An undergrad found an article citation through Web of Science for a journal we subscribe through via LexisNexis. She clicked the SFX button in Web of Science, and refined the search in the LexisNexis interface and then got no results. She wanted to know how if we actually have access to the article and if so, how to get it. A student came by the circ. desk at Hayden asking where an instructional class was being held. He said it was a session that was going to show his class how to use the library's resources. It was the morning of the latest snow storm, so there weren't many staff in the buil ...
What did you do for the person seeking help?
First we went through the same path she used, and got the same results. I tried to IM Courtney and Tracy, but got no replies. I was about to refer the student to Ask Us when, fortunately, Michael walked by, and had a minute to help. The article was Jan. 2013, so we checked Vera to see about what years we subscribe to. There were no dates for our subscription listed there, but because the provider was LexisNexis, Michael thought there might be an embargo on recent issues of the title (Materials World). Michael suggested to the patron that she submit an ILB article request, and note that a lib ...

Any other thoughts, comments, suggestions?
It would be helpful if the Librarians would update their availability on IM so that desk staff can be sure to get help from someone who is actually available. Only these three were on IM at 10am on a weekday. Since I was not on the desk this did not interfere with desk operations. I felt that local, in-person service was most appropriate. When I later had a chance to chat with Anita, she sent me to this form and also told me about another resource which I'll look at and communicate to the user.