



TOUResolver Introduction

TOUResolver is a NISO-compliant system for providing context-sensitive links from reference databases to full text from OpenURL and non-OpenURL compliant target resources. TOUResolver goes beyond ordinary link resolvers by incorporating TDNet Tables of Contents into the knowledgebase to enhance resolver accuracy and provide the best available links to full text.

TOUResolver benefits from TDNet's optional Table of Contents service in several ways:

- TOC integration allows the link resolver to compare incoming article citation information with the article information from TDNet's TOCs, resulting in more accurate link resolution;
- When the link resolver receives an article citation with incomplete information, TOUResolver can supplement this information with data from a matching Table of Contents record;
- TOC integration allows TOUResolver to provide the best available direct article-level links to full text target resources, including OpenURL, DOI, PMID, and proprietary full text links.

TOUResolver can be setup with a minimum of work by the library staff. The system can be hosted by TDNet, eliminating the need for IT resources and infrastructure normally associated with link resolver installation and maintenance.

To begin using TOUResolver, the library simply identifies the full text databases and individual journals in their collection, and TDNet builds a custom knowledgebase of the library's holdings. The library then completes a brief registration process to activate TOUResolver in their OpenURL enabled Source databases.

TDNet can also provide data file support for OpenURL sources that require holdings information to activate a link resolver, such as Google Scholar, PubMed LinkOUT and ChemPort. We also provide activation assistance for other Sources.

How TOUResolver Works

User finds an article in an OpenURL enabled Source and clicks a TOUResolver button or hyperlink.

[Chocolate as a source of tea flavonoids](#) - Fulltext via TOUResolver
 IC Arts, PCH Hollman, D Kromhout - Lancet, 1999 - nutritionandmetabolism.com
 ... Chocolate as a source of **tea flavonoids**. Arts IC, Hollman PC, Kromhout D. The antioxidant catechin content of chocolate is four times that of **tea**. ...

The TOUResolver interface will display the following information:

Item Details

Displays the article citation details, including title, author, source, etc.

Get full text

Displays links to the full text providers available for the selected citation, based on the full text holdings in the library's TDNet knowledgebase;

- Full text links will appear in the order of the provider's ability to support article-level links
- TOUResolver will take into account online coverage dates and embargos to accurately identify the full text providers available for the selected citation.

Custom Target Links

The library can add custom "Target" links to other resources, such as linking to the catalog or sending citations to an ILL/DocDel order form.

TOUResolver Knowledgebase
 TOUResolver identifies the article citation, then checks the holdings in your knowledgebase to create a custom list of full text Target links.

The screenshot shows the TOUResolver interface. At the top left is the TDNet logo. The main content area displays the following information:

Item Details:
Title:Chocolate as a source of tea flavonoids.
Author(s): arts
Source: Lancet, The (Including British Edition) 0140-6736, vol: 354 (9177) 1999 p:488

Below the details are several rows of links for full text access:

- Get full text for this citation [Modify Search](#)
- From [ScienceDirect - Freedom Collection](#)
- From [IngentaConnect](#)
- Click here to view [Catalog](#)
- Click here to [Search TDNet Journal Manager](#)
- Check subject in [Ovid Medical Textbooks](#)
- Click here to order [Document Delivery](#)

Additional options include: Create XML file in [EndNote](#) / [Reference Manager](#) format. and [To copy a persistent URL to your clipboard, click here](#)

Journal Manager A-Z List

TOUResolver customers also have access to TDNet's Journal Manager service, which provides a central access point for browsing, searching, and accessing the library's journal resources. Library staff also gain access to an online administrator function where they can update their holdings in Real-Time, customize the appearance and functionality of the interface, and generate TDNet and COUNTER usage statistics.

Journal Manager offers an optional Tables of Contents service that provides access to a rolling archive of current TOCs for thousands of journal titles. The TOC service also adds new functionality, including:

- Browse TOCs that match your print/full text journal holdings, and expand your journal resources by adding TOCs for journals not in your collection
- Perform article title searches, as well as searches by author, volume, issue, publisher, vendor, etc.
- Link directly to the article-level (for select full text providers)

- Create profiles of “favorite” journals to receive TOC or Keyword Search Alerts via email
- Add an optional ILL/Document Delivery function to allow users to send article requests to library staff or directly to ILL/DocDel providers.

Journal Manager features detailed title information “at a glance” through the A-Z title list display. In addition to providing links to full text sources, users can see vendor/database information, online coverage dates, links to password information, print holdings links to the OPAC, and links to publisher websites. The interface also features basic and advanced search functions, and browsing & searching by LC subject.

Because TOUResolver and Journal Manager share the same knowledgebase, users are always presented with consistent and accurate information on the library’s holdings, regardless of which interface they are using.

