A new staff member's account is slow and not performing as others do?

Symptom

- Slow response times
- Inconsistencies in circulation transactions
- Problems are constant across a number of workstations

Applies to

- OLIB Web

Resolution

The following workaround has been recommended by customers who have experienced this issue locally

1. Create a new user record for the member of staff.
2. Confirm that it does not exhibit the problem.
3. Delete the problem account.

Additional information

OCLC Support have been unable to replicate this issue and would be interested to hear from customers who experience this.

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