

E-Reserves Linking:

Improving Access and Support Through a Custom Permalink System

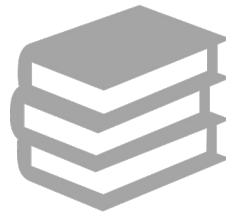
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Timeline / Scenario



It's 2020

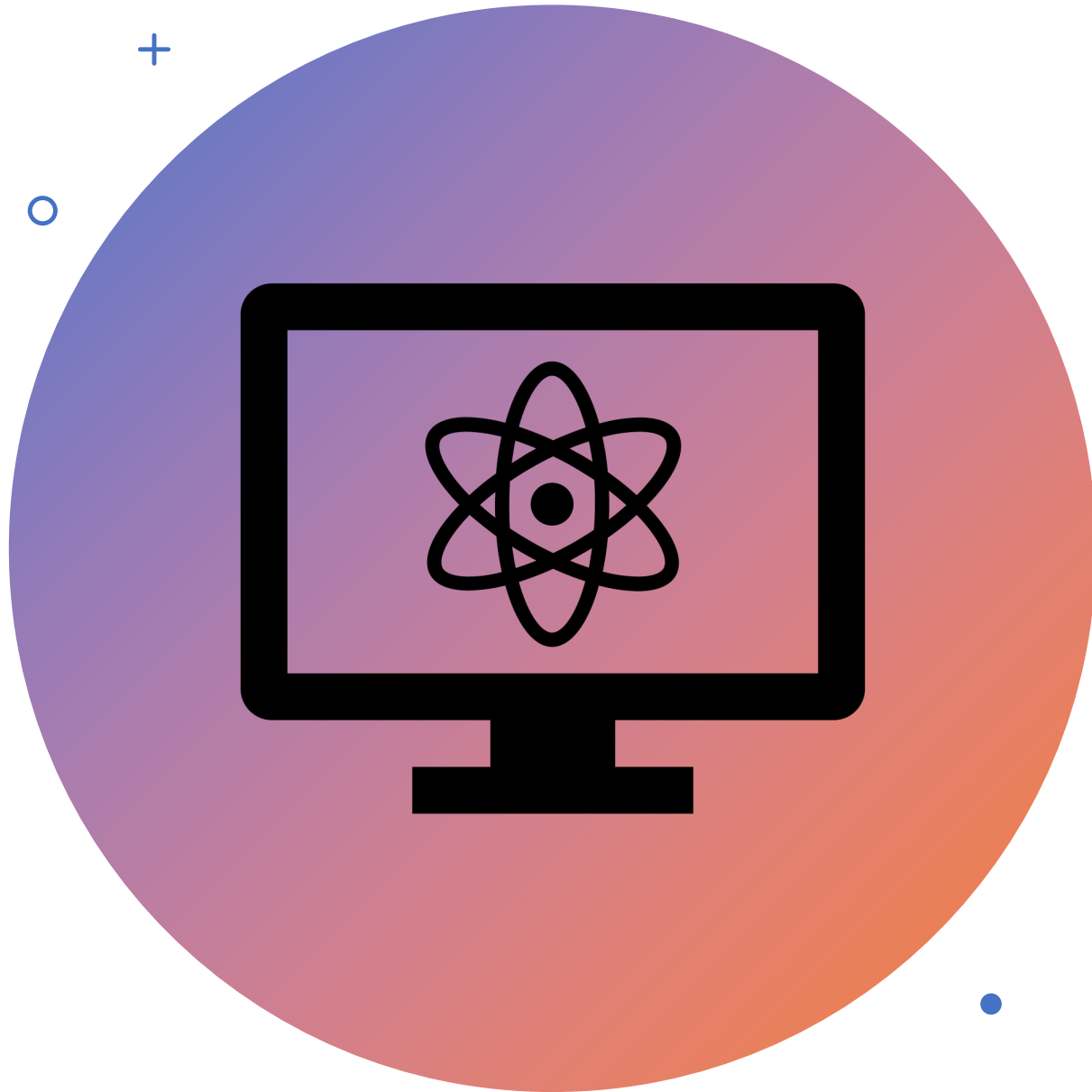


**Beginning stages of
implementing an
electronic textbook
program**



Customer Impact

Better understand usage
improve relationship with
faculty
use this as a catalyst for other
services



COVID

- End users go remote
- Increased resource usage
- Remote – authentication must work, have backup solution
- How will this impact our support?

Looking for a solution



Out of the box solutions?



