OLIB is a highly configurable integrated library system that enables you to customise all areas of library management to reflect your local requirements.

**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**

- **Folio configuration**
  - [No image available](https://help.oclc.org/Library_Management/OLIB)  
  Find out how to configure end user features available in Folio.
  - Enable end user help
  - Folio lists
  - Generate a search Qwidget for Folio
  - Link to catalogue enrichment data
  - Quick launch searches
  - Ratings and reviews
  - Set / reset with temporary password
  - Set password directly

- **Reports**
  - [No image available](https://help.oclc.org/Library_Management/OLIB)  
  Learn about reporting in OLIB.
  - Use OLIB reports
  - Download reports

- **Data import and export**
  - [No image available](https://help.oclc.org/Library_Management/OLIB)  
  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

• User guides

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Discover how to use new OLIB features, including new service pack features.
◦ Service pack 11
◦ Service pack 12
◦ Service pack 13
◦ Process standing orders and loose-leaf publications

• OLIB to WMS migration

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Discover how we manage migrating from your OLIB system to WorldShare Management Services.
◦ Moving to WorldShare Management Services
◦ Migrating bibliographic data
◦ Migrating patron data
◦ Migrating circulation data

• Release Notes

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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 14 Key Features and Release Notes
◦ 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

• Technical guides

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◦ Creating a .har file for support
• Troubleshooting

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
◦ Can deleted titles/users be recovered?
◦ 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 change my name in OLIB Web?
◦ How do I configure Self-registration?
◦ How do I delete a user with enquiries attached?
◦ How do I display User Expiry Date in the user details screen of OLIB Folio?
◦ How do I export MARC records to OVID?
◦ How do I find out my OLIB username/password?
◦ How do I insert line breaks in the privacy policy hover text without it being in double line spacing?
◦ How do I renew all items on loan to a group of users with minimum checks?
◦ 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?
◦ If you delete expired users using the "Users For Auto-Deletion" folder, will the copies on loan for that user...
also be deleted? And if it was the last copy of the title, will the title also be deleted?

- I am no longer able to attach files to my item records
- I am unable to return a book after cancelling a reservation
- I cannot find the configurable privacy policy statements - where are these located?
- I have added a new attribute to the keyword search index however it is not being used in a keyword search
- I have deleted a sheet by accident
- I have just tried to log in to OLIB WebView and received an account expired error message
- 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
- Some of our student record files have not imported into OLIB
- Staff accounts are unable to see Helpdesk Online 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?

• **OLIB training**

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  Find training on OLIB.

  - OLIB Folio Configuration
  - OLIB service pack training