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

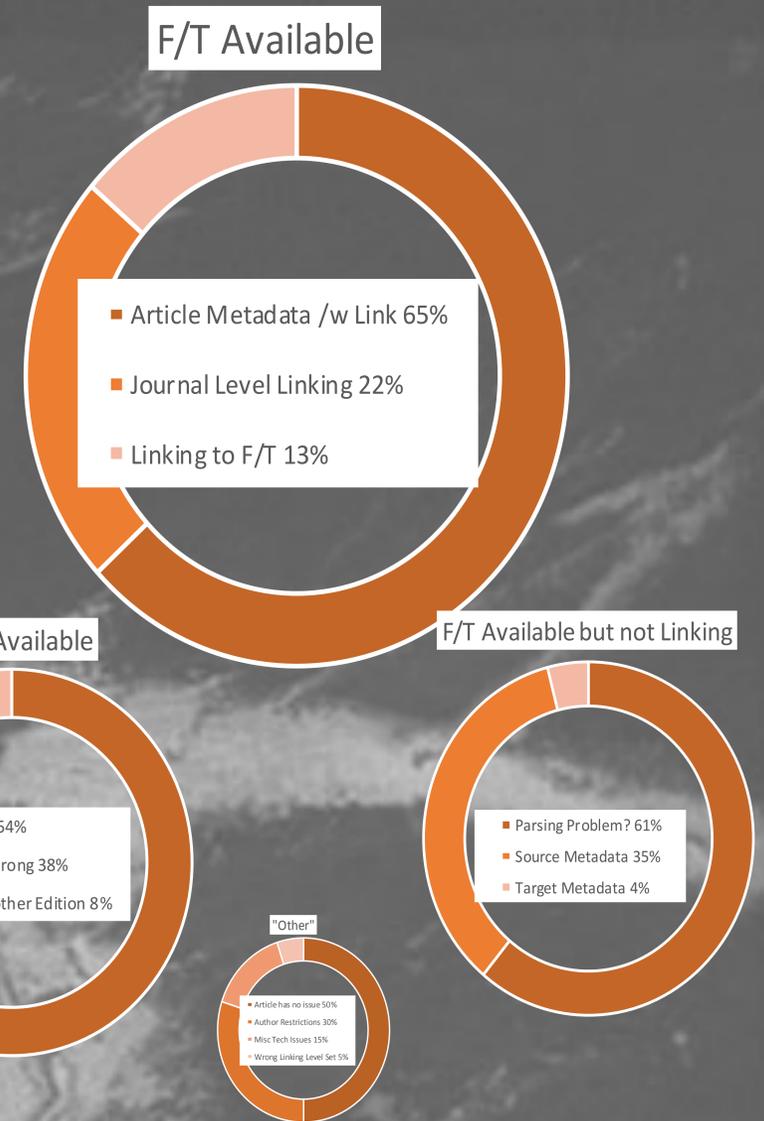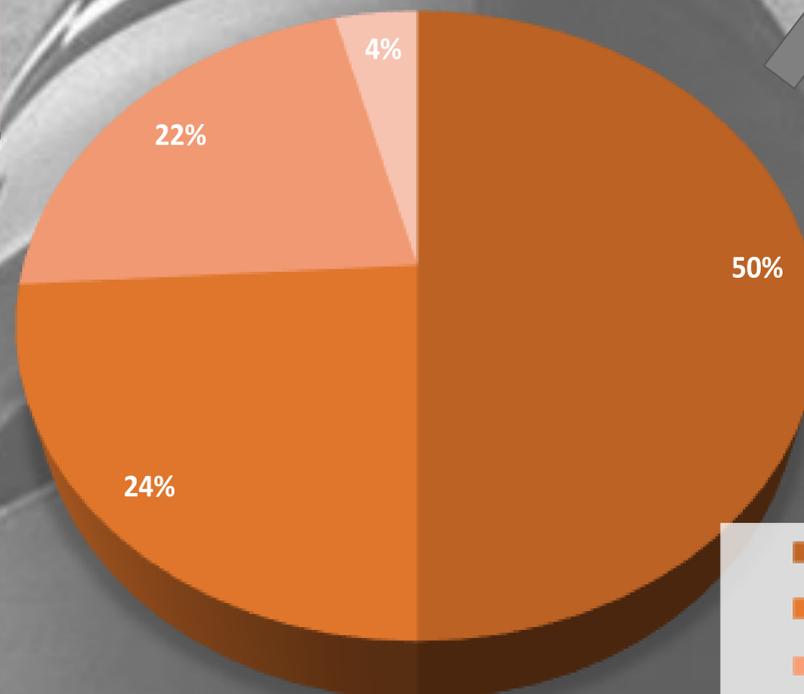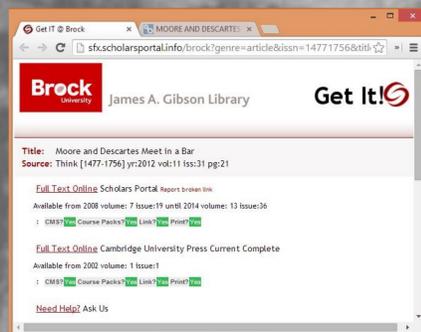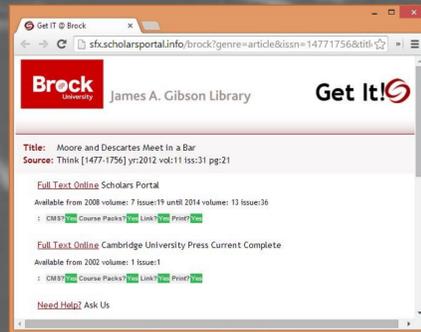## Or, How I learned to stop worrying and give up on clean metadata

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 a 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

SFX error report

"You see they are controlling our minds with fluorinated 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

F/T Available
- Article Metadata /w Link 65%
- Journal Level Linking 22%
- Linking to F/T 13%

No F/T Available
- F/T Missing 54%
- Threshold Wrong 38%
- Misleading other Edition 8%

F/T Available but not Linking
- Parsing Problem? 61%
- Source Metadata 35%
- Target Metadata 4%

"Other"
- Article has no issue 50%
- Author Restrictions 30%
- Misc Tech Issues 15%
- Wrong Linking Level Set 5%

Pie chart:
- 50% F/T Available
- 24% F/T Available but not Linking
- 22% No F/T Available
- 4% Other

Odd Ducks
- F/T Available, article metadata with link
- F/T Available but not linking, target metadata wrong
- No F/T Available, F/T Missing
- No F/T Available, Misleading other Ed.
- "Other", Author Restrictions
- "Other", Article Not Assigned an Issue

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

Tim Ribaric
Digital Services Librarian
Brock University
tribaric@brocku.ca
@elibtronic