

Feb 11th, 4:00 PM - 4:30 PM

What If They Can't Find It Or Get It Or Link To Full Text?

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What if They Can't...

Find It, Get It or Link to Full Text

Uta Hussong-Christian
OSU Libraries



Evolution of a Link Resolver Helper Page



A Link Resolver Which
Shall Not Be Named



Another Link Resolver

Which Shall Not Be Named

Sorry, no holdings were found for this journal.

Please see additional options below for finding this journal.

Additional options for finding full-text:

If item is not available above,

Search OSU Libraries Catalog [By Journal Title](#) [By ISSN](#)

Request through Interlibrary Loan

[ILL login](#) [InterLibrary Loan Information](#)

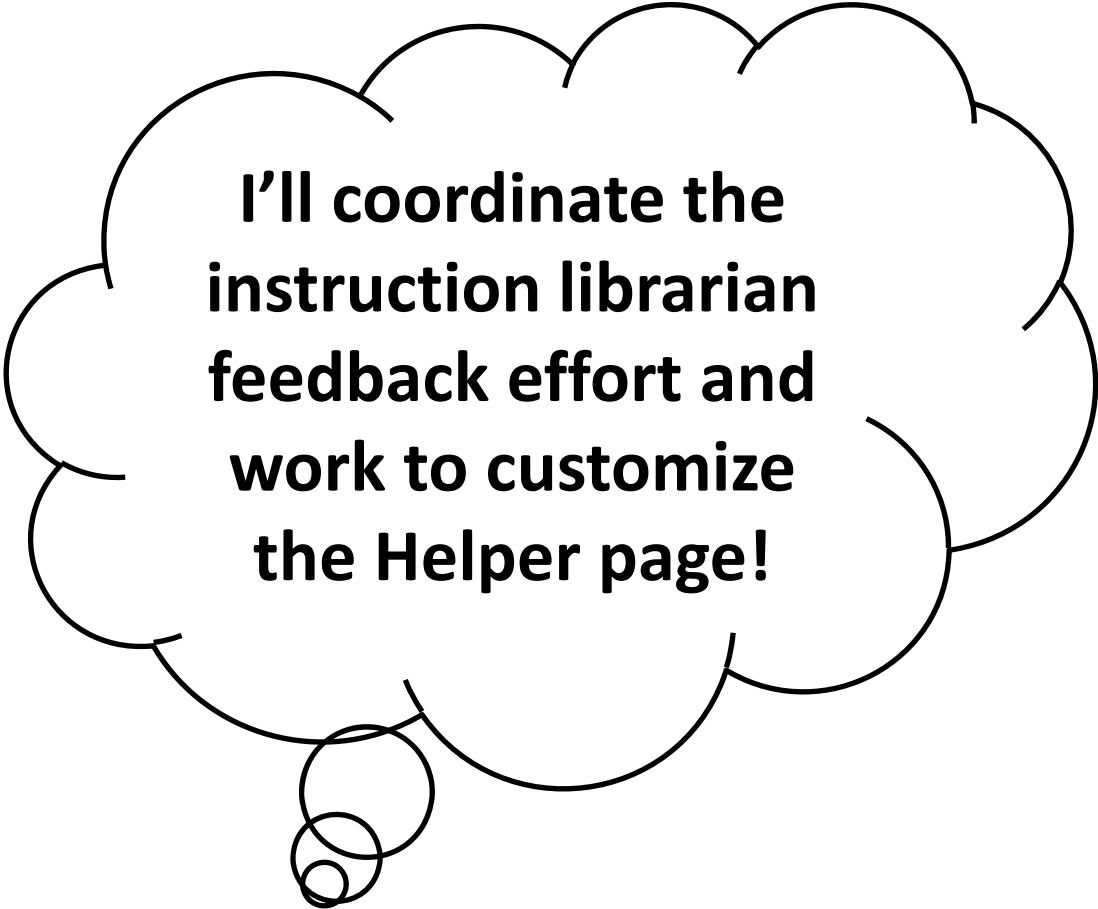

Search Google Scholar

[For this Article](#) [For other works by this Author](#)

Questions?

[How do I...?](#) [Ask a Librarian](#)

Search for full-text journals at Oregon State University Libraries:



**I'll coordinate the
instruction librarian
feedback effort and
work to customize
the Helper page!**



23

More full-text options

Step 1: Not available online?

Search the OSU Libraries Catalog for a paper copy: [By Title](#) [By ISSN](#)

Step 2: Not online or in paper?


Submit interlibrary loan request: [Request](#) [Information about InterLibrary Loan](#)

Step 3: Still need help?

[Ask a Librarian](#)

Search for a different full-text journal at Oregon State University Libraries:

Title begins with	<input type="text"/>	Search
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Scan & Deliver





No online version available at OSU

Didn't find what you were looking for?

[Submit a request](#) (email delivery may take several days.) First time user? [Register](#) for this service.

Can't wait several days? [Check the library catalog](#) to see if we have a paper copy.

