

All of our problems: Summarizing 3 years of Brock's Omni 'Report a Problem' form

John Dingle

Metadata Librarian, Brock University

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Agenda

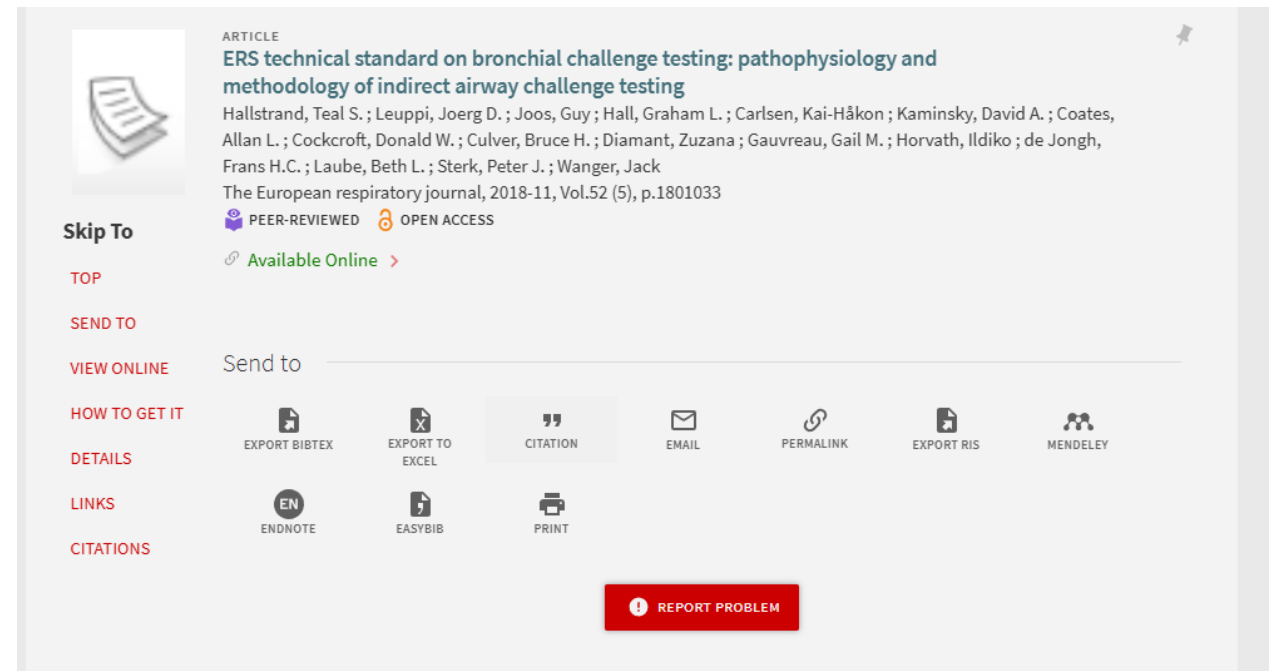
- Background and context
- Summary of reported problems
 - How many? By whom? About what?
- Actions motivated by reports

