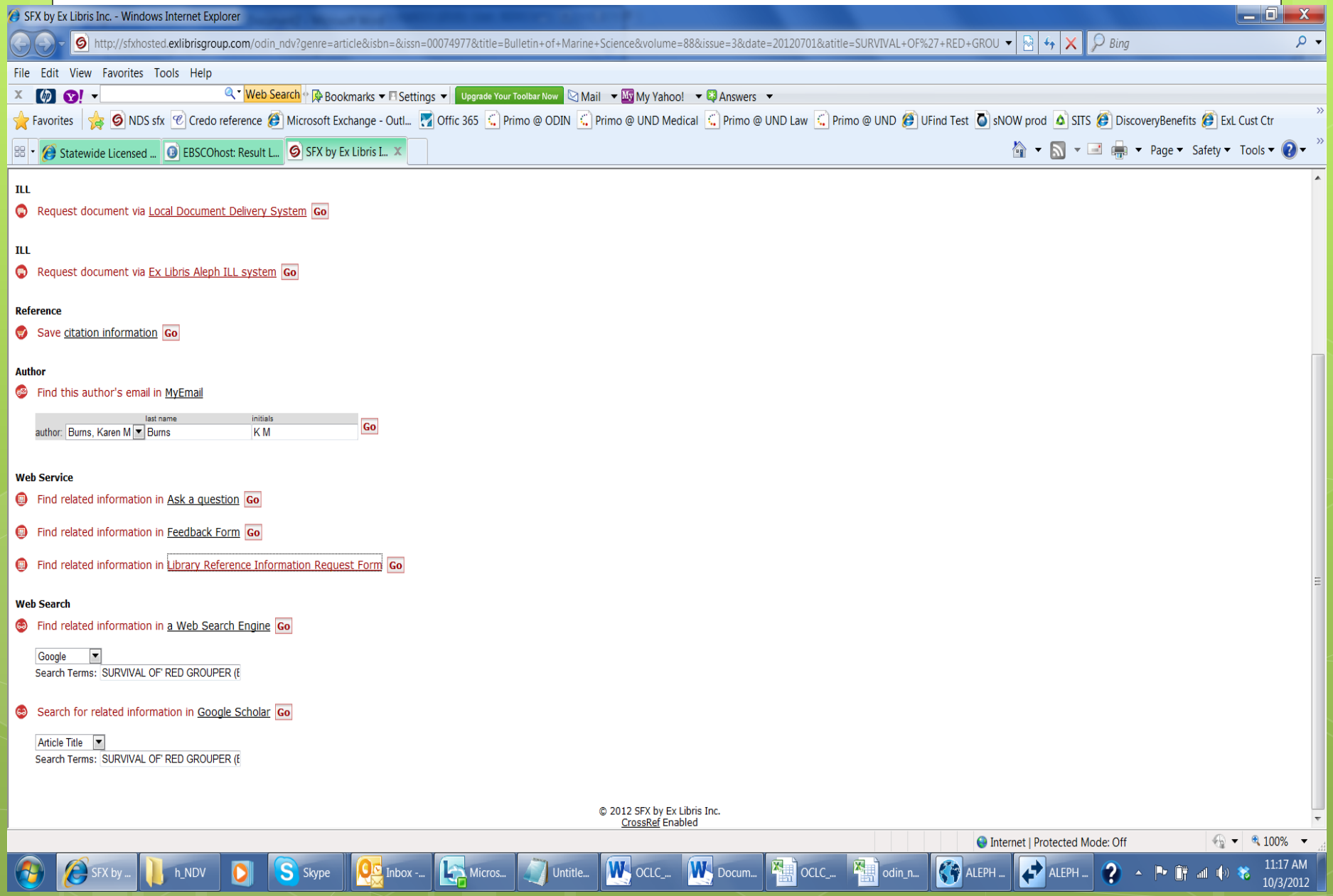


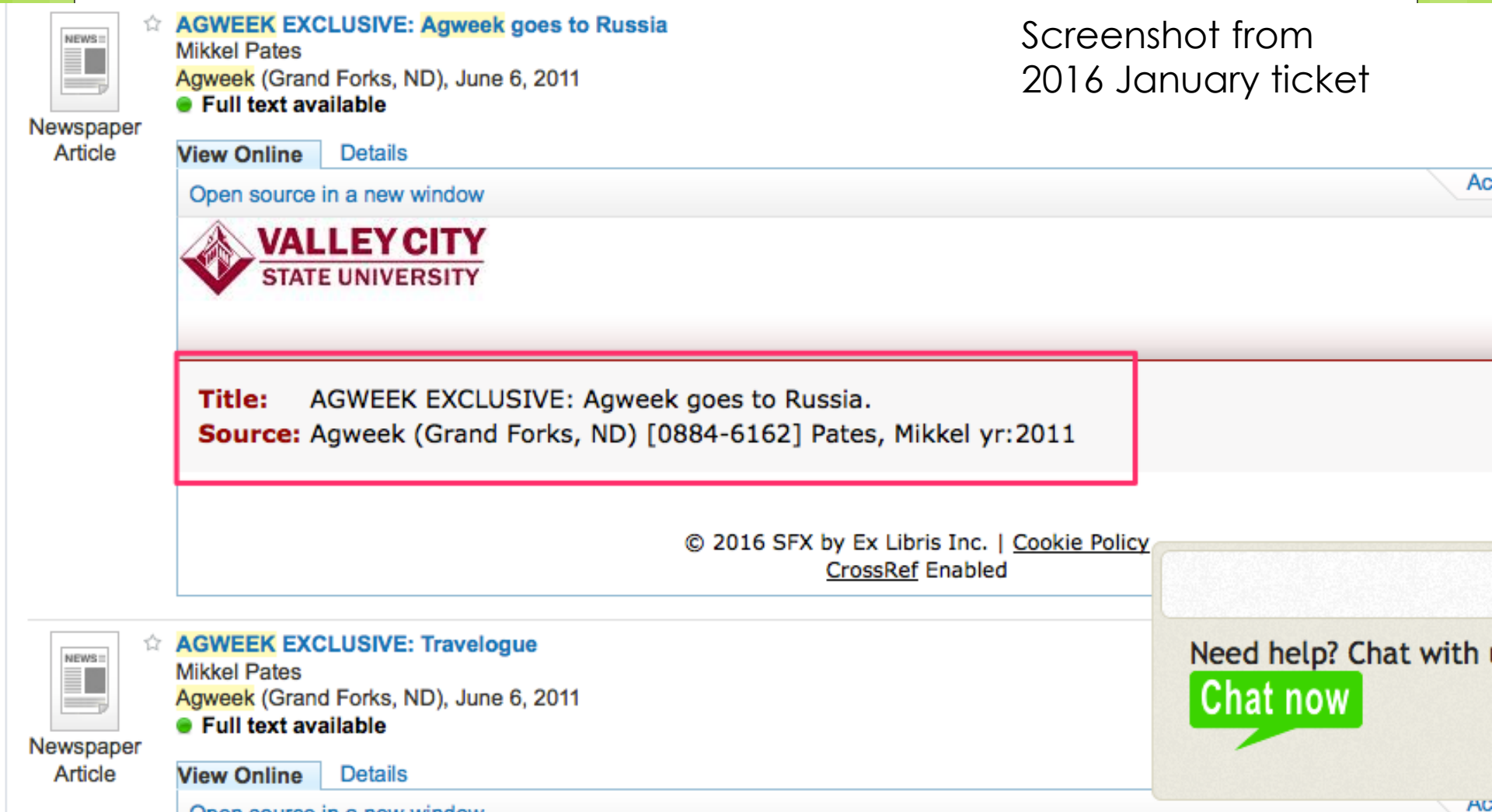
ODIN WORK DAY 2016



Tuya Dutton/NDV Experiences – SFX issues & Ex Libris Support

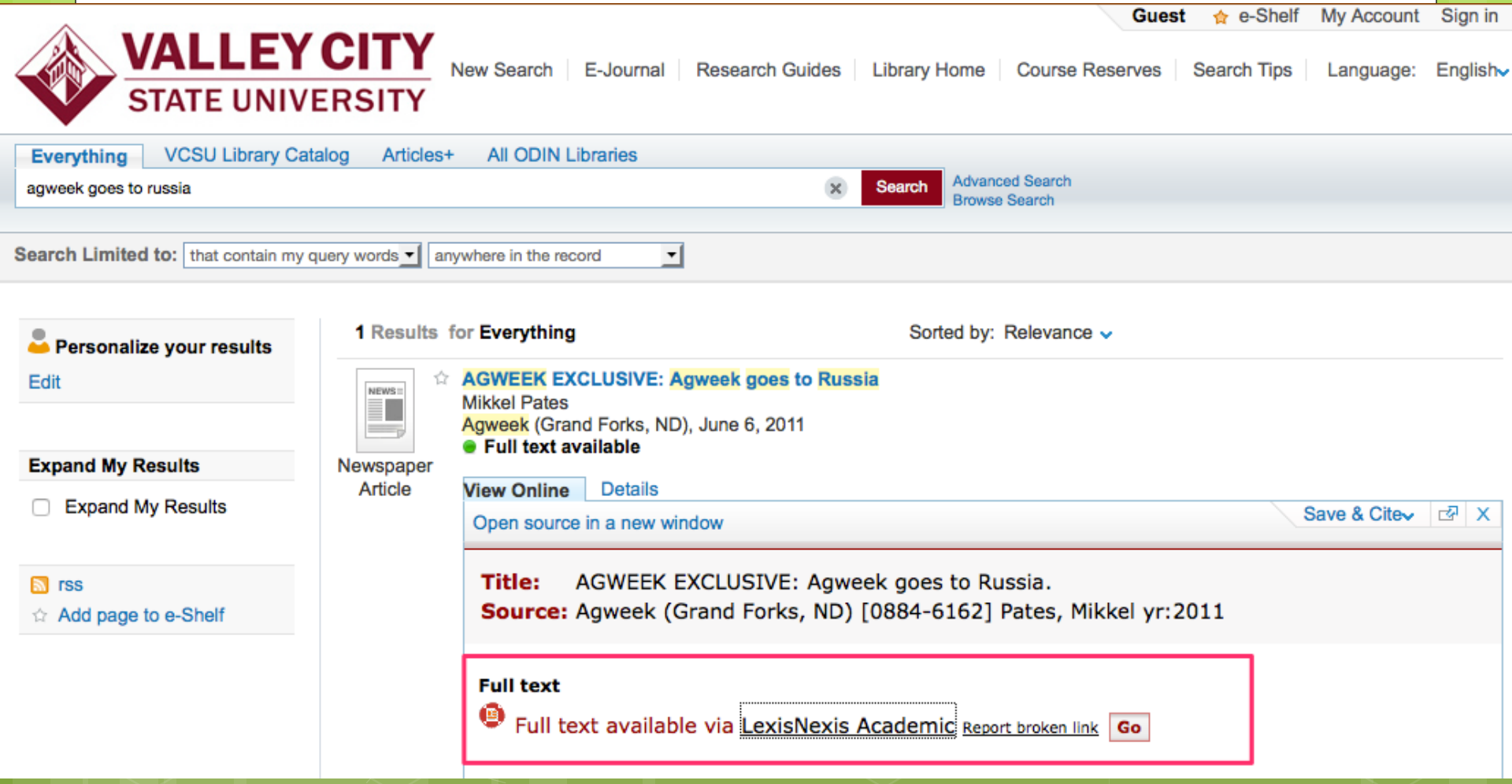
Citation only?

Screenshot from
2016 January ticket



Citation only?

Screenshot from 2016 March 28



Citation only?