The Knowledgebase

TDNet’s knowledgebase is a crucial part of our e-Resource Search, Access and Management tools. It includes several modules:

- Journals;
- Databases (including aggregator databases and publisher packages);
- Electronic Table of Contents;
- E-Books

TDNet’s master knowledgebase includes over 250,000 unique print and full text journals from over 15,000 publishers and 1,000 full text aggregator collections, as well as CrossRef DOI’s. TDNet tracks free Open Access titles and collections, and will also include print-only titles requested by customers. Our knowledgebase also includes over 170,000 ebooks, and growing. Thanks to a worldwide customer base, our knowledgebase is both comprehensive and global.

TDNet maintains a direct relationship with aggregators and publishers to receive data on content, coverage and link changes directly on a regular basis. Automatic weekly updates to the Knowledgebase reflect the latest changes in content, coverage and links. We also checks links weekly and update the master knowledgebase with latest data available from providers. This combined approach helps anticipating holdings changes. In addition to automatic weekly updates by TDNet, customers have access to an online Administrator for real-time adding, editing or deleting individual titles or complete collections. TDNet also offers a variety of holdings reports in various formats, including MARC, ONIX, EZ-Proxy Config, Excel, and others.

Table of Contents data for over 25,000 unique titles is built into the Knowledgebase and new eTOCs are being added monthly, a feature unique to TDNet. The TOC data uniquely enhances the ability to accurately identify resolved citations and also improves the ability of linking users directly to full text. Table of Contents data also adds optional features to the A-Z web interface, including article browsing, searching, linking, email alerting, and other valuable current awareness features.

Expanding and maintaining the knowledgebase is a dynamic process. Our extensive knowledgebase frees libraries from tedious maintenance tasks while providing the full benefits of their complete journal and database collection.

Frequently Asked Question

Is TOUResolver OpenURL 1.0 Compliant?

TOUResolver supports both the 0.1 and 1.0 OpenURL standards, and also supports the OpenURL San Antonio protocols 1 and 2.

Is TOUResolver hosted by TNet or can I install it locally?

TNet can host the service for you, or you can install the system locally on a Windows server. The hosted version is attractive for many customers who want to eliminate the need for IT resources and infrastructure normally associated with installing and maintain a link resolver.

If you prefer local installation we would need to discuss the installation with you so we can determine the correct hardware and software requirements for your library, but in general the basic installation requirements are:

Hardware (Minimum):	Dual CPU machine with 4GB RAM and 300GB of disk space.
Software:	Microsoft SQL Server 2005, Windows Server 2003 x64 (64 bit)

How do you maintain your knowledgebase?

Knowledgebase management is a critical part of the TOUResolver service. We maintain direct relationships with the major aggregators and publishers to receive data on content, coverage and link changes directly from these providers on a regular basis.

Every week we perform an automatic update of your knowledgebase to reflect the latest changes in content, coverage and links. In addition to proactively updating our "master" database with the latest data available from providers, we also perform weekly link checking. This combined approach helps us to anticipate holdings changes and implement them as quickly as possible.

In addition to our automatic weekly updates, customers have access to an online Administrator function where you can add, edit or delete individual titles or complete Collections in Real-Time.

Can I make changes to my holdings myself?

TOUResolver customers have access to an online Administrator function where you can make Real-Time changes to your holdings knowledgebase.

Adding New Titles/Collections

The library can add individual titles based on a "master" knowledgebase of over 250,000 unique journal titles. A search interface allows the administrator to quickly find journals by title, issn, publisher, and vendor. When a title is selected to be added, a context-sensitive menu of online providers will be presented to allow the library to choose the correct full text provider(s).

The title can be customized by the library to define the following fields:

- Title name;
- ISSN;
- Username & password (for Targets requiring a login for full text access);
- Coverage Start/End date;
- URL (a best available default link is automatically provided, but a custom link can be entered);
- System number (attach a bib record number to a title).

Collections such as aggregator databases and publisher packages can be added simply by selecting a provider/collection combination from a menu and clicking an Add button.

The library can customize the collection to define the following fields:

- Username & password (for Targets requiring a login for full text access – will be assigned to all titles in the Collection);
- Override Coverage Start/End date (set a coverage start/end that will apply to all titles in the collection);
- URL (a best available default link is automatically provided for each title, but a custom link can be created using a base URL combined with variable parameters, like ISSN, journal title, etc.)

Customers can also email new title lists to TDNet to be uploaded into the knowledgebase.

Remove/Edit Existing Titles/Collections

Titles or Collections that are already listed in the knowledgebase can also be edited in the Administrator function. The same data fields described above for customizing a new title addition can also be changed in existing titles. Individual titles and complete collections can also be easily deleted from your knowledgebase. All changes to the library's knowledgebase processed via the online Administrator function are automatically reflected in both the TOUResolver interface and a companion A-Z list interface called Journal Manager.

Can I customize the Resolver interface?

The online administrator function includes several options for customizing the appearance and the functionality of the TOUResolver interface;

- Add a library branding (logos, banners) and custom colors & font styles;
- Customize the data field names (and activate/deactivate data fields);
- Customize "error message" text when two common problems occur:
 - Unable to resolve citation: the Source sent the resolver inaccurate or incomplete information and therefore the resolver can't determine if full text is available;
 - No full text available: The citation was successfully resolved, but full text is not available to the library for the selected article;
- Setup custom Target links to other external resources (DocDel, etc.)

