



# Turning Rocks Into Diamonds

GALILEO Troubleshooting



**Stop us for  
questions any  
time!**

# **GALILEO Troubleshooting Categories**

- Troubleshooting basics: Mike
- Authentication and Access: Russell
- Useful user facing tools: Jef
- Administrative know how: Mike

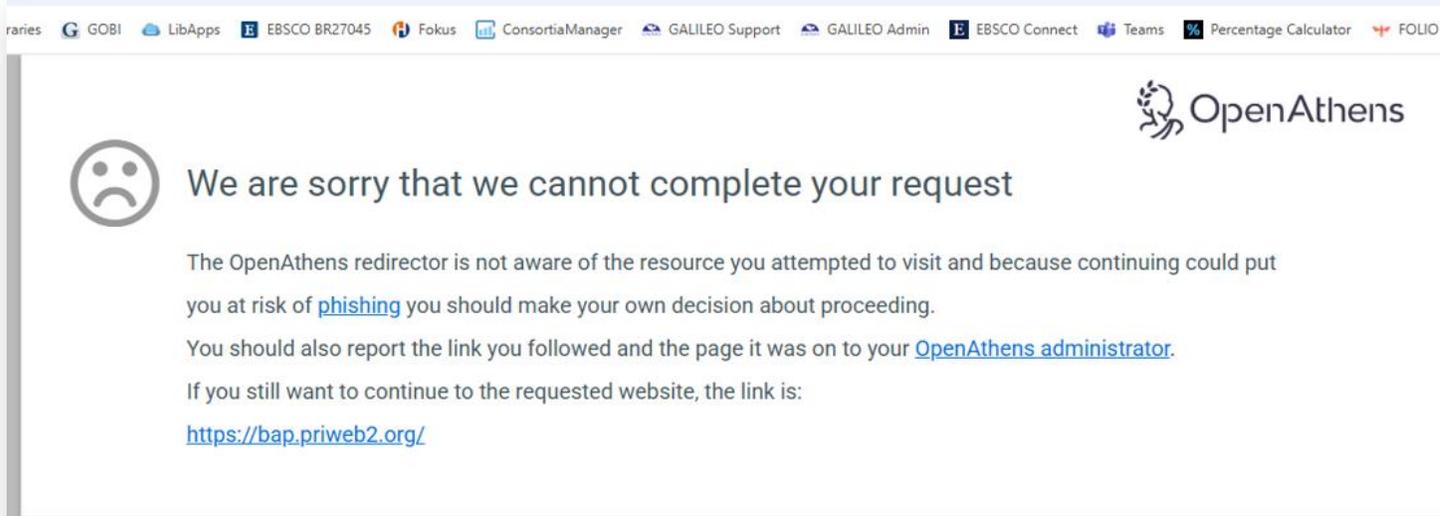
# Troubleshooting Basics

- Error messages
- Screen captures
- GALILEO Support Request Form

# Error Messages / Screenshots

- When submitting support tickets, please include an error if you're receiving one.
- Be as detailed as possible in the ticket, including steps to replicate the error, and if the error is for on-campus or off-campus users.
- Are others receiving the error too or only you?
- Is the error happening for a particular item? If so, please include the details about that item (title, permalink to item, etc).
- While it's helpful to know what the error says, it's even better to have a screenshot. A screenshot will allow us to know what service / vendor is giving the error (e.g.: GALILEO, EBSCO, OpenAthens, etc).
- You can also take a screen capture of the workflow to receive the error.
- Windows and Apple have their own screenshot tools, but free tools are: SnagIt (screenshots) Lightshot (screenshots), TechSmith Capture (screenshot and screen capture), and TinyTake (screenshot and screen capture).

