



# Staying On Track: Using Orange Tracker to Improve User Experience with Electronic Resources



## Introduction

In November 2012, our Acquisitions and Cataloging Department began using Orange Tracker to track electronic resource problems. Orange Tracker is a service management application that maximizes collaboration and communication from the point of a problem report submission to its resolution. It also facilitates categorization, tracking, and reporting of electronic resource problems, enabling analysis and workflow planning. The reporting capabilities allow us to review categories we assign to individual problem reports. We can use this information to help in user interface assessment, or to identify the need for systematic holdings review. Orange Tracker helps us stay on track managing electronic resource problems and meeting user expectations.

## Goal: Improve UX

Electronic resource problems can be complex and varied. To improve the user experience with electronic resources, the library must:

- make problems easy to report
- maintain good communication, and
- deliver a quick, and accurate resolution

## Why Orange Tracker?

Orange Tracker was already in use at Syracuse University and distributed by campus IT. The Library's Information & Technology Services Department proposed OT for managing and documenting electronic resource problems.

## OT Speak

**Reporter** = patron or staff submitting issue

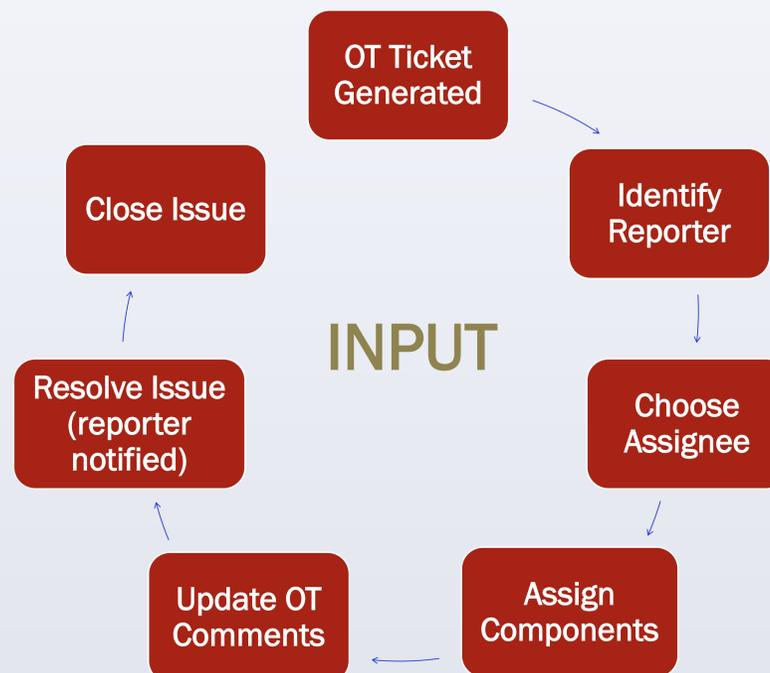
**Assignee** = staff assigned to issue

**Component** = descriptive category assigned to issue

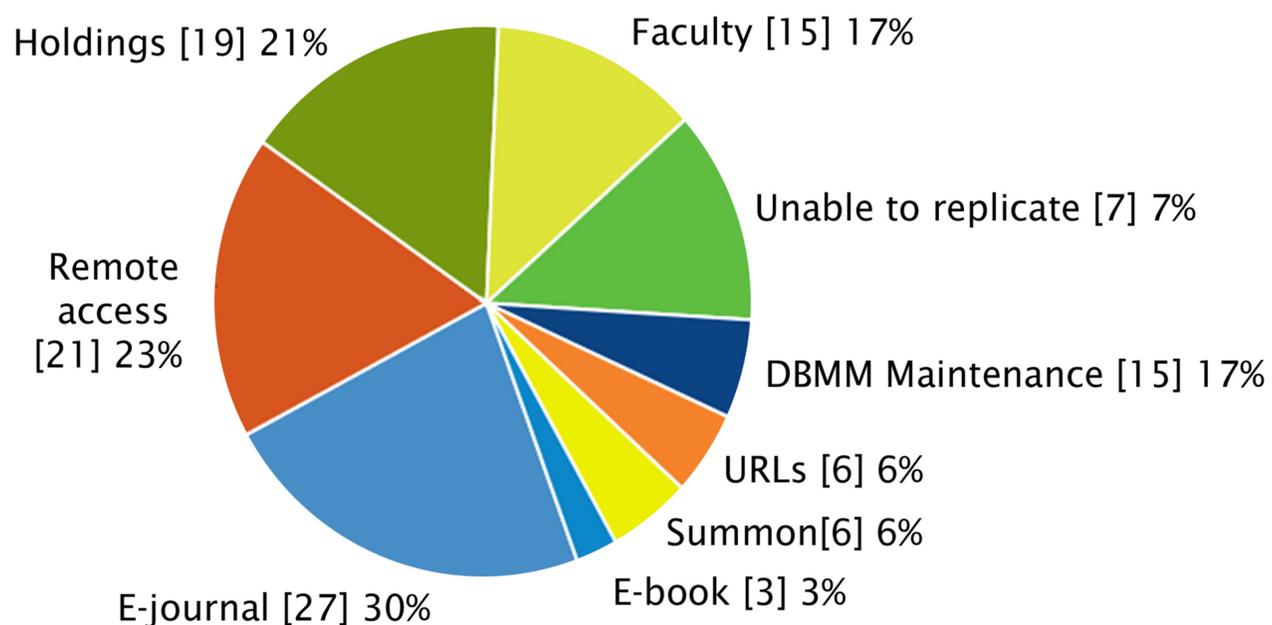
**Resolve** = fixes, refers or defers issue

**Close** = archives the issue ticket

## Documenting the Process



## Output: What Did We Learn?



Legend: component [# reported] %

## Action: Improving UX

- Review E-journal package holdings
- Request follow-up from Subject Librarians
- Suggest changes to user interface
- Update online help documentation
- Perform URL maintenance
- Review proxy configurations

## Next Steps

- Train additional assignees
- Automate input from online service request forms
- Expand component list
- Explore additional Orange Tracker functionality
- Continue to improve UX

## Additional Information

[answers.syr.edu/display/ot011/What+is+Orange+Tracker](http://answers.syr.edu/display/ot011/What+is+Orange+Tracker)

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