

Access to resources:
Is my access working?
If not, why?

**Prepared for the workshop on
e-Resources Administration and Exploration
Central Library, KUET
June 19, 2011**

Common complaints

- I don't have any access
- I don't have access to
- I tried to download an article and I was asked
 - for a username and password
 - or to pay

Possible scenarios

- You have lost access to **all publishers**
 - easy to detect
- Your access to **one or more publishers** are not working
 - more difficult to detect
- Your access is **working**, but you were trying to access something **beyond your subscription**
 - most often the case with **user complaints**

Issues to remember

- No password should be needed to access any of the resources / publishers
- Any password sent by publishers is for institutional administration
 - This should not be given to any user
 - This is for obtaining usage statistics, updating IPs etc.

Now let us have a look at some of
our gateways / resource websites

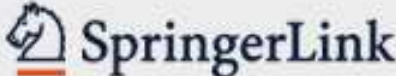
SpringerLink Home - Main - Microsoft Internet Explorer

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Address <http://www.springerlink.com/home/main.mpx> Go Links

English



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SpringerLink is one of the world's leading interactive databases for high-quality STM journals, book series, books, reference works and the Online Archives Collection. SpringerLink is a powerful central access point for researchers and scientists.

Athens Authentication Point

Recognized as:

Rajshahi University
(518-54-145)

1178/11 INASP Bangladesh
(537-09-680)

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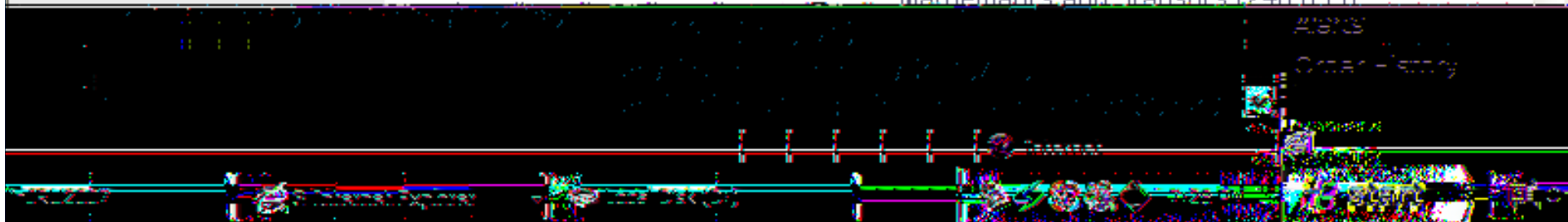
- All (3,646,153)
- Publications (24,596)
- Journals (1,920)
- Book Series (885)
- Books (21,791)
- Reference Works (109)

Featured library

Chinese Library of Science (26,584)

Subject Collection

- Architecture and Design (789)
- Behavioral Science (59,329)
- Biomedical and Life Sciences (751,511)
- Business and Economics (87,041)
- Chemistry and Materials Science (496,894)
- Computer Science (276,752)
- Earth and Environmental Science (163,408)
- Engineering (147,681)
- Humanities, Social Sciences and Law (156,322)
- Mathematics and Statistics (240,633)



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- Law
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IEEE TRANSACTIONS ON APPLIED SUPERCONDUCTIVITY, VOL. 18, NO. 4, DECEMBER 2008

1769

Vortex Interaction in Arrays of Fully Coupled Josephson Junctions

Cinzia De Leo

Abstract—The vortex–vortex interaction energy is analyzed in recently attracted interest owing to the possibility of observing

Signatures
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Features of Gateways

- Identification of your institution
 - not available for a few publishers:
 - ACS, AIP, ASCE, Nature, OSA
 - not on first page for a few publishers:
 - APS, Oxford
- Subscribed and unsubscribed content
 - not always marked
- Box for user name and password
 - Not required for DU user access
- Search box

Troubleshooting

- Check the **websites where your institution is identified** to see if you have lost access to all or a few resources
 - Say Springer, Cambridge, EBSCO
- If you have **lost access to all resources** it is probably an **IP problem**.
- If you have **lost access to one or two** it is probably a **problem on the publisher's side**

Identifying an IP problem

- Check the following places
 - www.springerlink.com (bottom of page)
 - www.showip.com
 - www.showipaddress.com
- If your identified IP does not match with your registered IP, then your IP has been changed by your network administrator
- Notify your eResource librarian

SpringerLink Home - Main - Opera

File Edit View Bookmarks Widgets Tools Help

New tab Mail In Inbox SpringerLink Home - Main

http://www.springerlink.com/home/m: ? Google

please **log in** or **register**.
If you have forgotten your username or password, we can **help**.