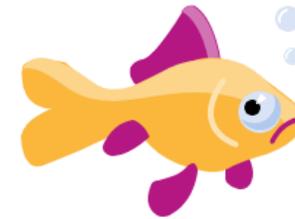
# Error Messages / Screenshots



The screenshot shows a web browser window with the OpenAthens logo in the top right. The main content area features a sad face icon on the left and the following text: "We are sorry that we cannot complete your request". Below this, it states: "The OpenAthens redirector is not aware of the resource you attempted to visit and because continuing could put you at risk of phishing you should make your own decision about proceeding." It then advises: "You should also report the link you followed and the page it was on to your OpenAthens administrator." Finally, it says: "If you still want to continue to the requested website, the link is: <https://bap.priweb2.org/>".

## 400

The URL you are using may contain an error. Please try again or contact your institution for assistance.



### Error Details:

Error: custid: : The request is missing a required parameter, includes an invalid parameter value, includes a parameter more than once, or is otherwise malformed.



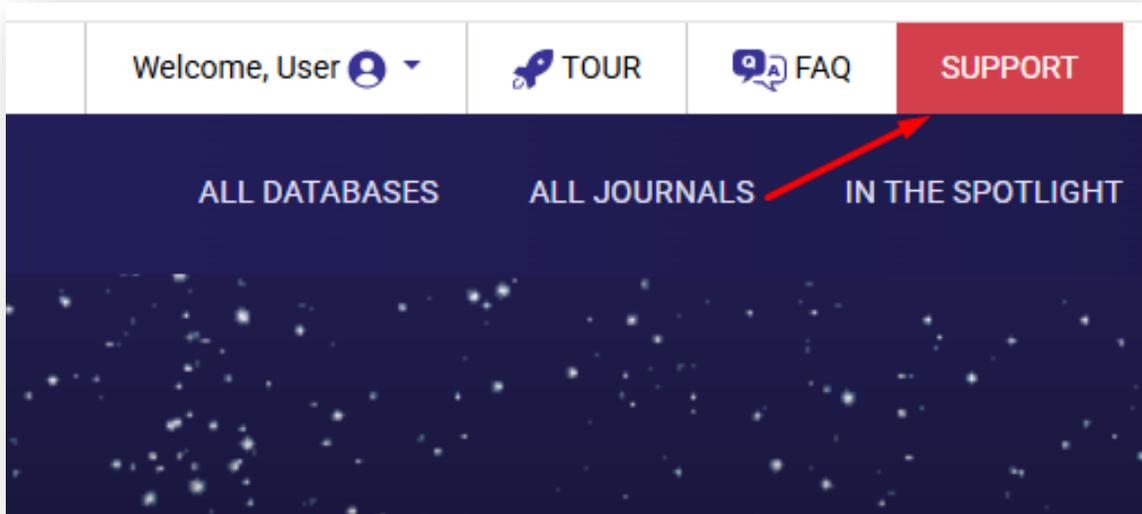
The screenshot shows a dark blue background with a globe graphic. At the top, it says "Georgia's Virtual Library GALILEO An Initiative of the University System of Georgia". In the center, the number "503" is displayed in large white font, with "SERVICE UNAVAILABLE" written below it. At the bottom, a message reads: "We're sorry, something went wrong and we can't load the page. Please try again later, or check the [GALILEO Status Page](#)."

## Sign in

Access provided by UNIVERSITY OF NORTH GEORGIA.  
Want to sign in to another institution? [Find your institution](#).

❗ **Something went wrong.**  
We are not able to verify your IP address. Please find your institution or contact your library for assistance.

# GALILEO Support Request Form



**Need Research Help?**

Staff at your [library](#) can help you identify the most useful databases, formulate an effective search strategy, and locate more resources on your topic.

**DIDN'T ANSWER YOUR QUESTION? CONTACT US.**

FOR TECHNICAL ISSUES	FOR OTHER ISSUES
Support Questions For technical questions or issues related to GALILEO access to GALILEO support.	General Questions/Concerns For general questions or comments to GALILEO staff.
<a href="#">Contact Support Services</a>	<a href="#">Contact Customer Relations</a>

## Support Services Contact Form

Institution: Athens Regional Library System (ath1)

Full Name \*

Please enter your first and last name

Phone Number \*

Please enter your phone number

Email \*

Please enter your email address

What are you contacting us about? \*

Database

Start typing the troublesome database name

Description \*

Describe your question or issue. If possible, please provide an example and steps for how to reproduce the issue.

