Online help

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?