My Menu

- Marked Items
- Alerts
- Order History

Saved Items

- All
- Favorites

Journals (2,852)
Book Series (1,003)
Books (29,931)
Reference Works (140)
Protocols (17,310) **NEW**

Featured library

- Chinese Library of Science (56,089)
- Russian Library of Science (489,896)

Business and Economics (11...)
Chemistry and Materials Sci...
Computer Science (317,513)
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Remote Address: 203.112.218.85 □ Server: mpweb18
HTTP User Agent: Opera/9.25 (Windows 98; U; en)

Start | FAQ... | Pres... | Micr... | Sp... | Friday, January 09, 2009

SpringerLink - Acta Biotheoretica - Mozilla Firefox

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http://www.springerlink.com/content/0001-5342/

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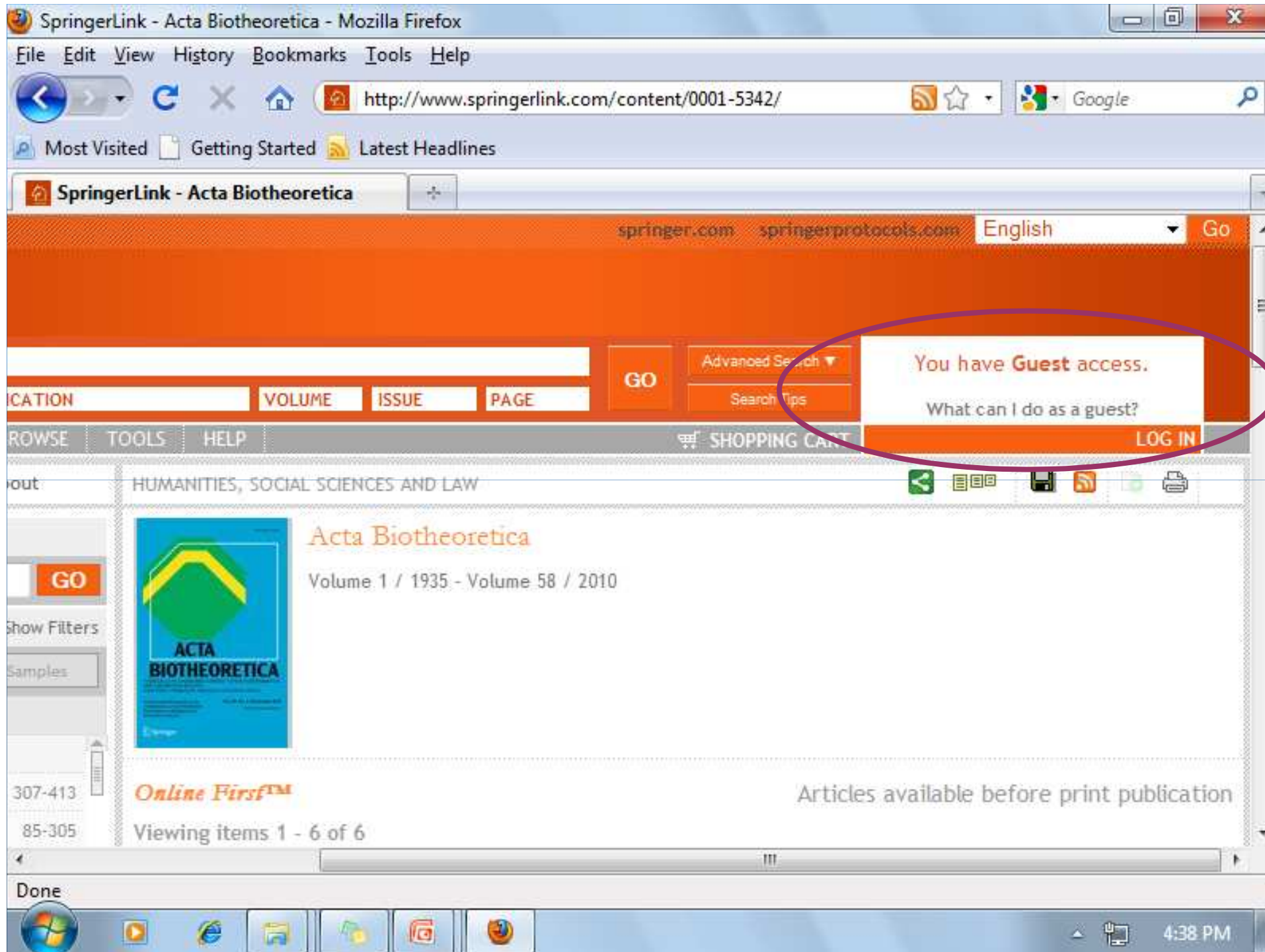
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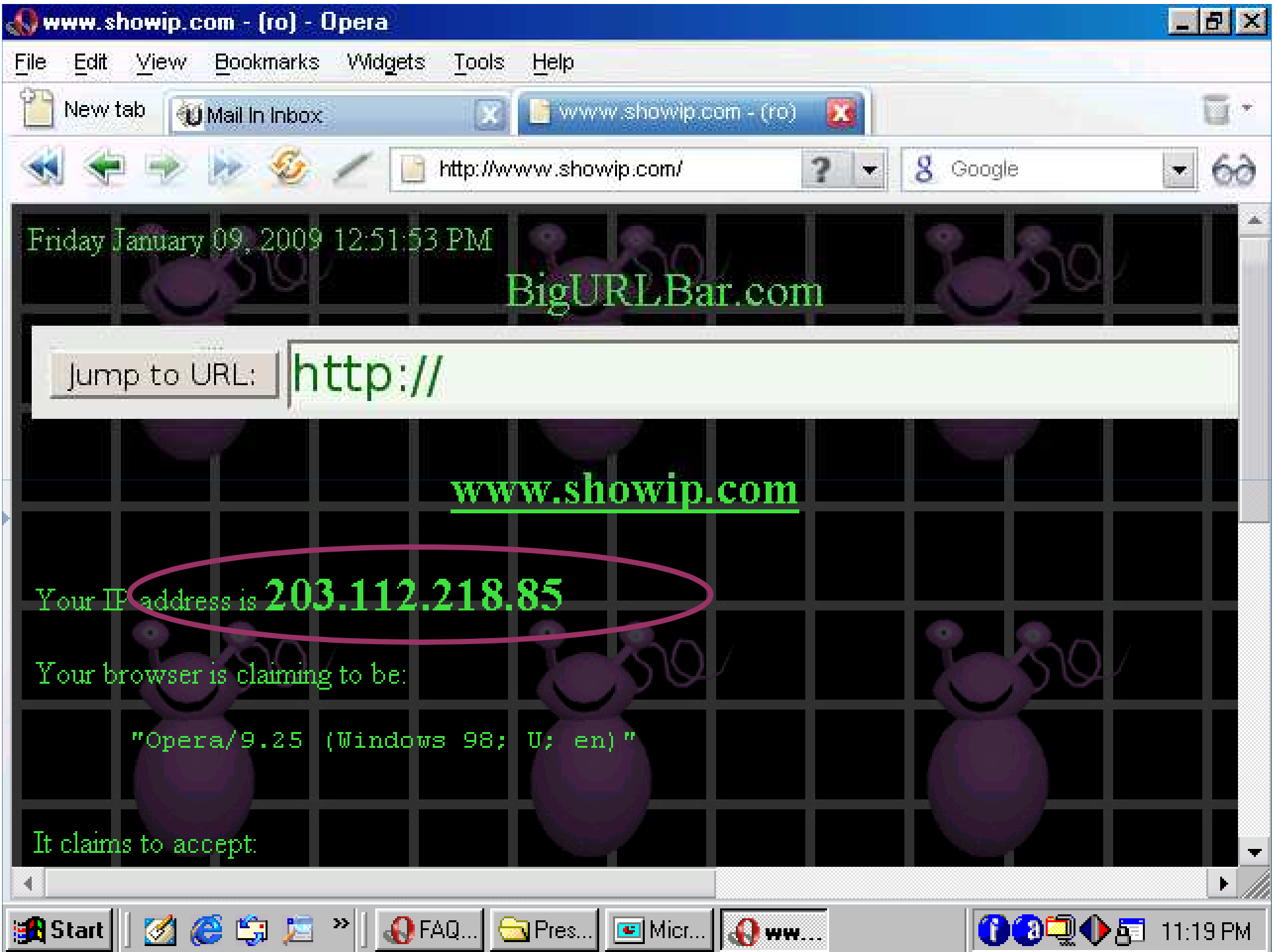
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REMOTE ADDRESS: 117.18.231.25 SERVER: MPWEB35
HTTP USER AGENT: Mozilla/5.0 (Windows; U; Windows NT 6.1; en-US; rv:1.9.1.1) Gecko/20090715 (CK-FINBU.COM) Firefox/3.5.1