Are you seeing an error message?

Please copy/paste the text of any error message you are seeing. It is also helpful to know the URL where you are seeing this problem. This helps us diagnose your problem. If possible, attach a screenshot of the issue below.

Attachment

Choose File No file chosen

Attach any documents related to your question/issue including screenshots. Accepts: .gif, .jpg, .png, .txt, .doc, .docx, .pdf, .xls, .xlsx, .csv, .zip

Attachment

Choose File No file chosen

Attachment

Choose File No file chosen

# Useful User Facing Tools

- Express Links

[https://www.galileo.usg.edu/pub1/sharable\\_links/full](https://www.galileo.usg.edu/pub1/sharable_links/full)

## Shareable Links

Shareable links are persistent links to pages like the GALILEO Databases A-Z list. These links can be shared on a web page, bookmarked, added to a learning management system page, etc. Users may be prompted to login prior to accessing GALILEO views or databases from the A-Z lists.

### Shareable Links to Public Libraries Views

Shareable links are provided for each of the Public Libraries views available in GALILEO. These links provide direct and persistent access to the views so that librarians can provide a link to a grade level appropriate GALILEO site for their users. Each view contains a customized search and links to databases for that age group.

#### GALILEO Homepage - Elementary School View

Shareable Link 

#### GALILEO Homepage - Middle School View

Shareable Link 

#### GALILEO Homepage - High School View

Shareable Link 

#### GALILEO Homepage - Full View

Shareable Link 

### Shareable Links to Public Libraries Databases A-Z Lists

The A-Z List shareable links provide direct access to the A-Z list of databases for each of your institution's Public Libraries views. Each list is customized to meet the information needs for that age range. Shareable links provide a simple way to share grade level specific GALILEO databases on your library website. When off campus, users will be prompted to login when they access a specific database from the list.

#### Databases A-Z for Elementary School View

Shareable Link 

#### Databases A-Z for Middle School View

Shareable Link 

#### Databases A-Z for High School View

Shareable Link 

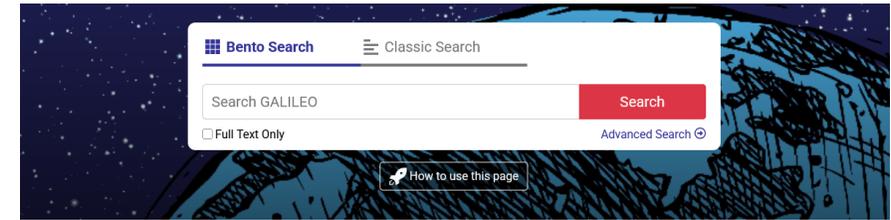
#### Databases A-Z for Full View

Shareable Link 

# Useful User Facing Tools

- Embedding GALILEO Search Widget

<https://www.galileo.usg.edu/pub1/embed/full>



**Search GALILEO (Bento)**

Bento Search Classic Search

Search GALILEO (Bento) Search

Advanced Search

  
www.galileo.usg.edu

To embed the above search box, cut and paste the following into your HTML page.

```
<div id="686cfded-dd58-4aad-a26c-3de19625f528"></div>
<script src="https://www.galileo.usg.edu/jvascript/search_galileo.js"></script>
<script>
search_galileo({
  "id": "686cfded-dd58-4aad-a26c-3de19625f528",
  "institute": "pub1",
  "profile": "gpls_pines",
  "bento_search": 1,
  "view": "full",
  "advanced": 1,
  "home": 1
});
</script>
```

