

**Troubleshooting Toolkit**  
**ELUNA 2016**  
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**[SLIDES from May 5th Presentation @ ELUNA 2016](#)**

*Carter, S. and Trill, S. (2017). Developing a staff training program for access troubleshooting in a web-scale discovery environment. Journal of Electronic Resources Librarianship.* This is a preprint of an article submitted for consideration in the Journal of Electronic Resources Librarianship (2017; copyright Carter and Trill); Journal of Electronic Resources Librarianship is available online at: <http://www.tandfonline.com/toc/wacq20/current>

**Documentations, Workflows & Diagrams**

- [University of Minnesota System Context Diagram](#)
- [PCI Schedules Timeline](#)
- [PCI Schedules Table](#)
- [High Level E-Resource Workflow](#)
- [PCI Collection Activated \[spreadsheet:template\]](#)
- [PCI Activation Guidelines](#)
- [PCI Activation Workflow](#)
- [PCI Testing and Evaluation Workflow](#)
- Sample Troubleshooting Workflows
  - [Troubleshooting: Initial Problem Diagnosis](#)
  - [Troubleshooting: Correct Article](#)
- [Essential Skills and Knowledge for Troubleshooting Access Problems](#)

**Bookmarklets**

Create a bookmark with the following code; use code when relevant

- **Show Record ID:** Create a bookmark using the javascript below. If you would like to see the record ID in a list of Primo results, use the bookmarklet to display the record ID above each search result. You must reload the bookmarklet on each page of results.
  - javascript:(function() { var showPnxLinkElem = document.querySelectorAll('prm-brief-result-container'), urlParamVid = location.search.split('vid=')[1].split('&')[0]; function createLink (linkUrl, linkText) { var obj = document.createElement("a"); obj.setAttribute("href", linkUrl); obj.setAttribute("target", "\_blank"); obj.style.margin = "0 0 0 2em"; obj.innerHTML = linkText; return obj; } for (var i=0, j=showPnxLinkElem.length; i < j; i++) { var showPnxReclId = showPnxLinkElem[i].querySelector('.list-item-primary-content').getAttribute('data-recordid'), resultItemChildren = showPnxLinkElem[i].parentNode.childNodes, resultItemLastChild = resultItemChildren[resultItemChildren.length - 1],

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recordIdSpan = document.createElement("span"), hrefBase =
showPnxLinkElem[i].querySelector('.media-thumbnail').querySelector('a').getAttribute('ng-href'), showSourceLinkHref = hrefBase.replace(/fulldisplay/,
"sourceRecord").replace(/docid/, "docId"), showSourceLink = createLink
(showSourceLinkHref, "Show Source Record"), showRISLinkHref =
"./primo_library/libweb/action/display.do?doc="+showPnxReclId+"&vid="+urlParamVid+"&showRIS=true", showRISLink = createLink (showRISLinkHref, "Show
RIS"), showPnxLinkHref = hrefBase+"&showPnx=true"; var showPnxLink =
createLink (showPnxLinkHref, "Show Pnx"); recordIdSpan.className =
"show-recordid"; recordIdSpan.innerHTML = showPnxReclId;
recordIdSpan.style.padding = "2em 0 0 0";
recordIdSpan.appendChild(showPnxLink); /* No Source-links for Third Node
(PCI, EBSCO etc.) records */ if (/^TN./.test(showPnxReclId) === false ) {
recordIdSpan.appendChild(showSourceLink);
recordIdSpan.appendChild(showRISLink); } /* Append recordid and links
only once */ if (resultItemLastChild.className !== 'show-recordid') { /*
Prepend FRBR records with note */ if
(showPnxLinkElem[i].querySelector('prm-search-result-frbr-line')) { var prefix
= document.createElement("strong"); prefix.innerHTML = 'FRBR
preferred/generic record: '; showPnxLinkElem[i].appendChild(prefix); var
linebreak = document.createElement("br");
showPnxLinkElem[i].appendChild(linebreak); }
showPnxLinkElem[i].parentNode.appendChild(recordIdSpan); } } }());

```

- **Primo NoShow** (*courtesy of Jeff Peterson*): Create a bookmark using the javascript below. If you hide non-available PCI records from your Primo view, you can use this bookmarklet (after you perform a search in Primo) to display all the non-available PCI records in your search results.
  - javascript:(function(){location.href+="&pcAvailability=true"}());
- **ShowPNX** (*courtesy of Jeff Peterson*): Create a bookmark using the javascript below. This bookmarklet will only work when viewing an individual record, not a set of results.
  - javascript:function o(){window.open(location.href+'&showPnx=true','PNX Record');o()};o()

## **Chrome Extensions**

- **Live HTTP Headers**
  - **Chrome:** [Live HTTP Headers](#)
  - **Firefox:** <https://addons.mozilla.org/en-US/firefox/addon/live-http-headers/>
- UResolver Debug View (*courtesy of Jeff Peterson*)
  - **Chrome:** [https://chrome.google.com/webstore/detail/uresolver-debug-view/hnbbanecmaga/bidcfhebfeboghmepnlh?utm\\_source=gmail](https://chrome.google.com/webstore/detail/uresolver-debug-view/hnbbanecmaga/bidcfhebfeboghmepnlh?utm_source=gmail)
  - ~~**Firefox:** <https://addons.mozilla.org/addon/alma-resolver-debug-view/>~~

## **Web Tools**

- ~~[OCLC OpenURL Deconstructor](#)~~ (no longer available)
- Jeff Peterson Deconstructor: <https://pages.github.umn.edu/gpeterso/url-params/>
- Alternative: <http://www.freeformatter.com/url-parser-query-string-splitter.html>