Factors: Cost, Institutional barriers, Limited library staff

Leganto



ExLibris Leganto

Cost, Implementation Time

Integrated with Alma






Requires D2L Integration

Ongoing Training with Instructors

ALL COURSES BY INSTRUCTOR BY TERM BY SUBJECT

Search E-Reserves:

Get Help

-  Call Local
-  Call Toll-Free
-  Text
-  Email
-  Research Help

Showing 290 Courses

ACCT-5210 - Controllership & Financial Leadership / Faidley, Joel 📅 Jan 11, 2021

Subject(s): Accountancy

ADMN 1224 ...

Chat with Us

Springshare E-Reserves Module

Affordable

Public Facing, Searchable

Limited Functionality vs Leganto

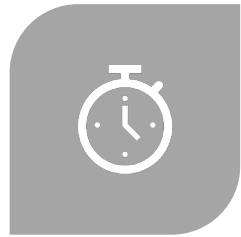
Limited Course and Item Import/Export

Purchased and Implemented on our website

Addressing our limitations



HOW CAN WE
DETERMINE
USAGE?



SYSTEM AND
VENDOR
USAGE
REPORTS
TAKE TIME



NEED TO SEE
USAGE AS IT
OCCURS



FIND ISSUES
AS THEY
OCCUR



SYSTEM
DOWNTIME
(ALMA,
PRIMO,
OPENATHENS,
PROXY)

Course Level Linking

Understand the user environment:

- D2L / Content creation
- Limited reporting and/or assistance by campus IT (Safari Example)
- Course content often gets reused/copied for future semesters
- Faculty have varying technology skills, keep things SIMPLE

How does that affect the Library?

- We need permalinks that are truly permanent
- Links should be short and readable
- Ongoing communication with faculty

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Creating Scientific Controversies

Uncertainty and Bias in Science and Society



Existing Permalinks in Primo

- Primo Permalink:
https://etsu.primo.exlibrisgroup.com/permalink/01ETSU_INST/1ccjgob/cdi_askewsholts_vle_books_9781316409756
- Can we guarantee this link or CDI record will always be available?
- Is this readable?

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Link Resolver Permalinks

- Primo Permalink:
https://etsu.primo.exlibrisgroup.com/discovery/openurl?institution=01ETSU_INST&vid=01ETSU_INST:ETSU&isbn=9781107692367&sid=COURSE_CODE
- Step in the right direction
- More permanent
- Still a long URL

The Solution

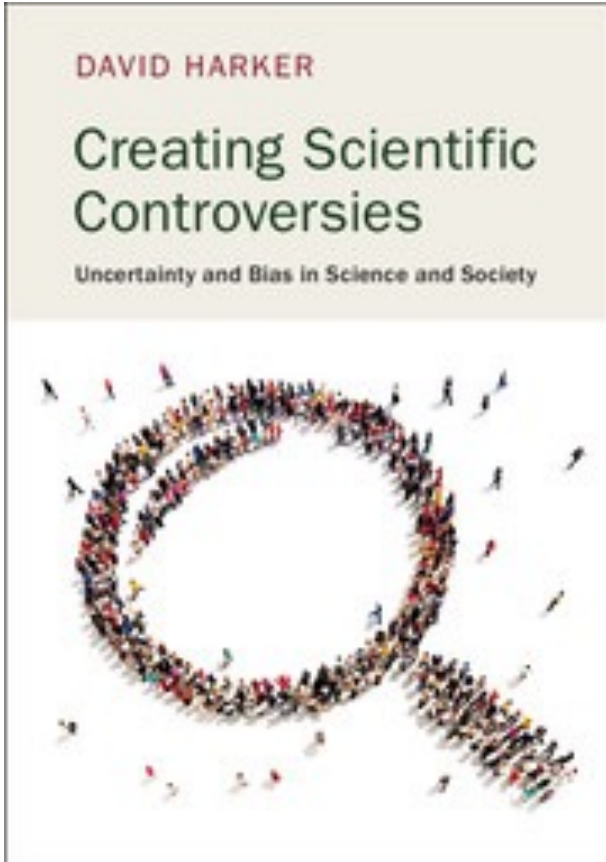
Develop our own internal permalink system

Required a web server

Script developed using PHP

Took a week or so to develop

Permalink Example (Custom Solution)