Disclaimer: There will be a lot of statistics, no strong conclusions

Background and context

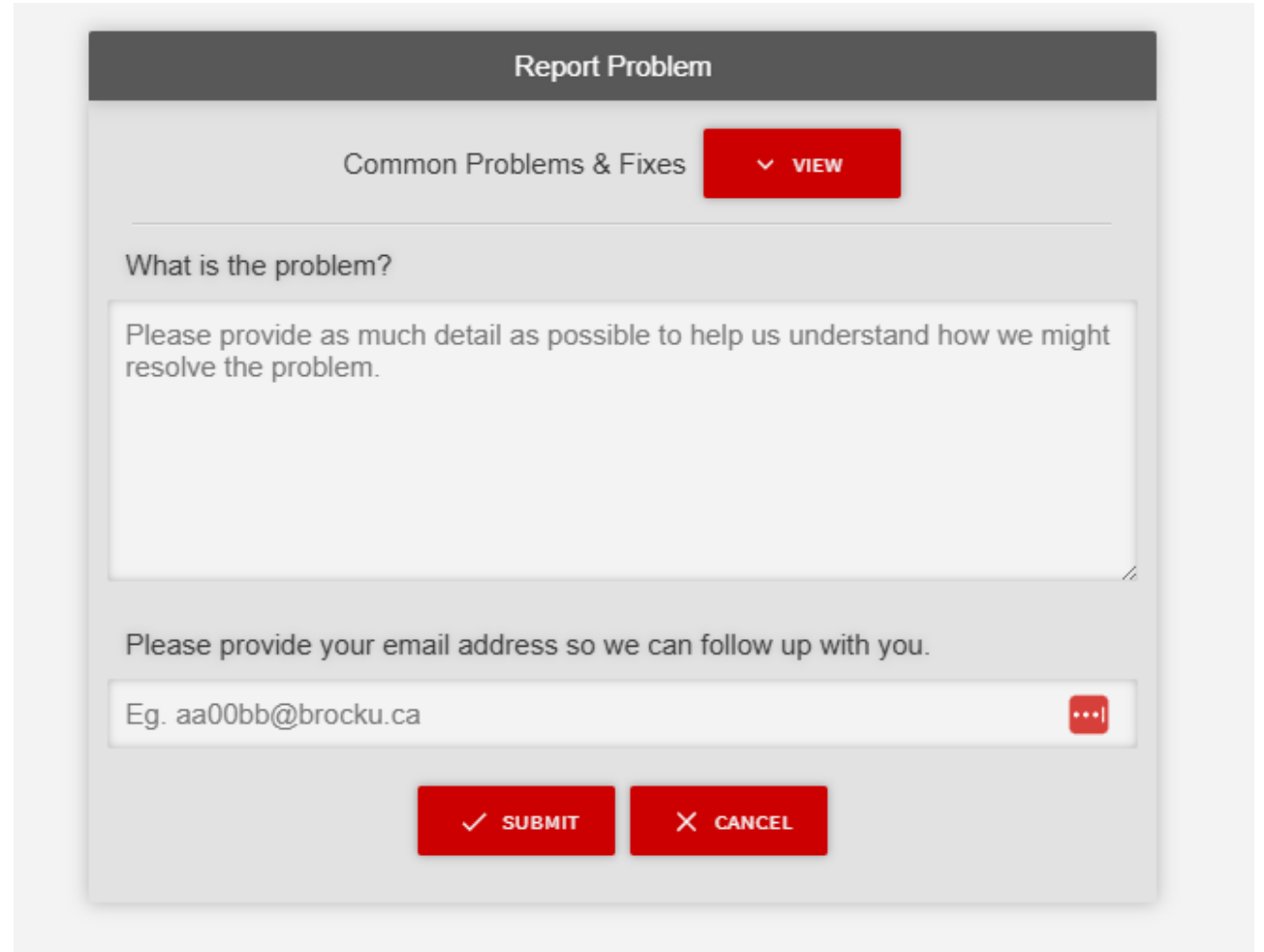
Report a problem form

- Implemented March 2022
 - [2022 Mini Conference presentation](#)
- Generates email to ERM staff, logs report to spreadsheet
- June 2022 – May 2025 selected for analysis
 - 476 reports



What is in our problem reports?

- From user
 - Description of problem
 - Email
- Automatically added
 - URL, MMS ID, and Title of page
 - Date & Time
- From ERM staff
 - Notes on troubleshooting
 - Whether problem identified or not (y/n)?



The screenshot shows a 'Report Problem' form with a dark grey header. Below the header, there is a section titled 'Common Problems & Fixes' with a red 'VIEW' button. The main form area has a light grey background. It starts with the question 'What is the problem?' followed by a large text input area with a placeholder text: 'Please provide as much detail as possible to help us understand how we might resolve the problem.' Below this is another section with the text 'Please provide your email address so we can follow up with you.' and a text input field containing 'Eg. aa00bb@brocku.ca' and a red button with three dots. At the bottom, there are two red buttons: 'SUBMIT' with a checkmark icon and 'CANCEL' with an 'X' icon.

