

# Licensing Support Video Transcript

Presented by:

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Hi, this is Jayne Dickson at the California Digital Library and today I'm going to talk to you about the CDL helpdesk.

You can always call the CDL Helpdesk to ask questions about CDL-managed programs and services and systemwide licensed resources. The CDL Helpline phone number is (510) 987-0555.

You can contact us via email, phone and web forms/links on the web. The helpdesk is staffed by multiple staff here at CDL and you may end up talking with any one of us.

Contact form: <https://www.cdlib.org/contact/>

From the CDL home page and many other web and service pages there are links for Contact CDL and Report a Problem.

Contact CDL provides phone numbers, email addresses and a form for reporting feedback and questions.

The report a problem page links to the system status page, provides information about CDL Alerts and information on how to use our CDL Helpline issue tracking system (also known as Footprints).

Report a problem page: [https://www.cdlib.org/contact/report\\_problem.html](https://www.cdlib.org/contact/report_problem.html)

The system status page indicates whether a service is experiencing any problems - green dots indicate that all is working well, a red dot indicates that the system is down.

If you subscribe to the systemwide listserv CDL Alerts, you will receive advance notice of scheduled downtime as well as announcements about active problems for CDL services and licensed resources. Anyone from UC can subscribe to the CDL Alerts Listserv.

One other useful resource for licensed resources is the guide for troubleshooting common ejournal problems, which walks you through the steps for troubleshooting issues related to ejournal access and use.

The ERMS Portal provides basic licensing and participant information for Tier 1 and Tier 2 resources for UC Library staff.

What happens when you contact the helpline?

First, we check to make sure the problem you're reporting is still occurring and we can replicate it. If it's still a problem, we may test from other campuses to see how widespread the problem is.

We verify through the ERMS and via the Acquisitions group as needed that this is a systemwide licensed resource rather than a campus-licensed resource.

We also check with other members of the Electronic Resources Team to see if others are aware of the problem.

As relevant, we'll escalate issues directly to the vendor. It's important to note that we may not receive an immediate response or resolution from the vendor, particularly in the case of a complex issue. Please feel free to follow up with us via the Footprints incident ticket or email as needed, but be assured that we'll keep you informed with relevant updates, with the awareness that it may take a while for a resolution. Where there are issues with accessing specific content, we will help identify the steps for a short term solution.

The helpdesk is staffed Monday through Friday from eight to five. If there is no answer via the phone line during business hours, we are likely in meetings. Please leave a voicemail message and we will get back to you promptly. For non-urgent issues, please report your issue through the CDL Helpline.

Most importantly, don't worry about contacting us "unnecessarily", we're always happy to hear from our campus colleagues.