<https://libs.etsu.edu/ereserves/PHIL-2640/9781107692367>



URL BASE

+



COURSE CODE

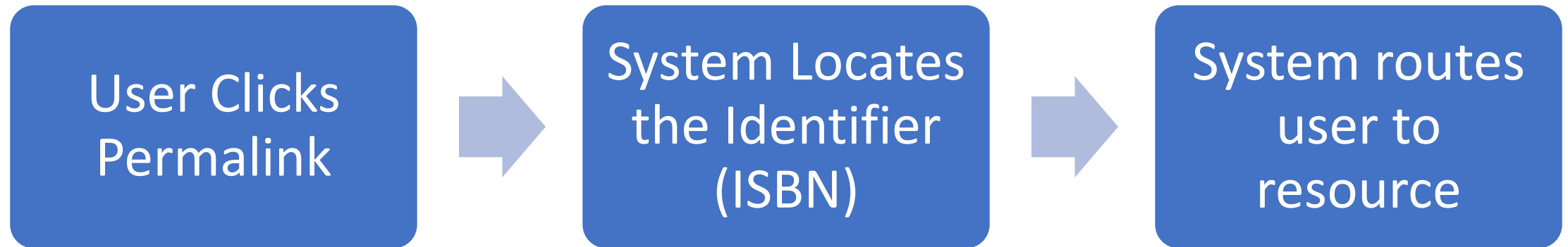
+



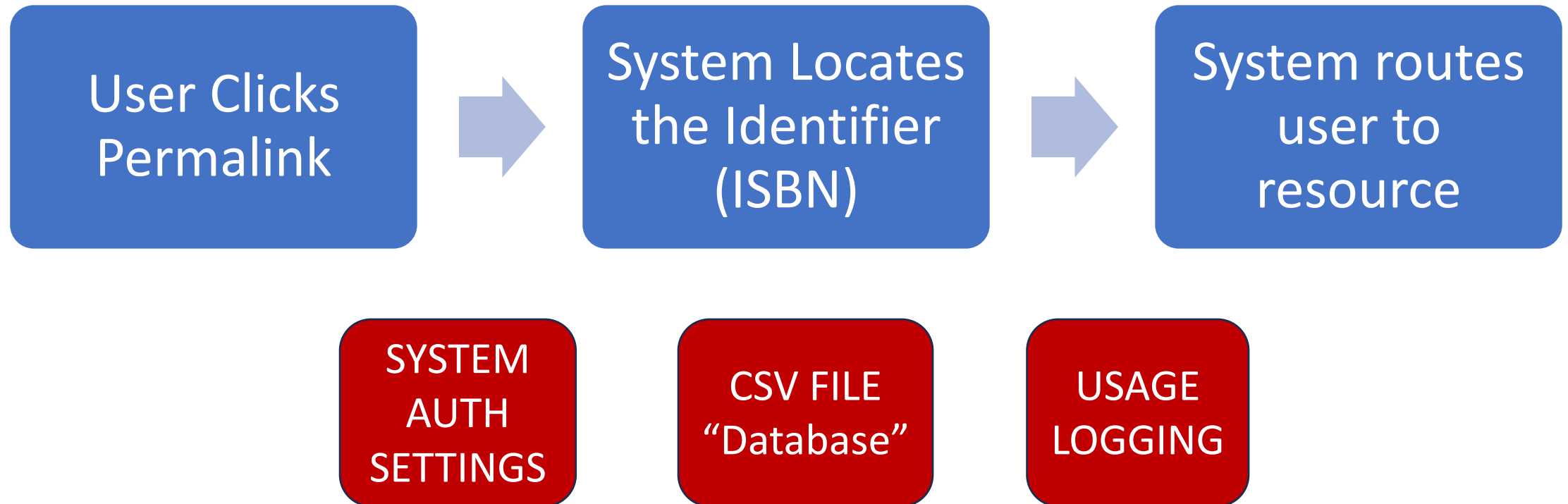
ISBN

(or other Identifier)

End-User Workflow



End-User Workflow + Internal



System Level Authentication Setting

- Defines a system level default authentication method

```
//CURRENT DEFAULT STATUS ("oa" or "proxy")
```

```
$default_status = 'oa';
```

```
//PROXY PREFIX – DEFINE HERE
```

```
$proxy_prefix = 'https://iris.etsu.edu:3443/login?url=';
```

```
$oa_prefix = 'https://go.openathens.net/redirector/etsu.edu?url=';
```

Locating the Resource



Looks at a CSV File to match the identifier
(ISBN)



If no match, uses identifier and forwards
user to the primo link resolver.