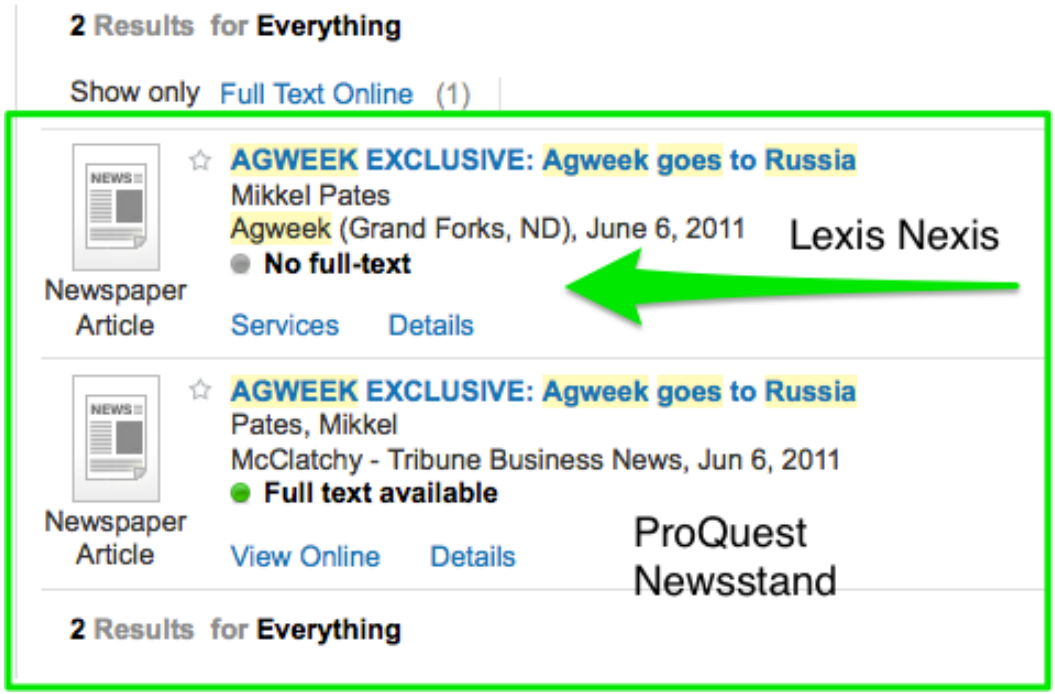
- Target: Lexis Nexis Academic Complete
- Issues
  - URL template configuration in Back Office is to show only full text results
  - In SFX, Lexis Nexis have two services
  - Agweek has selected full text articles
- Primo cannot show any url because it's now allowed to based on the url template for open URL resources