Additional analysis for this project

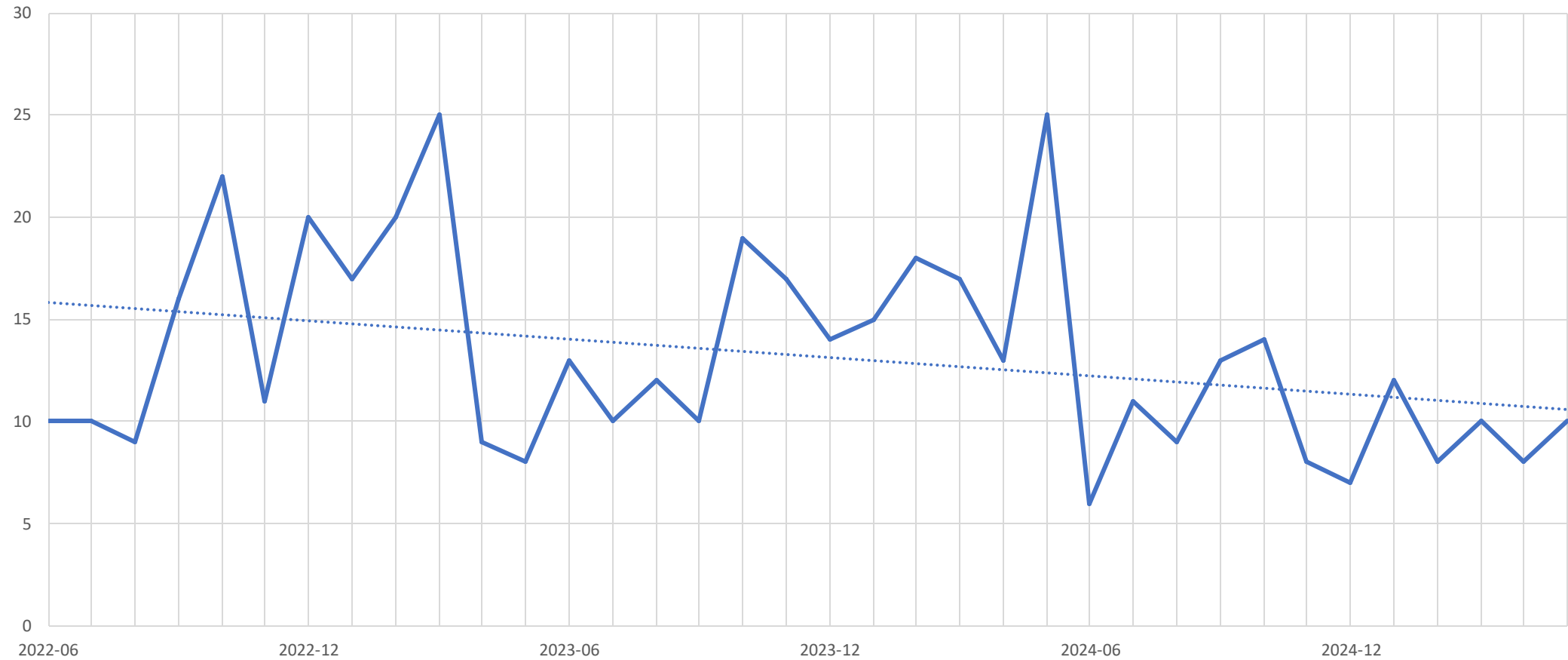
- Problem Type
 - Developed controlled list of 14 problem types (eg. metadata problem, browser/cache problem)
 - Full list and definitions available in Appendix A
 - Building on work done by [Goldfinger & Hemhauser, 2016](#) ; [Brett, 2018](#) ; [Jurczyk & Walsh, 2019](#) ; [Lowry, 2020](#) ; [Foster, 2020](#)
 - 2 different members of ERM Team categorized each report, differences discussed and resolved
 - Original percentage agreement between coders = 79%
 - Cohen's kappa = 0.75
- Problem Responsibility
 - Library --- Ex Libris --- Other Vendor --- Nobody's Fault
- User Type
 - Student --- Faculty/staff --- Library staff --- Unknown

