To view the former OLIB help pages, please also see OLIB support (login required).

Online help

OLIB 9 Service Pack 13
OLIB 9 Service Pack 12
OLIB 9 Service Pack 11
OLIB 9 Service Pack 10
OLIB 9 Service Pack 9

• OLIB training

  No image available
  ◦ OLIB 9 service pack 13

• Folio Configuration

  No image available
  Find out how to configure end user features available in Folio.
  ◦ Enable end user help
  ◦ Folio lists
  ◦ Link to catalogue enrichment data
  ◦ Quick launch searches
  ◦ Ratings and reviews
  ◦ Set / reset with temporary password
  ◦ Set password directly

• Data import and export

  No image available
  Import or export your data from OLIB using MARC and other formats
  ◦ Automated upload to WorldCat
Export to third party discovery
- Import JISC e-books MARC file
- MARC21 export in OLIB 9.0
- OLIB Standard Transfer Format (OLSTF) Tags
- OLIB User Import

• Technical guides
  No image available
- Enable WebView single sign-on (NTLM)
- Link checker errors advice
- OLIB software downloads

• User guides
  No image available
- Service pack 11
- Service pack 12
- Service pack 13

• OLIB reporting
  No image available
- Download reports
- Use OLIB reports

• Release Notes
  No image available
Find OLIB release notes and key features. Release notes are documents that contain information about new product features and enhancements as installed in scheduled releases.
- OLIB 9 Service Pack 13 Key Features
- OLIB 9 Service Pack 13 Release Notes
- OLIB 9 Service Pack 12 Key Features
- OLIB 9 Service Pack 12 Release Notes
- OLIB 9 Service Pack 11 Key Features
- OLIB 9 Service Pack 11 Release Notes

• Troubleshooting
  No image available
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
- A user's account barcode, transaction history and items on loan has disappeared
- A user does not have full cataloging options despite having an appropriate user category
- Does OLIB support RDA Cataloguing rules?
- Do I need to cancel email notices in my test system? [Hosted OLIB]
- Following an upgrade to OLIB 9.0 Service Pack 12, users are not receiving alerts for available reservations or newly checked in serial issues
- How can I add a new attribute to the Refine Search dialog?
- How can I add our own images to WebView's Welcome Page?
- How can I attach an email list to a SDI alert?
- How can I filter borrower traps by trap message?
- How do I access the OLIB Users' site?
- How do I configure Self-registration?
- How do I delete a user with enquiries attached?
- How do I export MARC records to OVID?
- How do I insert line breaks in the privacy policy hover text without it being in double line spacing?
- How do I search for serial issue titles?
- How do I set up a System Administrator account on OLIB if the current System Administrator has left?
- How do I subscribe to the OLIB users' mailing list?
- How do I transfer a report from my Test system to Live?
- 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'm creating a configurable user import. What OLSFT tag should I use to map the User's Date of Birth?
- I am no longer able to attach files to my item records
- 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?
- My OLIB export to CONTENTdm is not working
- My XML export is not displaying correctly
- Setting default sorting for indexes
- 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?
- When I issue a loan I get the message 'User is banned from this copy category.'
- Where can I find the latest version of the OLIB schema? [SP12 and under]
- Where can I find the latest version of the OLIB schema? [SP13+]
- 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?