Online help

OLIB 9 Service Pack 12
OLIB 9 Service Pack 11
OLIB 9 Service Pack 10
OLIB 9 Service Pack 9

• Folio Configuration

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Find out how to configure end user features available in Folio.

◦ Folio lists
◦ Link to catalogue enrichment data
◦ Quick launch searches
◦ Ratings and reviews
◦ Set password directly
◦ Set / reset with temporary password

• Troubleshooting

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Find frequently asked questions (FAQ) and troubleshooting steps (Troubleshooting).

◦ A new staff member's account is slow and not performing as others do?
◦ A patron is unable to request an online reservation
◦ Do I need to cancel email notices in my test system? [Hosted OLIB]
◦ How do I access the OLIB Users' site?
◦ How do I insert line breaks in the privacy policy hover text without it being in double line spacing?
◦ How do I subscribe to the OLIB users' mailing list?
◦ How do I unlock a user record? [Hosted OLIB]
◦ How do I view all items with a specific copy category?
• How to sign in to OLIB
• I cannot find the configurable privacy policy statements - where are these located?
• I cannot log in to the OLIB Users’ site
• I have added a new attribute to the keyword search index however it is not being used in a keyword search
• I have made changes to my MARC format. How do I apply this change to my existing records?
• I have set up SDI alerts. Why are no emails are being generated?
• Staff accounts are unable to see the Helpdesk Online or OLIB Users’ Site links
• The Username and Password fields are populating with my login credentials when I try to create a new user
• What is the taxonomy that is used in OLIB?
• Where can I find the latest version of the OLIB schema?
• Why am I receiving several emails per hour for my reports?
• Why are patrons not receiving their overdue emails?
• Why are some changes made to title records not visible in the audit trail?

• Data import and export

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• Export to a third party discovery service
• OPAC Status Codes, Descriptions and Notes