**Search GALILEO (Classic)**

Bento Search Classic Search

Search GALILEO Search

Advanced Search

  
www.galileo.usg.edu

To embed the above search box, cut and paste the following into your HTML page.

```
<div id="15311296-235e-4ca2-ad82-43dcd6a0ae6"></div>
<script src="https://www.galileo.usg.edu/jvascript/search_galileo.js"></script>
<script>
search_galileo({
  "id": "15311296-235e-4ca2-ad82-43dcd6a0ae6",
  "institute": "pub1",
  "profile": "gpls_pines",
  "advanced": 1,
  "home": 1
});
</script>
```

 <p><b>GALE LEGALFORMS</b> User-friendly resource with access to legal forms and is useful for filing patents and trademarks, developing leases, delegating power of attorney, creating bills of sale, divorce and more</p>	 <p><b>DIGITAL LIBRARY OF GEORGIA</b> A gateway to Georgia's history and culture found in digitized books, manuscripts, photographs, government documents, newspapers, maps, audio, video, and other resources.</p>	 <p><b>ANCESTRY LIBRARY EDITION</b> A collection of databases that includes U.S. Census records, draft cards, birth and marriage records, diaries, historical photos and maps, newspapers and magazines and more for genealogy research (In Library Use Only)</p>
 <p><b>EBSCO EBOOKS PUBLIC LIBRARY COLLECTION</b> An e-book collection of titles chosen specifically for public libraries, featuring fiction titles and best-selling and recommended titles from industry leading publishers.</p>	 <p><b>MÁNGO LANGUAGES</b> An online language-learning system teaching skills for many languages, such as Spanish, French, Japanese, Brazilian, Portuguese, German, Mandarin Chinese, Greek, Italian, Russian, and more.</p>	 <p><b>NOVELIST PLUS</b> A tool for finding new books and audiobooks based on reader interests or other books they've read with access to fiction and nonfiction book reviews</p>

<p><b>ABOUT GEORGIA PUBLIC LIBRARY SERVICE</b></p> <p>Georgia Public Library Service</p> <p>PINES</p>	<p><b>GALILEO NEWS</b></p> <p>Affordable Learning Georgia Awards \$471K in Latest Grant Round</p> <p>Even in These "Interesting Times," GALILEO Helps Libraries be the Solution</p> <p>New ALA Associate Executive Director to Headline GALILEO Conference</p> <p>Deadline Extended: GALILEO Conference Call for Proposals</p> <p>GALILEO Launches 30th Anniversary Student Art Contest</p> <p>View More News</p>
<p><b>TOOLS</b></p> <p>Embedding a GALILEO Search Box</p> <p>Shareable Links</p> <p>ZoteroBib (Bibliography Generator)</p>	<p><b>GALILEO SYSTEM ALERTS</b></p> <p>There are no system status alerts.</p>

# Useful User Facing Tools

- Embedding / Linking to Bento Boxes

## Shareable Links to Public Libraries Bento Search Pages

The Bento Search shareable links provide direct access to the bento search pages for each of your institution's Public Libraries views. Each page is customized to meet the information needs for that age range. Shareable links provide a simple way to share grade level specific GALILEO bento search access on your library website. When users are off site, they will be prompted to login before searching.

### Bento Search Pages for Elementary School View

[Databases](#) [eBooks](#) [Encyclopedia](#) [News](#) [Magazines](#)

### Bento Search Pages for Middle School View

[Databases](#) [Journals](#) [Scholarly Articles](#) [Encyclopedia](#) [eBooks](#) [News](#)  
[Magazines](#) [Primary Sources](#) [Media](#) [Points of View](#)

### Bento Search Pages for High School View

[Databases](#) [Journals](#) [Scholarly Articles](#) [Encyclopedia](#) [eBooks](#) [News](#)  
[Magazines](#) [Primary Sources](#) [Digital Library of Georgia](#) [Media](#) [Points of View](#)

### Bento Search Pages for Full View

[Databases](#) [Journals](#) [Scholarly Articles](#) [Encyclopedia](#) [eBooks](#) [Print Materials](#)  
[News](#) [Magazines](#) [Primary Sources](#) [Digital Library of Georgia](#) [Consumer Reports](#)  
[Media](#) [LearningExpress](#) [Points of View](#)