Summary of findings

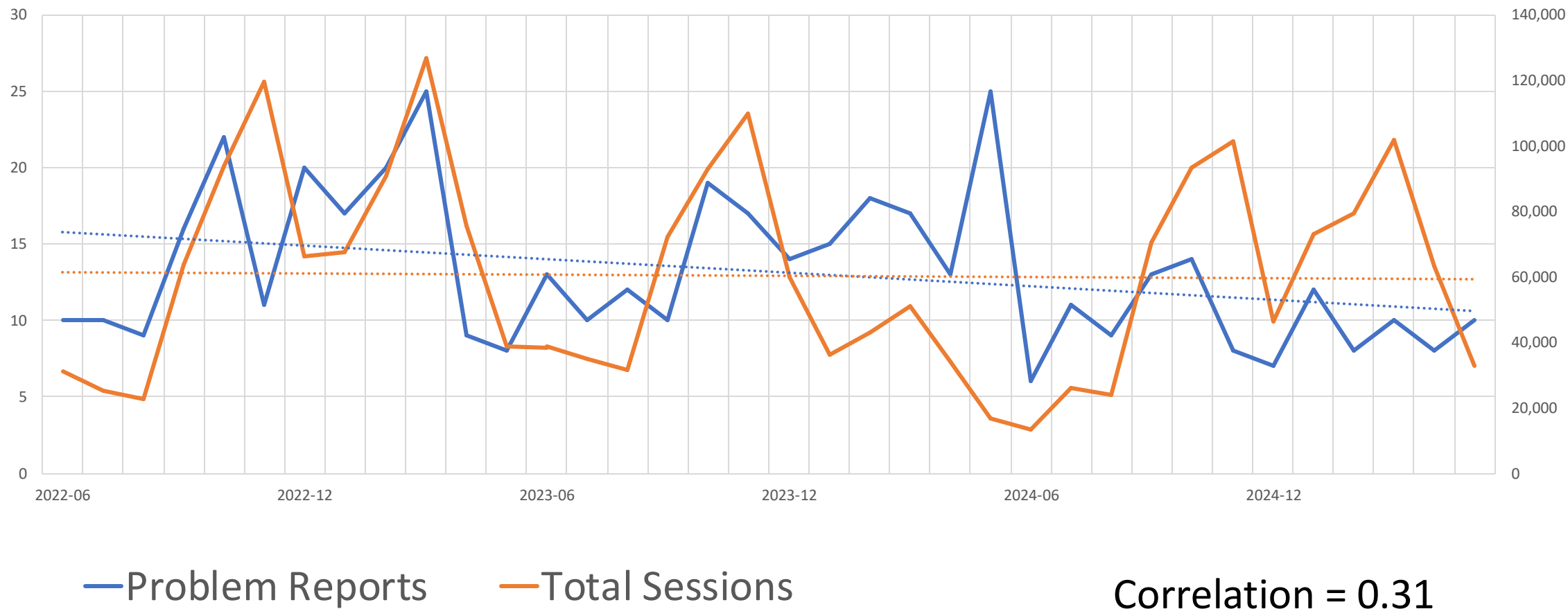
How many problems are being reported?

- Average of 13.2 problems reports/month
- Lots of variation month to month
 - Most = 25
 - Least = 6
- Overall downward trend