TOUResolver "Target Control"

A "Targets Display" administrator function allows you to customize how full text targets are presented to users. The options are:

- display All targets;
- only display targets that support article-level linking;
- only display one target link per aggregator;
- specify a maximum number of target links;
- bypass the resolver interface and link directly to a target selected by the system, or to a preferred target defined by the Library.

Journal Manager Interface Customization

The online administrator function also includes several tools for customizing the appearance and functionality of the Journal Manager A-Z web interface, including:

- branding options (logo, banner, custom buttons) and select button & background colors;
- add custom text to the home page display;
- select (and rename) data columns to appear in the A-Z list display;
- select default search settings.

Can I change the order in which full text links are listed in the display?

TOUResolver currently does not offer an option to customize the sorting of the full text links. Instead, TDNet has devised a system to prioritize the full text links so that Target links to full text providers supporting direct article-level links are placed at the top of the list, while providers with full text links connecting at the title-level or database-level appear at the bottom of the list. The full hierarchy that TOUResolver follows to prioritize the links is:

- article-level (PDF)
- article-level (HTML)
- Title-level
- Database-level

The advantage to this system is that links that are most likely to connect a user directly to a full text article always appear at the top of the list.

Can I get usage statistics?

The online administrator function includes powerful tools for tracking usage of the Discovery Resolver interface, the A-Z web interface, and tracking usage by title, publisher, vendor, and more. The Statistics Report Generator includes:

- Overall Usage Summary
 - Includes breakdowns of Resolver activity, including:
 - # citations with full text targets;
 - # of "failed" links due to incomplete/inaccurate Source data;
 - # of citations where full text was not available
 - # of redirects to custom target links
- Journal Counts (numerical breakdown of titles)
- Usage by Vendor (stats per Collection: aggregator database or publisher package)
- Usage by Publisher
- Usage by Journal
- Usage by Unique IPs;
- Peak Usage Times

COUNTER Statistics Reports

Counter1 compliant statistics reports can also be generated, including:

- Total Searches and Sessions by Month and Services
- Number of Successful Full Text Article Requests by Month and Journal
- Total Sessions by Month and Collection
- Total Sessions by Month and Publisher

- Number of Successful Item Requests by Month, Journal and Page-Type

Reports are created online and can also be downloaded as Excel files.

Can I link users to print holdings in my library catalog?

TOUResolver customers have two options for presenting print holdings information to their users. The TOUResolver “custom target” administrator function allows the library to create a link to the catalog based on the OpenURL standard, or based on a link using a variable parameter like journal title, ISSN or ISBN. When a custom target link to the catalog is implemented, a link to the library catalog will appear in every citation that is resolved that contains an ISSN, ISBN, or whatever other variable (such as journal title, book title, etc.) that is used in the link structure.

Another option is to include a list of your print journal holdings in your TDNet knowledgebase. TOUResolver will then check incoming citations against the print holdings information recorded in your knowledgebase. If you have print access, the TOUResolver intermediary interface will include a link to your catalog. If you do not have print access, the intermediary screen will display a message indicating that the title is not in the library’s catalog.

Can I process ILL/DocDel order requests via TOUResolver?

TOUResolver can be easily customized via the online administrator function to link to your ILL/DocDel provider. For systems like Voyager or Illiad that support OpenURL linking, a Custom Target link can be added to the resolver interface that will transmit the article details to the provider and “fill out” an online order form.

Custom Target links using a base URL and a variable parameter (issn, isbn, title, system number) can also be setup for systems that do not support OpenURL linking. Once the custom Target link is in place, the link will appear in the interface each time a citation is resolved.

TDNet ILL/Document Delivery Order Processing Service

An optional ILL/DocDel Order Processing Service is available that offers additional features for processing article order requests. With this option you can control when the option to order an article is made available to a user:

- Allow in all citations
- Only allow when full text is not available;
- Only allow when full text and print holdings are not available
- Allow article ordering via multiple DocDel providers;
- Send article requests to library staff via email.

Another benefit of the TDNet ILL/DocDel Order Processing Service is that article orders can be processed via the Journal Manager A-Z interface, and through the TOC and Keyword Alert emails that can be setup by users via Journal Manager.

Can I resolve eBook citations with TOUResolver?

eBook Manager provides tools for accessing, resolving, and managing your eBook holdings. Users can search and access eBooks, or perform simultaneous searches of journals and books through the available integration with TDNet's Journal Manager service. Users can also access eBook content through TOUResolver, TDNet's OpenURL link resolver. A comprehensive eBook knowledgebase features automatic aggregator and publisher collection updating.

eBook Manager supports searching for:

- Books
- Combined Book & Journal search
- Search by subjects (as classified by library)
- Search via an independent book search screen