# Useful User Facing Tools

- Embedding / Linking to Bento Boxes

The screenshot shows the GALILEO eBooks search results page. The header includes the GALILEO logo with the tagline 'IMAGINE. DISCOVER. EXPLORE.' and navigation links for 'ALL DATABASES' and 'ALL JOURNALS'. The search results are for 'Sports Car' and show three items:

- 1 Beach Sports Car.**  
Oxenham, Darlene; Morgan, Sally  
2015  
Summary: When Annie's dad promises her a beach sports car, she imagines a bright red hotrod with racing stripes. All her school friends will be so jealous! But when her gift turns out to be Dad's battered old bomb car instead, Anne realizes it will take a lot of effort to turn it into the automobile of her dreams...  
Full Text Finder | Access Through Ebook Central
- 2 Sports car and competition driving.**  
Freire, Paul  
2016  
Access Through Ebook Central
- 3 Sports Cars**  
Denny Von Finn  
2010  
Sports cars are one or two-passenger vehicles that have a low center of gravity and steering designed for precise control at high speeds. Young learners will explore the history of sports cars, the parts that make up a sports car, and how they are used in racing.  
PDF eBook Full Text

On the left side, there is a 'Limit your search' section with filters for Publication Date (Past year, Past 5 years, Past 10 years, Custom Range), Subject, Lexile Range, Publisher, Language, Geography, and Database.

# Useful User Facing Tools

- Embedding / Linking to Bento Boxes

The screenshot displays the GALILEO database interface. At the top left, the GALILEO logo is visible with the tagline 'IMAGINE. DISCOVER. EXPLORE.'. The main header area includes navigation links for 'ALL DATABASES' and 'ALL JOURNALS'. A central search results page is shown, featuring a 'Permalink' dialog box overlaid on top. The dialog box contains two sections: 'Permanent link for this exact search:' with the URL 'https://www.galileo.usg.edu/cit1/bentos/ebooks?q=Sports+Car' and a 'Copy' button; and 'Permanent link to eBooks bento:' with the URL 'https://www.galileo.usg.edu/cit1/bentos/ebooks' and another 'Copy' button. Below the dialog box, the search results are displayed, including a 'Limit your search' sidebar with filters for 'Publication Date' (Past year, Past 5 years, Past 10 years, Custom Range) and 'Subject'. The main results list includes '1. Beach Sports Car.' by Oxenham, Dariene; Morgan, Sally (2015), '2. Sports car and competition driving.' by Freikre, Paul (2016), and '3. Sports Cars' by Denny Von Finn. Each result includes a summary, a 'Full Text Finder' icon, and an 'Access Through Ebook Central' button. The background shows search navigation controls like 'All Bento Results', 'Previous 1 - 20 of 133,117 Next', and 'Sort by Relevance'.

# Useful User Facing Tools

- Express Links for specific Databases

The screenshot displays a library database interface with three database entries. The first entry, 'Book Collection: Nonfiction', is highlighted with a red circle around its share icon and a 'More Info' button. A modal window is open, showing the 'Express Link' for this collection as `https://www.galileo.usg.edu/express?link=zbnf&inst=oit1`. The modal also includes a 'Copy' button and a close 'X' icon. The other two entries, 'Consumer Health Reference eBook Collection' and 'eBook 6-8 Collection (EBSCO)', are also visible with their respective share icons and 'More Info' buttons.