Citation only?

- Target: Lexis Nexis Academic Complete
- Issues
  - URL template configuration in Back Office is to show only full text results (*remove &svc.fulltext=yes*)
  - In SFX, Lexis Nexis have multiple services
  - Agweek is only available via getSelected full text (at the time of ticket)
- Primo can show URLs based on the url template code for SFX (delivery system)

Citation only?

Screenshot from 2016 April 14



Turning Wheels!

- Recent Lexis Nexis holdings update in SFX
- PCI alternative coverage

It wasn't me

Screenshot from 2015 May ticket

Title: The Myths of Jesus.(FEATURES)
Source: Newsweek [0028-9604] Ehrman, Bart yr:2012 vol:160 iss:25 pg:26

Full Text

Full text available via Gale Biography In Context Go

Full text available via Gale Cengage Educator's Reference Complete Go

Full text available via Gale Cengage Expanded Academic ASAP Go

Full text available via Gale Student Resources in Context Go

Full text available via EBSCOhost Academic Search Premier Go

Full text available via EBSCOhost Business Source Premier Go

Full text available via EBSCOhost MAS Ultra - School Edition Go

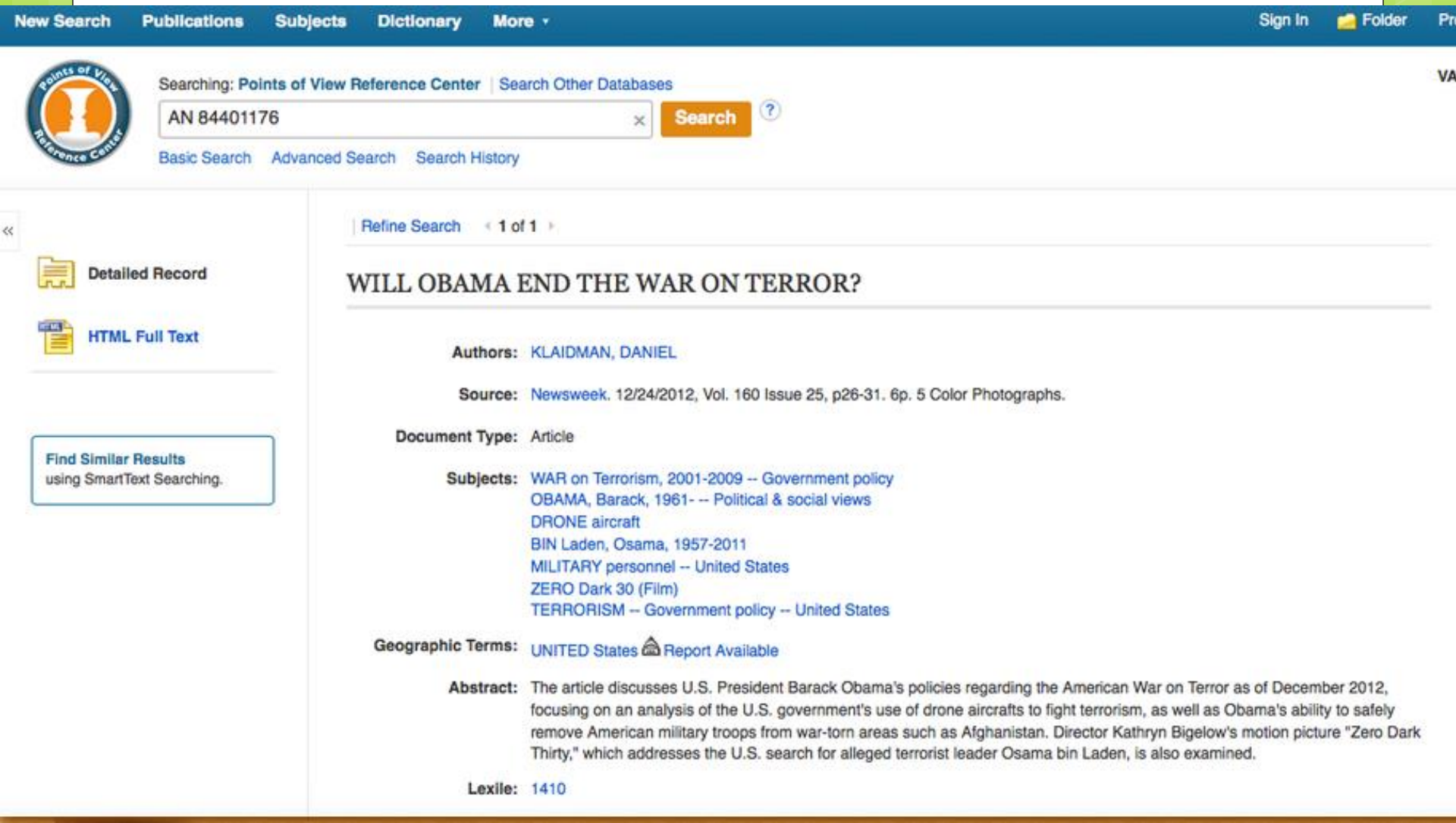
Full text available via EBSCOhost MasterFILE Premier Go

Full text available via EBSCOhost MegaFILE Go

All goes to Obama article !