Reports over time



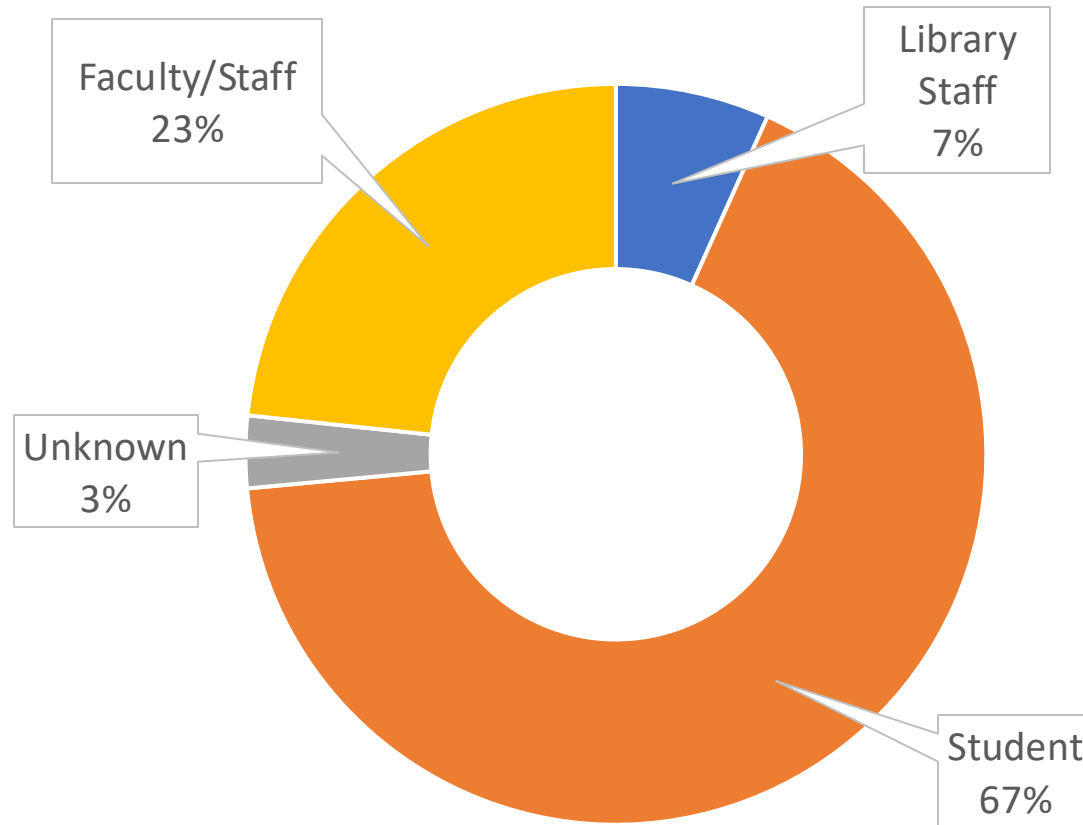
Reports vs. Total Omni Sessions



Reports by Month / Semester

Semester	Monthly Average	Month	Average Reports	Average Omni Sessions	Reports per 1000 sessions
Winter	14.33	Jan	14.67	58,979	0.25
		Feb	15.33	71,006	0.22
		Mar	17.33	93,212	0.19
		Apr	10.00	57,661	0.17
Summer	11.08	May	14.33	40,971	0.35
		Jun	9.67	27,752	0.35
		Jul	10.33	28,741	0.36
		Aug	10.00	25,960	0.39
Fall	14.25	Sep	13.00	68,862	0.19
		Oct	18.33	93,403	0.20
		Nov	12.00	110,298	0.11
		Dec	13.67	57,532	0.24

Who submits reports?

