

Summon Linking

A guide on best practices for configuring and troubleshooting links in Ex Libris' Summon.

What is it?

This toolkit is designed to provide you with best practices and resources to optimize linking in your Summon discovery layer.

Who should use this toolkit?

This toolkit is a good resource if you are running into one of the following challenges:

- Linking to a specific content provider's resources
 - Users are not being taken directly to an article, but end up on an intermediary page
 - Links are not working in general
 - Having issues with catalog/institutional repository links
 - When clicking through to a linking source, you are not receiving the linking source you expect
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Background Information

IEDL (Index Enhanced Direct Linking) - Uses provider-specific metadata to build links to content.

OpenURL - Uses resource-specific metadata to build links to content using OpenURL protocol.

Catalog - Uses library-specific metadata to build links to catalog content.

Institutional Repository - Uses repository-specific metadata to build links to Institutional Repository content.

If you would like more information on these linking types, please refer to the following articles:

- [Index Enhanced Direct Linking in Summon](#)
- [Linking to Abstracting & Indexing Content](#)
- [Linking to Catalog Records](#)
- [Linking to Institutional Repositories](#)

- [Summon & 360 Link: Index Enhanced Direct Linking Special Providers](#)
- [360 Link: Resources That are Linked Directly in Results](#)

Steps to Take if You Run Into Linking Issues

Collect Specific Examples & File a Support Ticket

You'll want to collect 3 to 6 examples of specific linking challenges/issues with the following information:

- Results Metadata for the result causing the problem (title, author, dates, journal/book/resource, etc.)
- Summon URL for results page that lead to the linking error
- URL to provider article
- Screenshots of both the Summon results page and the user lands on when trying to access the item
- If requested by Support, a test login for your proxy server

Send your collected examples to Support by [filing a ticket via the Support Portal](#), if you are having issues accessing the Support Portal AFTER attempting a password reset, email information.systems@exlibrisgroup.com

If it is a provider-specific linking issue check the following:

- If you have 360 Link, [check your Link 2.0 settings](#)
- If you've contacted the third-party provider, please provide Support with any information or feedback that the content provider gave you.
- If you have 360 Link, also check the list of IEDL Special Providers common providers who need a specific configuration include:
 - [Apabi](#)
 - [Boom Juridische uitgevers](#)
 - [Ebook Central](#)
 - [Ebrary](#)
 - [Editions ENI](#)
 - [eLibro](#)
 - [Films Media Group](#)
 - [Gale](#)
 - [Infobase Publishers, Inc.](#)
 - [Infobase Publishers, Inc. - Films on Demand](#)
 - [Jane's Information Group](#)
 - [Knovel*](#)

- [Moazine](#)
- [Naxos International \(Far East\)](#)
- [NetAdvance](#)
- [Nichigai Associates, Inc.](#)
- [Psychotherapy.net](#)
- [Skillsoft Books](#)
- [Teton Data Systems Stat!Ref Database*](#)
- [Toyo Keizai, Inc.](#)

Further Information

For more information please refer to the following articles:

- [Summon Index Enhanced Direct Linking FAQ](#)
- [What are the common problems with Full Text Linking Problems, and how can linking be improved?](#)