It wasn't me

Screenshot from 2015 May ticket



It wasn't me

Response from Exlibris Support

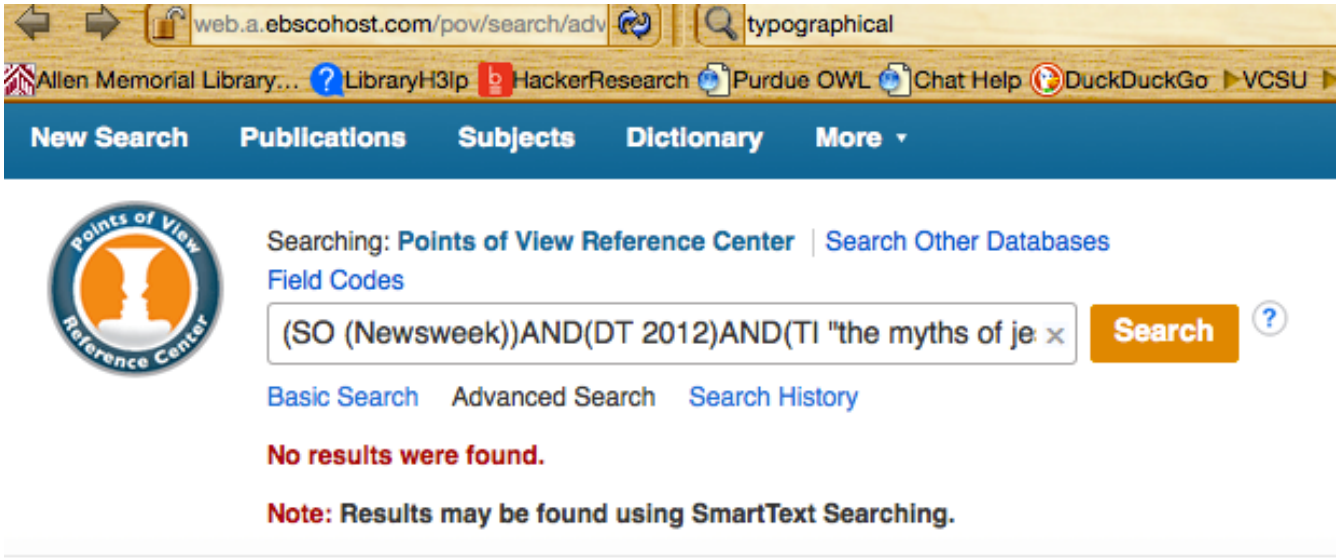
SFX does not store article level information available through any journal or resource, rather it uses metadata from sources such as Ebsco to build links to provide access to various services such as full text access. Consequently if metadata from the source is incorrect, this needs to be addressed with the database vendor.

Let me know if you have any questions for further concerns related to this, or if there is anything further you think I may be able to do to help.

I am setting the status of this case to closing, however if you notice any further issues related to this case, or if you have any questions, please feel free to let me know on this case any time in the next 14 days. Doing so will keep this case open and I will get back to you as soon as possible.

It wasn't me

Screenshot from 2016 March 28



The link doesn't go to the wrong article but the article is still not accessible via Primo and SFX!

Adding eBook Collections to SFX

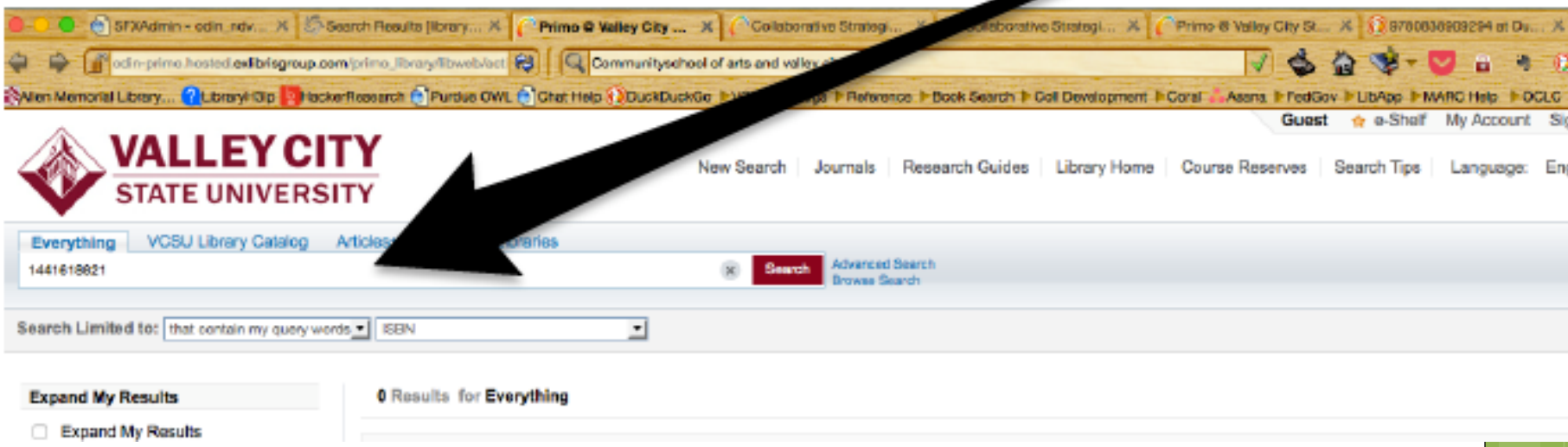
- Target: ProQuest ebrary Academic Complete
  - Cust ID in the service configuration
  - PCI collection activation or harvesting in SFX (pipe)
  - Title counts (as of 10/13/15)
    - SFX Holdings – 127154
    - ProQuest ebrary Academic Complete – 130464
    - Academic Complete Subscription vs Purchase Titles

Screenshot from
2016 February ticket

Adding eBook Collections to SFX

- Target: ProQuest ebrary Academic Complete
  - Print ISBN or eISBN?

If you search this book by it's eBook ISBN (1441618821) in our library Primo/Everything tab, there would be NO matching record.



Screenshot from 2016 February ticket

Adding eBook Collections to SFX

- Target: ProQuest ebrary Academic Complete
  - Format: Book or eBook ?

Adding eBook Collections to SFX

- Notes from Exlibris Support
  - We've reviewed your questions and I would like to provide the following information. The metadata located in Primo Central records is derived entirely from the received metadata from our vendors, in this case Ebrary. The reason that the additional eisbn doesn't appear is due to the fact that we haven't got it from the vendor. Primo Central reflects the metadata as it was received from our vendors…
  - Book name facet, which should be ebook (As all books from Primo Central are truly ebooks). This is an open issue with our development team. Therefore, I will forward this issue for their additional review.
- Contact ProQuest as well

Article is missing & case closed!

"The journal is available with full text, but seems to be missing this specific article. Unfortunately, since it's only a single article (as opposed to the whole issue or volume) its absence cannot be displayed in the SFX menu".

Article is missing & case closed!

