ERM-202
Troubleshoot Discovery

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Customer Education Team
A few points about WebEx

• Technical issues? Exit and rejoin the WebEx session
• Submit questions via WebEx Chat: Select **All Panelists** in the **To:** dropdown menu
• Turn captions on and off in the lower-left corner of the WebEx screen
# Managing Electronic Resources Series

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• **Review Exercises**
  • E-resource doesn’t show up at all
  • E-resource link is broken
  • E-resource requires a login at vendor’s site
  • Further Resources (including exercises)
Review Exercises

- Bulk changes to portfolios
- Edit Single Portfolio
- Update Selective Packages
- Use Portfolio Loader
- Configure Import Profile
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• Further Resources
Documentation and Further Training

• Managing Electronic Resources
• Alma Resources LibGuide (Resources tab)
• Common Causes of Full-Text Linking Problems
• How To Report Full Text Linking and Availability Problems to Support
• Summon Linking
• Alma Listserv
• Troubleshooting Guide from SUNY
Premium Workshops

- Work directly with product experts
- Convenient
- Interactive
- Share and collaborate

Upcoming Workshops | Frequently Asked Questions | Contact Us
About Today’s Session, and Register for Next Week

Ex Libris Knowledge Center > Alma > Training > Webinars > E-Resource Management

- Download these presentation slides
- Watch recordings of this session (and previous sessions)
- Download practice exercises
- Register for upcoming sessions (and see what content they will contain)
Exercises

Troubleshoot real issues that have been reported about finding resources in your Discovery service!

Download exercise file for details.

Bring any questions and issues to our next session.
Next Week: Overlap Analysis

• Should we purchase a new package from a vendor, or do we already have those e-resources in another package?
• Should we unsubscribe from a package, or will we lose some important titles that we don’t have anywhere else?
Thank you!

Please fill out the survey that will appear when you close the WebEx meeting.