**Book Collection: Nonfiction**   
Nonfiction book chapters for students  
[More Info](#)

**Consumer Health Reference eBook Collection**   
eBooks, health  
[More Info](#)

**eBook 6-8 Collection (EBSCO)**   
A multidisciplinary eBook collection for students in grades 6-8.  
[More Info](#)

Express Link for Book Collection: Nonfiction ×

Express Link

`https://www.galileo.usg.edu/express?link=zbnf&inst=oit1` [Copy](#)

# Useful User Facing Tools

- New! Capturing links to items (eBooks, articles, etc.) in the new EBSCO User Interface  
[https://connect.ebsco.com/s/article/Sharing-Articles-and-eBooks?language=en\\_US](https://connect.ebsco.com/s/article/Sharing-Articles-and-eBooks?language=en_US)

Sports Cars

All filters (1) Full Text Peer Reviewed All time eBooks Advanced search

1

eBook

**Sports Cars**

By: John Hamilton • In: Speed Zone, 2013 • eBook Collection (EBSCOhost)

Ready. Set. Read! **Sports Cars** brings the sleek side of racing to the reader in large, full-color photographs that explain and visualize the history, capabilities, and technology of these exhilarating machines. Aligned to Common Core Standards.

Subjects: JUVENILE NONFICTION / Sports & Recreation / Extreme Sports; JUVENILE NONFICTION / Sports & Recreation / JUVENILE NONFICTION / Transportation / Cars, Trucks & Buses; Sports cars--Juvenile literature

Access Now (eBook) More like this

Cite Add to project Share Download

Share

eBook  
**Sports Cars**  
John Hamilton  
2013

Share Email

Google Drive OneDrive Create link

Close

# Authentication and Access

- OpenAthens resource setup workflow
- OpenAthens redirector link generator
- SSL Certificates
- Vendor timeouts / Session timeouts
- Asked to login on site/in the library/IP Updates

# OpenAthens Resource Setup

- As simple as a support request to GALILEO
- Your tasks:
  - If proxy: share your proxy IP with the vendor
  - If federated, share the following info with vendor:
    - EntityID
    - Scope
    - OpenAthens ID
- FYI, but can be challenging to interpret:
  - <https://www.openathens.net/compatible-providers/?search=&langs%5B%5D=en>

# Preferences > Organization

 Details

 Administrators

 Notes

 Activity

## Organisation public ID

OpenAthens ID 70933475

Entity ID <https://idp.chattahoocheetech.edu/openathens>

Scope [chattahoocheetech.edu](https://chattahoocheetech.edu)

IP 188.92.139.253

# Need to make a link “Athenized?”

- If you capture a link, test it, and it isn't prompting for offsite access:
- <https://go.openathens.net/generate/>
  - Choose your institution
  - Enter the current link/capture the new link
  - Test

# I got a scary e-mail from OpenAthens and it sounds scary

## OpenAthens Functions At Risk - Local Connection Certificate Expiry

[noreply@openathens.net](mailto:noreply@openathens.net)

We are getting in touch to talk to you about your local SAML directory connection called YHC Azure. The certificate for this connection is due to expire on 07 June 2025.

We recommend that you contact your IT team or the group responsible for your local directory regarding this to ensure any associated certificates are updated. Once this certificate is updated within your local directory you can follow the below steps to ensure this is also updated within the admin area.

1. Go to

<https://nam02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fadmin.openathens.net>

2. Select the previously mentioned local directory connection from the list on the left

3. If the 'metadata URL' field is empty, request this from your IT team

4. Click the refresh icon next to the 'metadata URL' field

# SSL certificates

- A piece of the connection between your institution's identity system and OpenAthens that enables encryption and keeps everything secure
- “Certs” as we call them, need to be updated periodically
- This is usually a VERY simple process
- We do involve your local IT staff
- What to do? If you get this e-mail do you?
  - A: Email Russell immediately? Or
  - B: submit a GALILEO support request
- We get/see the emails, too, but it never hurts to be proactive

# Vendor timeouts

- OpenAthens Session: 8 hours
- EBSCO Session: 20 hours
- ProQuest Session: 30 minutes, 5-minute warning
  - Ebook Central 30 minutes, 5-minute warning
- There was a problem last year that made it seem as if you had timed out before you even entered the database (K-12, PK-12) but that has since been resolved