- Pubmed Article Citation: Li, B., Lwin, M., & Jung, Y. (2014). Wii, Myself, and Size: The Influence of Proteus Effect and Stereotype Threat on Overweight Children's Exercise Motivation and Behavior in Exergames. Games for Health Journal, 3(1), 40-8.
  Primo URL link: http://odin-primo.hosted.exlibrisgroup.com/ndv:ndv_everything:TN_medline26197254
- Gale Article Citation: Article Citation: Naylor, Gloria. (1986, February 20). A word's meaning can often depend on who says it. (Hers) (column). The New York Times, p. 20.
  Primo link http://odin-primo.hosted.exlibrisgroup.com/ndv:ndv_everything:TN_gale_ofa4140468
- Lexis Nexis Article Citation1: Berman, Marc. (2011). Adweek one hundred: A visual journey through television's most influential shows. Brandweek, 52(12), 6.
  http://odin-primo.hosted.exlibrisgroup.com/ndv:ndv_everything:TN_bcrc253304712
  Issue 1: has two separate headings for FullText. Under the first heading, you will see EBSCOHost the Gale databases. Under the 2nd FullText heading you will see LexisNexis. In addition to it, the link to LexisNexis is failed.

  Lexis Nexis Article Citation 2: Berman, Marc. (2011). Adweek one hundred: A visual journey through television's most influential shows. ADWEEK, 52(12), 6.http://odin-primo.hosted.exlibrisgroup.com/ndv:ndv_everything:TN_bcrc253304734
  Issue 2: All links failed. Affected databases: EBSCOHost Academic Search Premier, EBSCOHost MasterFile Premier, EBSCOHost MegaFILE.

  Lexis Nexis Article Citation 3: Berman, Marc. (2011). Adweek one hundred: A visual journey through television's most influential shows.(Column). MEDIAWEEK, 21(12), 6. http://odin-primo.hosted.exlibrisgroup.com/ndv:ndv_everything:TN_gale_ofa253305241
  Issue 3: Link to LexisNexis failed.

Article is missing & case closed!

- Vendor/Publisher doesn't have the specific article
- No article level linking, only journal level linking
- Exlibris doesn't have the current data

- Discussions and Question?
  - If the vendor/publisher doesn't have the article, what data Exlibris is using to determine availability?
  - Where do you find resources with different level of linking, why is it important to know?
  - Who is responsible for the integrity of citation data?

OPEN DISCUSSION

Questions

Tuya Dutton/NDV Questions when asking for session

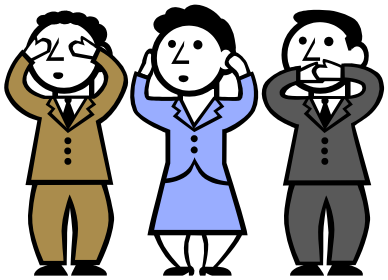
- wanted to know how collections are added – via Ex Libris SalesForce ticket
- what are the best practices for adding collections – know title list, be able to send link to source & coverage purchased
- how collections/titles (activated via PCI and added to SFX) look in Primo – all are delivered via a SFX menu page or directly to the full-text article
- PCI (Primo Central Index) is metadata that Primo searches
- SFX resolves link between metadata & resource/full-text

Will SFX get me to all the electronic journals that my library subscribes to?

- No, some journals are not yet openURL compliant and we cannot link to them with SFX. As journals become openURL compliant in the future they may then be added to the SFX server.

Why is the full-text option not available via an SFX link when the library catalog has a link to electronic access?

- SFX draws upon a database that tells the link server when a journal is available electronically. It is possible that a title was never added to the database or for some reason the database vendor is not supplying the full-text at a particular time!



Now you see it, now you don't!
It's not up to SFX but the full-text vendor!

Subjects: BODY weight; **BULLYING**; ADOLESCENCE; AMERICAN Psychological Association; PSYCHOLOGICAL aspects

Periodical

Find it @ DSU

47. THE ONLINE AVENGERS.

By: Bazelon, Emily. *New York Times Book Review.* 1/19/2014, p28-40. 9p.

Subjects: ANTI-**bullying** movements; **BULLYING**; SEXUAL assault; INTERNET -- Social aspects; TEENAGERS -- Suicidal behavior; TEENAGERS -- Sexual behavior; ANONYMOUS (Group); Internet Publishing and Broadcasting and Web Search Portals; Wired Telecommunications Carriers

Periodical

Find it @ DSU

48. Anti-**Bullying**, Civics Education Should Align, Support Each Other.

By: Hutchins, Web. *Education Week.* 1/15/2014, Vol. 33 Issue 17, p22-22. 1/5p.

Subjects: ANTI-**bullying** movements; DILLON, Jim

Find it @ DSU

49. GABE & IZZY Speaking Up for America's Bullied.

Kirkus Reviews. 1/15/2014, Vol. 82 Issue 2, p140-140. 1p.

Subjects: BULLYING; NONFICTION; CHILDREN'S literature; GABE & Izzy: Speaking up for America's Bullied (Book); FORD, Gabrielle

Review

HTML Full Text

50. Sexual minority status and psychotic symptoms: findings from the Netherlands Mental Health Survey and Incidence Studies (NEMESIS).

By: Gevonden, M. J.; Selten, J. P.; Myin-Germeys, I.; de Graaf, R.; ten Have, M.; van Dorsselaer, S.; van Os, J.; Veling, W. *Psychological Medicine.* Jan2014,

sfxhosted.exlibrisgroup.com/odin_ndi?genre=article&isbn=&issn=02774232&title=Education+Week&v

Google

Title: Anti-Bullying, Civics Education Should Align, Support Each Other.
Source: Education week [0277-4232] Hutchins, Web yr:2014 vol:33 iss:17 pg:22 -22

Full Text

Full text available via EBSCOhost Academic Search Premier Go

Full text available via EBSCOhost MasterFILE Premier Go

Full text available via EBSCOhost MegaFILE Go

Full text available via EBSCOhost Professional Development Collection Go

Full text available via Gale Student Resources in Context Go

Full text available via Gale Cengage Educator's Reference Complete Go

Holding information

Check Holding information in Stoxen Library @ Dickinson State University Go

More Options

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Your Article was not found - OpenURL - EBSCOhost - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Your Article was not found - OpenURL - ...