CSV File "Database"

"Identifier", "Title", "Auth State", "OA Link", "OA Prefix", "Proxy", "Proxy Prefix"



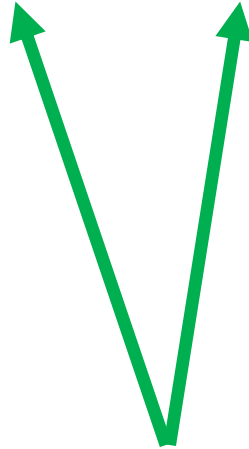
9781107692367



Creating Scientific Controversies



"default" (system default)
"oa"/ "proxy" (title level override)



<https://www.cambridge.org/core/books/creating-scientific-controversies/>,"1"



<https://www.cambridge.org/core/books/creating-scientific-controversies/>,"1"

0 = No URL Prefix
1 = Include URL Prefix

Usage Logging

When user clicks a permalink, the following is recorded into a log file:

Date and Time	IP Address	Course Code	Identifier (ISBN)	Referrer
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In addition, we have integrated notifications into a custom Slack channel

Usage Logging

- Log file is helpful for long term data analysis
- Slack notifications allow us to see real time usage and identify potential linking issues

 courserereserves ▾



incoming-webhook APP 9:13 PM

Thursday, June 8th ▾

71.88.8.1 from CSCI-1100-ALL accessed 9781780173641 Redirected to <https://go.oreilly.com/east-tennessee-state-university?state=/library/view/computational-thinking-/9781780173641/>



incoming-webhook APP 9:48 PM

68.53.20. from COBH-4937 accessed 9781284199994 Redirected to https://libs.etsu.edu/primo/resolver.php?sid=er_COBH-4937&isbn=9781284199994

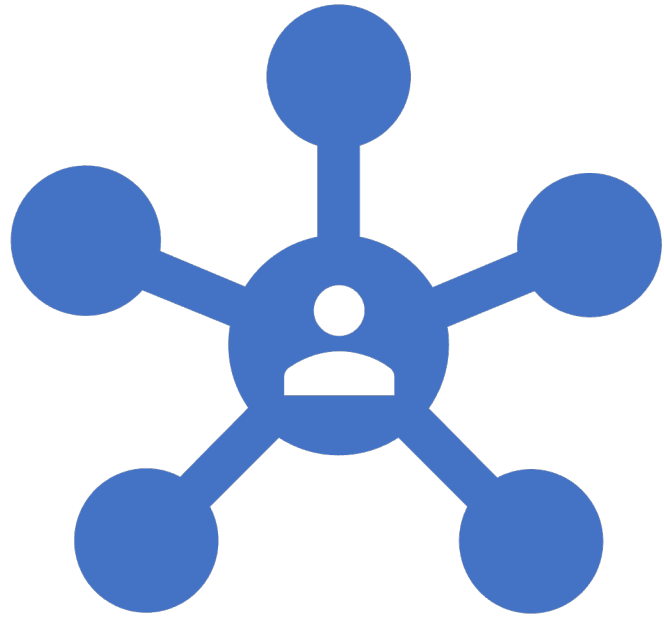


incoming-webhook APP 11:26 PM

152.86.72. from CSCI-1100-ALL accessed 9781780173641 Redirected to <https://go.oreilly.com/east-tennessee-state-university?state=/library/view/computational-thinking-/9781780173641/>

Implementation

- Started using in 2020
- As of 2023, currently over **290** courses listed on our eReserves page.
- Over **51,000** permalink clicks
- Highest Usage: General Ed Courses & Upper-Level Courses (4000+)
- Seen dramatic increases in our annual COUNTER statistics



Impressions

- Surveyed Faculty and Students
- Overall Positive Impact
- Many instructors find the link easy to utilize in D2L, email, or web
- Established ongoing “check-ins” with instructors each semester
- Frequent requests for additional electronic materials
- Helps drive our open and affordable course material initiative

Ongoing Support & Maintenance

A few OpenAthens outages over the years – easy to change config setting and move all permalinks over to our backup proxy.

Over time, we modified existing permalinks to a newer eTextbook edition. No edits were required from the instructor.

Having usage logs have helped us understand use patterns on a course level. It has allowed us to license 3-user textbooks with confidence.

Also helpful for troubleshooting access related issues.

Conclusion

We plan to continue using the custom permalink script with the Springshare eReserves Module.

Implemented a similar script for our A-Z Database links

Conclusion

Hands-on Demo

Questions?

Travis Clamon

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