# Patrons are asked to log in to a database while in the library. Why???

- 99/100 there is a new IP or IP range that needs to be added
- Check with your IT staff
- Submit a GALILEO Support request
- There can be issues with accounts and other problems

# Administrative Know How

- Adding local content to GALILEO & Discovery (Search)

# From the Audience Survey:

- Incorrect citations generated by EDS's "cite" feature
- ProQuest eBooks not loading directly from a GALILEO search
- Customizing searching options, the former process was more user friendly
- Incorrect citations generated by EDS and Primo; incorrect e-resource coverage information
- We have occasionally come across issues with logging in off site for our patrons
- Search engine still include things not wanted. Full text docs are not always full text
- The new look of GALILEO has led to some issues with narrowing down searches, such as page limits. After reaching the initial search results page, getting back to the page where you can narrow further the results is difficult and often leads to loss of search results or having to start over
  - Looked into page limits—not in EDS, but in some EBSCOHost databases (Academic Search Complete)

# ProQuest eBooks



## Full Text Finder Results

Chapter

### Scrap Happy Quilting : 11 Projects From Wall Hangings to Bed Quilts.

Published: Scrap Happy Quilting: 11 Projects from Wall Hangings to Bed Quilts, 2013

By: Ehrlich, Laura

ISBN: 978-1-59635-653-5

Not what you're looking for? [Try revising your request](#)

Resources located for this citation

 [Find Scrap Happy Quilting: 11 Projects from Wall Hangings to Bed Quilts from EBSCO eBooks.](#)

 [Search publications by ISBN](#)

 [Search publications by ISBN](#)

 [Search publications by ISBN](#)

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# Why the extra clicks?

- Ebook Central is not natively available for activation in the EBSCO Discovery Service
- We manually add it and update it using a “custom catalog”
- Uses intermediary service called Full Text Finder as the link resolver

# Citations

- The computer-generated citations are only as good as the metadata in the record
  - A LOT of metadata from different publishers
- Suggested to EBSCO: This is a good use for an AI based tool
- Under consideration
- User education:
  - A head start, guidance, not a final product
  - With any computer-generated citation information, users should check against the source of truth (manual) prior to submitting work

# Limit by number of pages/page length

- Not available in the EBSCO Discovery Service
  - Not sure that it ever was? Again, metadata....lots of it, can make it difficult to reconcile that level of granularity
- It is available in some EBSCO databases
  - Example: Academic Search Complete

# Page Limits in Academic Search Complete

Return to GALILEO



MyEBSCO

## My dashboard ^

- Projects
- Saved
- Recent activity
- Holds & checkouts
- Alerts

## Research tools

- New search
- Publication Finder
- Help
- Publications authority
- Subjects authority

## Links

- GALILEO
- Contact GALILEO

- Full Text
- References Available
- Peer Reviewed
- Cover Story

### Publication Date

- All time
- Past 12 months
- Past 5 years
- Past 10 years
- Custom range

### Publication

### Publication Type

### Document Type

### Language

### Number of Pages

- All
- greater than
- less than
- equal to



Search

# Starting Over

- Use native navigation buttons: bento and classic
- In both bento and classic, the back button shouldn't erase previous searches/results