openurl.ebscohost.com/linksvc/linking.aspx?sid=aph&volume=33&

Google

EBSCO HOST Open URL Connection

DICKINSON STATE UNIV

Help

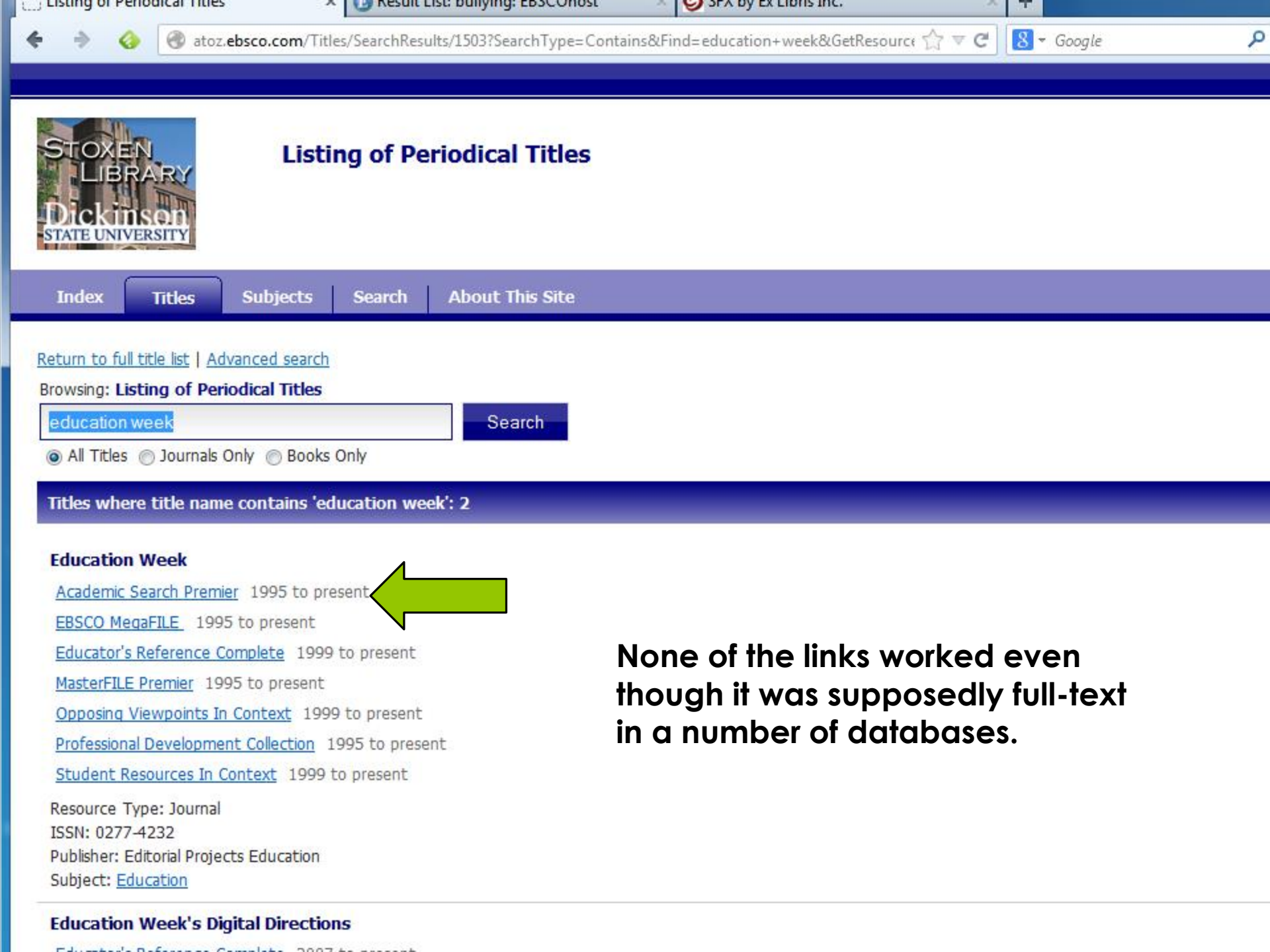
No results were found.

We were unable to find an exact match to your full text article. It is possible the article is not yet available on our service. You may want to try your search again after following this tip.

- Correct any misspellings or correct any of the data fields below and resubmit the information to try and locate your article.

Verify request:

Article Title			
Journal	Education week		
Volume	33	**Issue**	17
ISSN	0277-4232		
Starting Page	22		
Date	2014-01-15	*Example: YYYY-MM-DD*	
Author Last Name			
Author First Name			



Listing of Periodical Titles | Result List: bullying: EBSCOhost | SFX by Ex Libris Inc.

atoz.ebsco.com/Titles/SearchResults/1503?SearchType=Contains&Find=education+week&GetResource

Google

STOXEN LIBRARY Dickinson STATE UNIVERSITY

Listing of Periodical Titles

Index | Titles | Subjects | Search | About This Site

Return to full title list | Advanced search

Browsing: **Listing of Periodical Titles**

education week | Search

All Titles | Journals Only | Books Only

Titles where title name contains 'education week': 2

Education Week

Academic Search Premier 1995 to present

EBSCO MegaFILE 1995 to present

Educator's Reference Complete 1999 to present

MasterFILE Premier 1995 to present

Opposing Viewpoints In Context 1999 to present

Professional Development Collection 1995 to present

Student Resources In Context 1999 to present

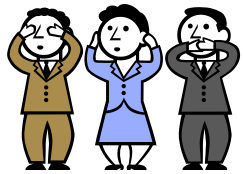
Resource Type: Journal
ISSN: 0277-4232
Publisher: Editorial Projects Education
Subject: Education

Education Week's Digital Directions

None of the links worked even though it was supposedly full-text in a number of databases.

I'm finding citations from Nature magazine (issn 0028-0836) that show full-text available from Student Resources in Context database but I cannot access that full-text? Why not?

- SFX draws upon a knowledge base that tells the link server when a journal has full-text available electronically. If this base is turned on incorrectly for a title, then this type of error occurs. After careful investigation & talks with the vendor, it was determined that Nature (issn 0028-0836) is not available via Student Resources in Context, so we were able to shut access off – now no links appears.
- Note: there were other databases that did include Nature so the user was able to get the full-text



Why do I get only the "View Table of Contents" or "View Abstract" options for some titles?

- The option to link to full-text is shown on the SFX menu when the Libraries have subscribed to the full-text of the particular journal. If the option to link to full text is not on the menu, then the Libraries do not license the full text for the particular title, or the title (or the particular volume/issue you need) may not be currently available in full text. The Table of Contents or abstract may, however, provide additional information you can use.

Why are there multiple options for full text for some journals?

- For most journals, there is full-text access from the publisher site. Some publishers also have agreements with intermediary full-text providers (such as EBSCO Online) that provide full- text access. Sometimes the full-text is also available in an article database such as Proquest or Lexis/Nexis. Therefore, for some titles, there is full text access via several options.
- SFX is about providing the options available. This redundant coverage is particularly useful as a 'back-up' when one access point is temporarily unavailable (for whatever reason).