Done



User issues

- “I tried to access an article, and I am asked for a password”
- Solution
 - Check if (s)he was working from **within your network**
 - Check if (s)he was trying to access an article **beyond our subscription**
 - publisher
 - title
 - date

User issues

- “I need resources from another publisher”
- Solution
 - Check if his requirement can be met from any of the non-PERI resource available to Bangladesh
 - e.g. many Elsevier titles are available via AGORA, HINARI, OARE, eJDS etc.
 - Inform the Country Coordination team of your requirement, so that it may be requested for the future (a few months to a few years)
 - Use a document delivery service

Exercise: Go to the discussed webpages (Springerlink, Wiley, Cambridge, showip etc. and familiarise yourselves (15 min)

Solving an IP problem

- Confirm with network administrator that this change is not temporary
- Go to <http://peri.inasp.info> and update your IP details
- Some publishers allow and encourage you to update yourself using your administration account
- Often follow up with emails to publishers to expedite the matter

Solving a problem with an individual resource

- Find the contact email address for the publisher
 - <http://peri.inasp.info> -> country -> (more info link next to publisher)
 - <http://www.inasp.info/file/186/publishers-working-with-inasp.html>
- Send them an email
- If this does not work, contact us
- If we cannot solve it contact INASP
 - currently Anne Powell <apowell@inasp.info>

User issues - gateway page

- It is best to have your **own library journals/e-resources page**
 - This shows that the access is provided by the library
 - Gives you a place to provide users with latest information
- In **future**, you may use a **BIPC gateway** - when that is ready
 - hopefully very soon

Further help

- INASP PERI FAQ page
<http://www.inasp.info/file/188/faqs-on-information-resources.html>