We need to have a conversation about OpenURL.
A close look at a corpus of error reports from the 2013 academic year.

Ex-Libris introduced a new feature in their SFX menu that created a 'Report Broken Link' option that appears in the menus once a full-text link is clicked.

The default behavior of the button is to send a message with the exact OpenURL to a datacenter in Israel. The appropriate fix is then implemented. Sometimes it is contacting the publisher, other times it is fixed by changing parsing parameters.

You can adjust config files to have the system send that email to another address if you'd like.

To make the data more usable we created an If This Then That service to take that email and split the fields and add it to a Google Spreadsheet.

Full instructions: http://elibtronic.ca/content/20130823/tracking-sfx-error-reports-sans-effort

"You see they are controlling our minds with fluoridated water."

Incorrect metadata was responsible for most of the problems we encountered. The one thing that we couldn't directly control... at all.

Raw Data: http://hdl.handle.net/10864/10653

At least half of the time the F/T is there!