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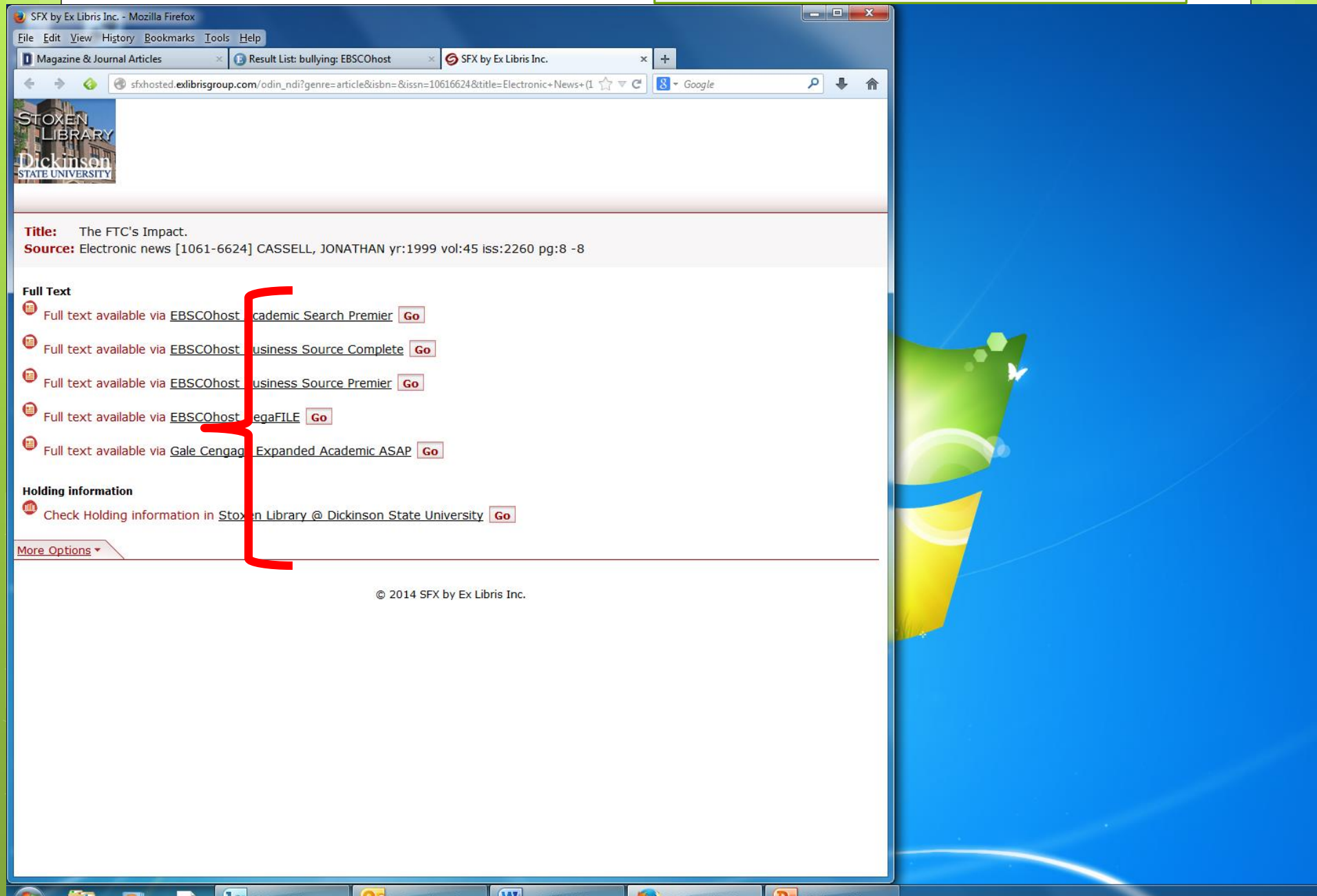


Why do some full text links take you to the journal homepage (or Table of Contents or article abstract) and not the full text of the specific article?

- SFX is set-up to navigate as 'close' to the full text as it can. This is dependent on the structure of the publisher's site and their "link-to" syntax. Some publishers only allow linking to the journal level, others to the Table of Contents, others to the full text of the article itself. This varies from site to site. The full text link in SFX means that full text is available -- but you may have to navigate through the publisher's web site to get to the article you are looking for.

Why do I get 'no matches' sometimes?

- Not all ODIN Libraries subscribe to the titles indexed in our databases. A second search in the online catalog, by title of the journal or book, might result in a hit. Because of differences in cataloging and/or indexing processes, the SFX search may sometimes 'miss' materials that your library owns. For example, this may occur because of different editions of a book or different printings of a journal issue.

Why can't I find some SFX links in a database?

- Not all databases are SFX-enabled
- If a database is SFX-enabled, an SFX icon or text displays for non-full-text links.
  - If the links do not appear, it could be that you have JavaScript "disabled" in your browser. If JavaScript is turned off, buttons will not appear.
    - Re-enable JavaScript to correct the problem.
      - from the **TOOLS** menu, select **INTERNET OPTIONS/SECURITY/CUSTOM LEVEL**. Scroll to **.NET Framework-reliant components/Permissions for components with manifests** and click to select **HIGH SAFETY**. Click **OK** to close the SECURITY SETTINGS window, then **OK** again to close the INTERNET OPTIONS window. Re-launch the browser to ensure the changes have taken effect.
  - Another possibility is that you need to clear your computer's cache.
    - In IE, select **Tools/Internet Options** and then under the General tab, select delete temporary Internet files.

What does a "bad URL," "Error 404," or other "not found" message mean?

- In SFX, links are generated according to algorithms that represent (as best as can be) how to link to the resources in question. It is possible that a link may be wrong, or it may be out-of-date because a publisher has made changes to its site or metadata.

Why may an error message appear after the SFX link to full text opens the publisher's site?