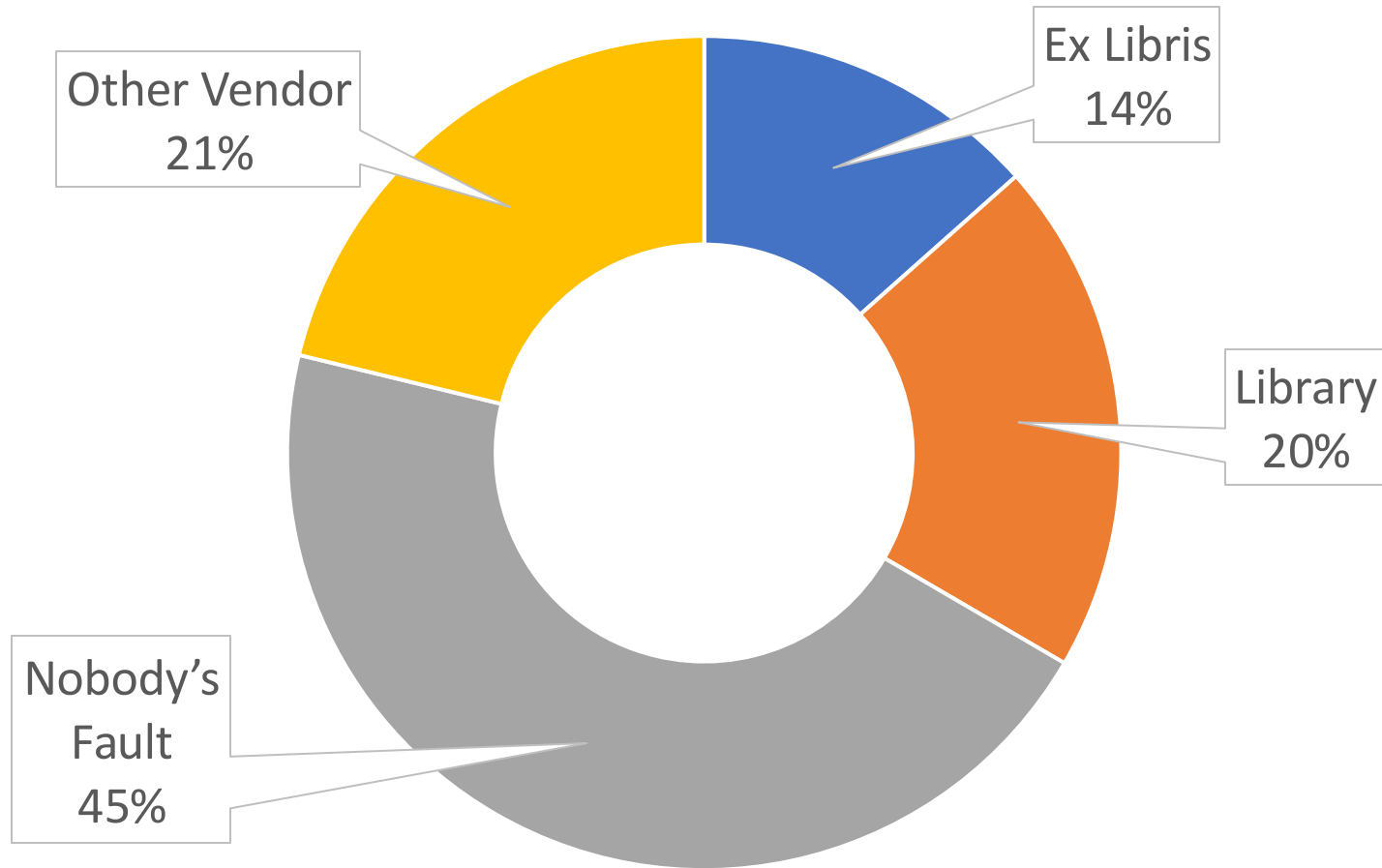


- 476 Reports
- 355 unique submitters
- 293 submitted 1 report
- 7 submitted 5+ reports
 - 4 library staff, 2 students, 1 faculty

About what type of problem?

	2022-23	2023-24	2024-25		Total	Percent
Browser / cache	55	51	28		134	28%
Vendor	25	27	15		67	14%
User interface/experience	20	22	15		57	12%
Parsing / linking	11	26	15		52	11%
Metadata/Cataloguing	19	15	10		44	9%
Activation/holdings/threshold	14	11	9		34	7%
Proxy server	5	16	0		21	4%
Resource incorrectly flagged as OA	1	8	5		14	3%
Citation Tool	10	1	2		13	3%
Circulation Issue	9	3	0		12	3%
Grand Total	177	183	116		476	

Who is responsible?



Actions taken

Action 1 - add common problems & fixes to form

Report Problem

Common Problems & Fixes

VIEW

What is the problem?

Please provide as much detail as possible to help us understand how we might resolve the problem.

Please provide your email address so we can follow up with you.

Eg. aa00bb@brocku.ca

...

✓ SUBMIT

✗ CANCEL

Common problems & fixes

1. The link is giving an error message.

Suggestion: Clear browser cache.

2. The link should have gone to a journal article, but instead went to an unexpected page.

Suggestion: Search article title on landing page.

3. I've found the item I need in Omni, but I don't see options for access.

Suggestion: Sign into Omni and request via Interlibrary loan.

Results





- Did it work? Did percentage of reported problems that were browser/cache issues go down?
- Probably not
 - Before
 - 11/64 reported problems = **17%**
 - After
 - 122/411 reported problems = **30%**

Action 2 – identifying known problem collections

- Added public notes when specific collections showed up repeatedly in reported problems (and there was no other fix)

View Online

Full text availability

<p>PubMed Central</p> <p>Available from 1988 volume: 1 issue: 1. Most recent 1 year(s) not available.</p> <p> Terms of Use from Publisher Site</p>	
<p>Open Access version via: Unpaywall</p> <p> Unpaywall data may be inaccurate. If item isn't freely available, please use a different View Online link (if available) or check the How to get it section (below).</p>	

Public notes added to Omni

- Unpaywall

- *Unpaywall data may be inaccurate. If item isn't freely available, please use a different View Online link (if available) or check the How to get it section (below).*

- Lexis Nexis

- *This publisher does not link directly to articles and instead directs you to the journal homepage. Use the search box on the journal homepage to search the title of the article.*

- Sage Navigator

- *This ebook provides a list of key resources in this subject area, but does not contain the full-text.*