 Available ask an OSU librarian

Type here to chat. Press ENTER to send.

[Get Page URL](#)

[Report an error](#)

[0-9](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [Other](#)

Title begins with

- Please select a subject category -

0 records retrieved for the search: Title begins with "xyz"

No online version available at OSU

Didn't find what you were looking for?


[Submit a request](#) (email delivery may take several days.) First time user? [Register](#) for this service.

Can't wait several days? [Check the library catalog](#) to see if we have a paper copy.

Chat is offline. Please [call, email or visit](#) the Reference Desk.

Other possible avenues to locate this journal:

- Visit other [Summit](#) libraries in person. ([What is Summit?](#))
- Check [Google Scholar](#).



“Unexpected. Anytime I’ve looked for full-text , I’ve gotten it from the Link to Full text. I expect Link to Full Text to take me to full text.”

“Oh crap!”

“I have to work more to get this article.”

“Oh shoot. I can’t have it today.”

“Wondering if any other libraries have [the article].”

No online version available at OSU

“No online full text...”
line is loud and clear. It
just says to me that it is
not available at OSU.”

Didn't find what you were looking for?

[Submit a request](#) (email delivery may take several days.) First time users...

Can't wait several days? [Check the library catalog](#) to see if we have a print...

“I stopped [reading]
after No online
version...”

Available ask an OSU librarian

Type here to chat. Press ENTER to send.

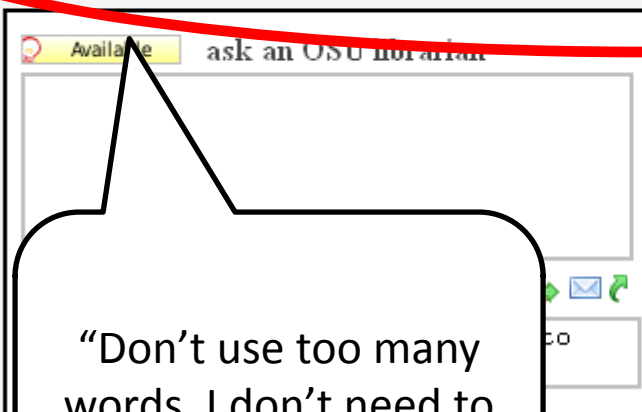
Sentence is big; it
caught my eye.”

No online version available at OSU

Didn't find what you were looking for?

[Submit a request](#) (email delivery may take several days.) First time user? [Register](#) for this service.

Can't wait several days? [Check the library catalog](#) to see if we have a paper copy.



"Don't use too many words. I don't need to read so much."

"...is that definitely that someone has it or am I submitting ...and just hoping that someone has it."

"...I won't read the small details."

[Report an error](#)

No online version available at OSU

Didn't find what you were looking for?

1 [Submit a request](#) (email delivery may take several days.)

2 Can't wait several days? [Check the library catalog](#) to see if

"It was the second sentence. I didn't get to it."

"...tempted to just choose first option instead of going to sentence below."

"...put them side by side."

[Get Page URL](#)

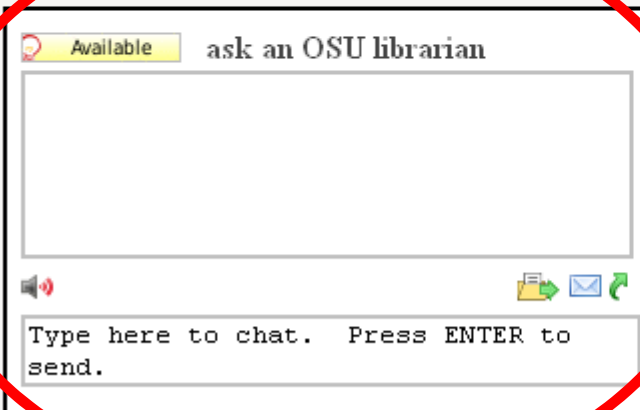
[Report an error](#)

No online version available at OSU

Didn't find what you were looking for?

[Submit a request](#) (email delivery may take several days.) First time

Can't wait several days? [Check the library catalog](#) to see if

A screenshot of a chat interface. At the top, there is a yellow status indicator that says "Available" and the text "ask an OSU librarian". Below this is a large, empty white rectangular area for the chat. At the bottom, there is a text input field with the placeholder text "Type here to chat. Press ENTER to send." To the right of the input field are several small icons: a speaker, a document with an arrow, an envelope, and a refresh symbol. The entire chat window is circled in red.

"I like the chat feature and have used it several times."

"It's not clear that I can chat with a librarian."

[Report an error](#)



Need stronger visual cues.



Next Steps

- Modifying font sizes
- Incorporating icons?
- Including “Option” wording?
- Aligning links on each line
- **Re-testing!**



Help our users get beyond not...

Finding It

Getting It

Linking to Full Text

POWERED BY ORANGE



Thank You!

Oregon State
UNIVERSITY