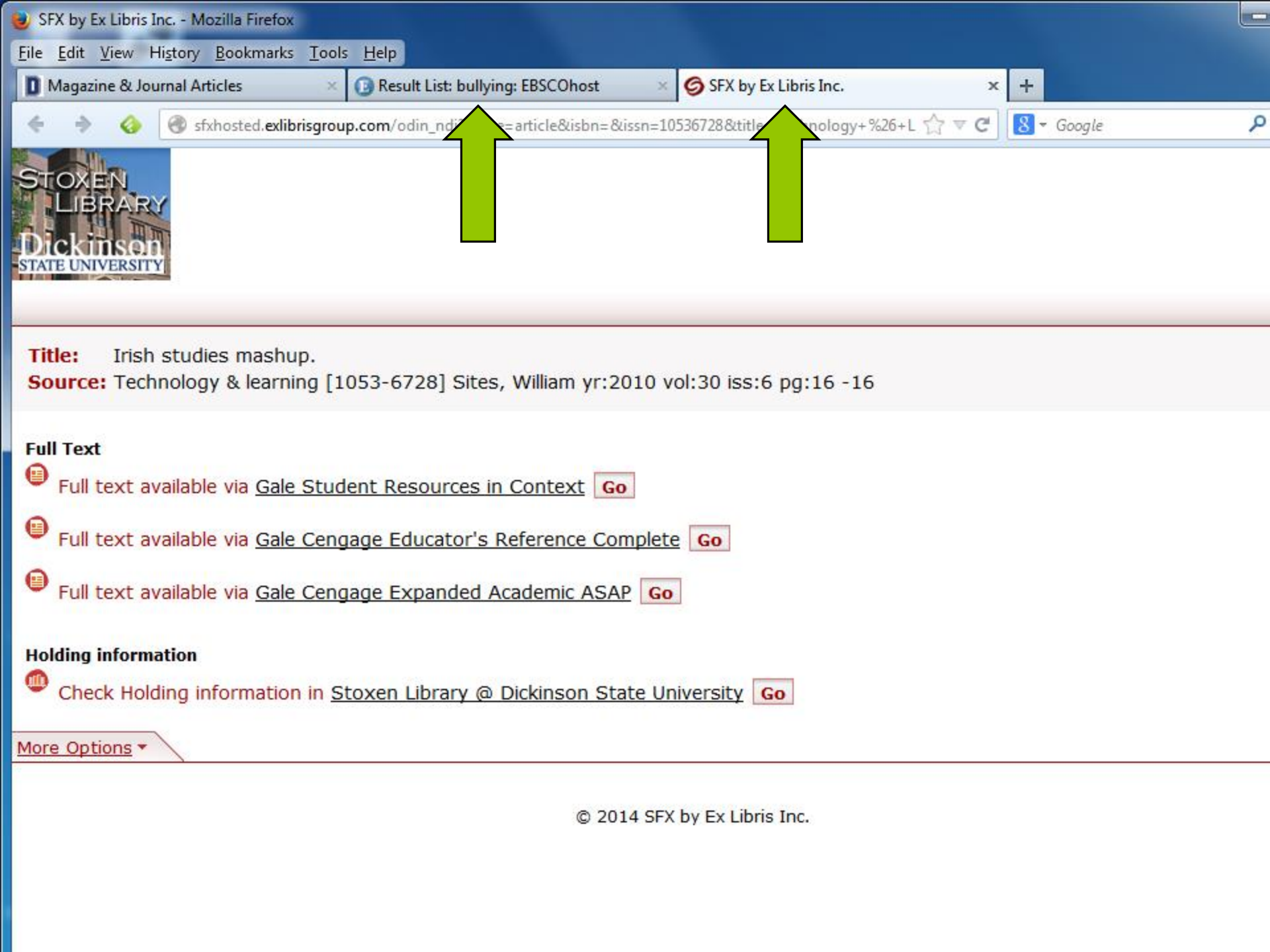
- These error messages can mean that full text exists at the publisher's site, but the SFX generated URL wasn't accepted. (In this case you may be able to 'navigate' through the publisher's site to your article.)
- In some cases, the full text you need is no longer available at the site, but the SFX server doesn't have this information - you will not be able to access full text in this case because it no longer is available from this resource.

Why didn't the full text link lead me to my article?

- There are several possible reasons why the article is missing:
  - (1) Sometimes the article citation appears in a database before the publisher has made the full text available.
  - (2) The publisher or author is withholding or placing an 'embargo' on the full text of this article within the particular database.
  - (3) SFX uses the citation information (volume, issue, and page number) to attempt to link directly to the article. If there is a typographical error in the citation, SFX cannot find the article.

Why are there multiple windows?

- When one clicks on the SFX link, an SFX window is generated to display the SFX menu.
  - This window displays all the services available for the article. When you select one of those services, a third window is generated.
    - This is the window in which all activities generated from the SFX window take place.
- Remember that you can resize the windows to suit your viewing preferences.
- Sometimes windows are hidden behind other windows.
- Use "alt tab" to easily navigate among the windows. Each window will stay open until you close it.
- Close only your SFX windows and not your (original) search window.


SFX by Ex Libris Inc. - Mozilla Firefox
File Edit View History Bookmarks Tools Help
Magazine & Journal Articles
Result List: bullying: EBSCOhost
SFX by Ex Libris Inc.
sfxhosted.exlibrisgroup.com/odin_ndi=article&isbn=&issn=10536728&title=nology+%26+L
Google
STOXEN LIBRARY
Dickinson STATE UNIVERSITY
Title: Irish studies mashup.
Source: Technology & learning [1053-6728] Sites, William yr:2010 vol:30 iss:6 pg:16 -16
Full Text
Full text available via Gale Student Resources in Context Go
Full text available via Gale Cengage Educator's Reference Complete Go
Full text available via Gale Cengage Expanded Academic ASAP Go
Holding information
Check Holding information in Stoxen Library @ Dickinson State University Go
More Options
© 2014 SFX by Ex Libris Inc.

Why did my session 'time-out' while using SFX?

- The session will time out according to the parameters of the database.
  - (For example, I believe EBSCOhost databases time-out after 30 minutes of inactivity.) If you are viewing full text via an SFX window, the database will consider this inactivity.
- You need to stay aware of the time, or the database session may close and you will lose your search.

Why doesn't anything happen when I make a second selection from the SFX menu?

- It is believed that this problem is limited to Internet Explorer. When you first click on an option in the SFX menu, IE opens a secondary browser window on top of your open windows. For your next selection, the secondary browser window may appear below or behind the current window. You can drag the secondary browser window to another portion of your screen so it's not blocked by the SFX menu.

Sometimes, nothing happens when I click on the SFX link?

- The SFX system utilizes pop-up windows
  - If the Google toolbar or other pop-up blocking software is installed on the computer you are using, it will stop the browser from opening new windows.
  - You will need to disable this "blocking" software to allow SFX to function correctly.

How can I learn more about SFX?

- SFX is a link resolver that ODIN has licensed from Ex Libris (USA) Inc. There is more information about SFX on their web site: http://www.exlibrisgroup.com/category/SFXOverview

How can I make a comment about SFX or report a problem?

- http://www.odin.nodak.edu/webticket
- SFX has been around since 2000 but is still an evolving technology – we can expect to encounter some problems as use increases.
- Please be sure to let us know when you encounter difficulties with SFX.
- Questions or concerns, please fill out an ODIN Help Desk ticket @ the URL above
- Some ODIN SFX instances do send in requests directly to Ex Libris Total Care to add collections, titles and make changes to menus

Primo Trouble-shooting

- DISCOVERY – Troubleshooting Issues with Primo Central Citations
- http://www.odin.nodak.edu/node/320
  - Must be logged in to view

OPEN DISCUSSION

Questions

THANK YOU !