KB+ Use Cases

Responding to user queries about access

Providing e-resources represents a significant investment of time and effort, from acquisition to licensing and management. But libraries are rightly concerned about duplicated and wasted effort across the institution in managing these processes. **KB+ saves librarians time and effort by streamlining e-resource management.**

**Problem**

Libraries need to make sure that access to subscribed resources for all users is seamless; everyone has access to the resources they should have access to, and the information on access is accurate. However, occasionally users will experience problems accessing resources and will contact library staff for support.

**How can KB+ help?**

**KB+ can help you keep a record of all the titles you have access to, and the dates you should be able to access.**

Our users tell us that KB+ is helping them to solve access queries by acting as an authoritative source of information about titles and coverage.

**KB+ offers:**

» Up-to-date information on subscribed titles and coverage.
» Details of changes to a title (e.g. name changes).
» Details of publisher moves (e.g. transfers of titles to other publishers, and dates of transfer).

**What do KB+ institutions say?**

"The notes field in the title lists are useful; we use that a lot. Sometimes there have been queries about access because we have some access but we don’t have it back to a certain date or we have too much access because it’s been opened up. It’s about knowing where to go to check that because if the publisher hasn’t got that information, where do you look? We go to KB+ for that information."

"I had an example where a journal changed title from European Journal of X to International Journal of X. The publisher didn’t have the details of the previous title so users were unable to access the previous title. I checked with KB+ to make sure it was a title change rather than a different journal, and found it had been recorded in the notes field. I was able to use this information to take to the publisher in order for them to make the change and ensure ongoing access for users."

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Workflow

1. User unable to access resource
2. User queries access with library
3. Library logs into KB+ and finds information about title and access
4. Notes field shows title change (publisher, platform, or name change)
5. Library checks access (and if necessary contacts publisher)
6. Library informs user (and if necessary amends links)
7. User accesses resource
Figure 1: KB+ Coverage note showing title change