Action 3 – improved workflow for proxy server updates

- Collaboration with Library Systems and Technologies, late 2023/early 2024
- Regular updates of proxy stanzas, based on [OCLC's recently updated feed](#)
- A spreadsheet listing current proxy stanzas and last update date, visible to ERM staff

Results

- Did it work? Have proxy server related reports gone down?
- Maybe?
 - 2022-23 = 5
 - 2023-24 = **16*** (12 of these from a single outage incident)
 - 2024-25 = **0**

Final thoughts and questions

Final Thoughts and Questions

- Total reported problems stable in 2022-23 and 2023-24, notable drop in 2024-25
 - 177 -----> 183 (+3.4%) -----> 116 (-37.6%)
- Less direct relationship between reports and Omni usage than I expected
- Almost 1/3 of our reported problems can be resolved immediately, by users themselves (browser/cache problem, 28%). How to effectively address this?
- How do these compare to problems reported at your institutions?

Thanks!

John Dingle

jdingle@brocku.ca

References

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<https://doi.org/10.1080/00987913.2016.1179706>
- Jurczyk, E., & Walsh, B. (2019). Strengthening Electronic Resource Competencies: A Structured Approach. *The Serials Librarian*, 77(3–4), 102–112. <http://hdl.handle.net/1807/97221>
- Lowry, L. (2020). Where Do Our Problems Lie?: Comparing Rates of E-Access Problems Across Three Research Institutions. *Serials Review*, 46(1), 26–36. <https://doi.org/10.1080/00987913.2020.1733173>

Appendix A – Problem Categories

- **Vendor**
 - Use this category for issues that require contacting the vendor (excepting Ex Libris) to resolve. Examples of this may include users encountering a paywall when reaching a resource or finding that it was missing or not available after following a link. It may require a vendor correcting metadata on their platform. Specific vendor platform may have been completely down or otherwise experiencing problems preventing access, like having an out of date security certificate.
- **Authentication/User account**
 - User unable to authenticate to access content; user unable to log into account. Problem report may mention proxy server or user account problem.
- **Browser / cache**
 - Notes reference a cache problem. Often, these reported problems have no clear cause but are resolved when the user clears their browser cache.
- **Resource incorrectly flagged as Open Access**
 - A resource is flagged as open access, but is not. If report references Unpaywall, this is likely the issue.
- **Parsing / linking**
 - Broken links (404 errors, dead URLs) ; Incorrect OpenURL generation (e.g., malformed parameters) ; DOI redirection errors or intermediary page issues
- **User interface/experience**
 - User was confused by labels or information presented to them. May include confusion about linking level, when a link takes a user to a title-level record when they were expecting to arrive at an article-level record. May involve user finding a book review when they expected to find the book itself. May involve only an abstract being available when the user expected a full article. May be that a user was unable to access a resource because of a simultaneous user limit.

Appendix A – Problem Categories

- **Metadata/Cataloguing**
 - Incorrect DOIs, ISSNs, ISBNs or publication dates in records; Mismatched title/authors/journal information; Incomplete or inaccurate metadata; This metadata may be coming from Alma or from CDI. If notes reference referral to libcat, assign this category.
- **Citation Tool**
 - Incorrect citation formatting (APA 7th ed. errors, title capitalization) ; Missing/incorrect author/editor names in citations ; Citation tool inaccuracies (e.g., missing fields, incorrect metadata)
- **Activation/holdings/threshold**
 - User is trying to access a resource that library does not actually have access to, or which has been set up incorrectly on the library side. This could be because activation date thresholds were set incorrectly, because the library has activated a resource in error, because access to a resource has been cancelled but links were not removed from the catalogue, or because a resource was not set up correctly (eg. links were not set to be proxied).
- **Proxy server**
 - Issues caused because the proxy server was down or the proxy stanza for the resource was incorrect or outdated.
- **No fulltext available - ILL only**
 - There is no full text available, so the best way to access the content is by submitting an interlibrary loan (ILL) request
- **Circulation Issue**
 - Problem is related to borrowing library resources, not to electronic resources. These problems are usually referred to libhelp.
- **Unable to replicate**
 - Problem could not be replicated or user did not provide enough information to attempt to replicate. If the notes report that the links are fine and there is no mention of a cache problem, assign this category.
- **Other**
 - Problem does not fit into any other category