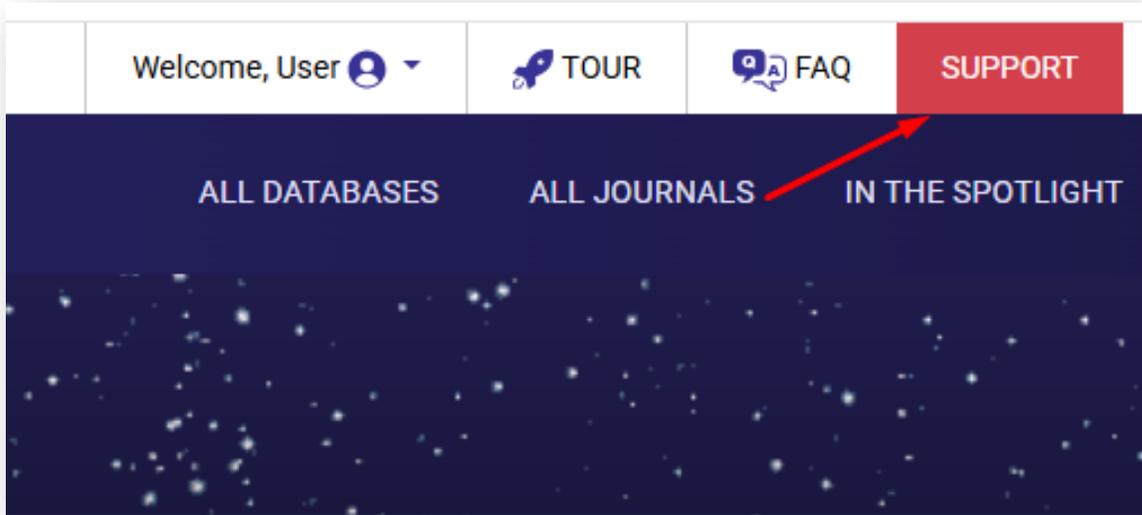
The screenshot shows the GALILEO search interface. At the top left is the GALILEO logo with the tagline 'IMAGINE. DISCOVER. EXPLORE.'. At the top right are links for 'ALL DATABASES' and 'ALL JOURNALS'. Below the logo is a search bar containing the text 'quilting' and a red 'Search' button. To the left of the search bar is a link '← All Bento Results' with a purple arrow pointing to it. To the right is a 'Permalink' link with a share icon and a purple arrow pointing to it. Below the search bar are options for 'Full Text Only' and 'Classic Search'. Navigation controls include '« Previous 1 – 20 of 5,117 Next »', a page size selector, and a 'Sort by Relevance' dropdown. A sidebar on the left titled 'Limit your search' shows a 'Publication Date' dropdown with options for 'Past year', 'Past 5 years', and 'Past 10 years'. The main content area displays a search result for '1. Quilting 101 : master basic skills and techniques easily through step-by-step instruction.' with a 2011 publication date, a summary, and a thumbnail image of the book cover. A link for 'Access Through Ebook Central' is provided at the bottom of the result.



# Questions?

- [russell.palmer@usg.edu](mailto:russell.palmer@usg.edu)
- [jef.whatley@usg.edu](mailto:jef.whatley@usg.edu)
- [mike.white@usg.edu](mailto:mike.white@usg.edu)

# GALILEO Support Request Form



**Need Research Help?**

Staff at your library can help you identify the most useful databases, formulate an effective search strategy, and locate more resources on your topic.

**DIDN'T ANSWER YOUR QUESTION? CONTACT US.**

FOR TECHNICAL ISSUES	FOR OTHER ISSUES
Support Questions For technical questions or issues related to GALILEO access to GALILEO support.	General Questions/Concerns For general questions or comments to GALILEO staff.
<a href="#">Contact Support Services</a>	<a href="#">Contact Customer Relations</a>

## Support Services Contact Form

Institution: Athens Regional Library System (ath1)

Full Name \*

Please enter your first and last name

Phone Number \*

Please enter your phone number

Email \*

Please enter your email address

What are you contacting us about? \*

Database

Start typing the troublesome database name

Description \*

Describe your question or issue. If possible, please provide an example and steps for how to reproduce the issue.

Are you seeing an error message?

Please copy/paste the text of any error message you are seeing. It is also helpful to know the URL where you are seeing this problem. This helps us diagnose your problem. If possible, attach a screenshot of the issue below.

Attachment

Choose File No file chosen

Attach any documents related to your question/issue including screenshots. Accepts: .gif, .jpg, .png, .txt, .doc, .docx, .pdf, .xls, .xlsx, .csv, .zip

Attachment

Choose File No file chosen

Attachment

Choose File No file chosen