

Web Support Tip Sheet

You can ALWAYS submit any request to LibWebDev@ou.edu – We will route you to the correct person. But, in general, here is a list of issues and who handles them.

Issue Type	Description	Contact Information
E-Resource Access Problems	There are many factors that can contribute to an e-resource being down (licensing, proxy, and vendor). This group can determine who needs to be involved and track the issue from there.	E-resources problem log (intranet)
General Website errors	Page is down; Link is broken or it doesn't go to the intended destination.	Issues Report Form
Unit/Location Hours	Changes to unit or location hours.	Web Services - libwebdev@ou.edu
Discover Issues	Anything related to the Discover interface and searching features	Cari Roberts - libsysadmin@ou.edu
Alma Issues	Anything related to ALMA functionality and features	Cari Roberts - libsysadmin@ou.edu
Employee Phone, Profile Picture, Bio, Subject Association	Visible on the Employee Directory	Web Services - libwebdev@ou.edu
Employee Title or Department	Visible on the Employee Directory	Library HR - Sonya or Katie sbowen@ou.edu katie.barthel@ou.edu
Employee Phone Number	Visible in the Employee Directory	OU HR Website – Self-Service
Unit or Location Page	For content evaluation and strategies for these types of pages.	Twila Camp tcamp@ou.edu 325-1861
Adding Research Guides	To add or edit subject association with research guides from the main site.	Self Service to request access email libwebdev@ou.edu .
Adding Events & News Items	Events and news items are approved by Sarah Robbins, Director of Public Relations and Strategic Initiatives.	Lib PR - libpr@ou.edu
Subjects, Resources by Subject.	Adding or removing Subjects or adding or removing resources from relevant pages.	Twila Camp tcamp@ou.edu 325-1861

Tips for Submitting Requests

The goal when getting a support request is to FIRST replicate the issue. If we can replicate it, then we can both troubleshoot and determine if the issue is resolved.

The following information helps:

- What kind of system you are using – Apple, Windows, etc.
- What kind of browser are you using, have you tested on multiple browsers – Firefox, Chrome, IE.
- Are you on-campus or off-campus.
- Give a specific example of what page you were on when error occurred.
- Provide specific details so that we can re-create the error.
- Attach screenshots if you are able – most systems have programs like grabit, snipping tool, or simply screen print.
- Send search terms you used, article titles, journal titles etc.

Patience helps as well. Your support team appreciates it.