Usage Reports
Cost Data Uploading?

Changes in Holdings
-url changes
-titles within package changes

Public Interface
Update A-Z List to reflect new holdings, changes in title, etc.
Update/change descriptions in ERMS when necessary

Excessive Usage Notifications
Receive notification from vendor of excessive usage (too many downloads, etc)
Investigate issue – try to track down where downloads are coming from
Educate infringing users on appropriate use of resource

Troubleshooting
Receive report of issue (sources may vary)
Test access to reproduce problem
Is access local or via CDL?
- Verify payment info is current
- Verify URL is listed correctly
- Verify SFX and Serials Solutions have been properly activated
- Contact vendor to have access reinstated

Notify user/requester about the problem and what actions have been taken.
Notify user/requester when access has been restored.

Follow-up to see if access has been reinstated
CDL
Local