
SearchOhio & OhioLINK Downtime

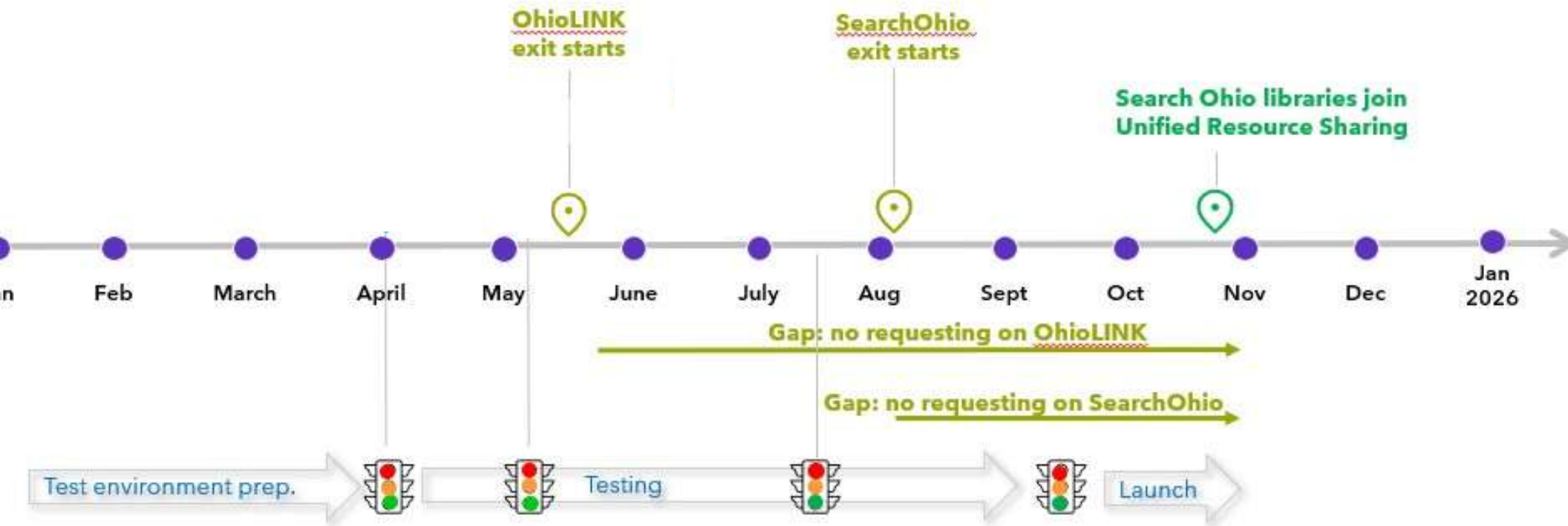
Schedule and Tasks



The What & the Why

OhioLINK Happens First

When Do Things Happen?





OhioLink requesting/renewals stop

May 23rd - 30th

- OhioLINK site is unusable
 - OhioLINK items cannot be renewed
 - OhioLINK items won't checkin/checkout
-

-
- Adjust local ILS rules to stop OL renewals
 - OhioLINK links should be removed from local catalogs
 - Run reports to cleanup OL records

Local Tasks

Clean-Up Tasks

- Respond to all OL Report emails and complete tasks (manually add bills, check in items, etc.)
 - Run local reports and communicate issues with OL items.
-

[Contact a Member Library](#)[Open A Helpdesk Ticket](#)[Contact Priority](#)[Report Damage](#)

Search ...

Menu

[Home](#)[Canvas Bag Ordering Information](#)[Common Problems and Solutions in
Polaris](#)[Common Problems and Solutions in
Sierra](#)[INNReach Reports \(DCB\)](#)[INNReach Reports \(Polaris & Leap\)](#)[INNReach Reports \(Sierra\)](#)[Labels, Templates & Logos](#)[Library Contact Information](#)[Priority Delivery Information](#)[Technical Information](#)[Training Materials](#)[Using the Ticket System](#)

Forgot your password? Please [open a helpdesk ticket](#).

[New* FAQ about shared print lending and OhioLINK's library service platform change](#)



[Contact a Member Library](#)

[Open A Helpdesk Ticket](#)

[Contact Priority](#)

[Report Damage](#)

- (Circ.): [Brigid Novak](#) | Phone 330-744-8636 x51656
- (Tech.): [Tom Casey](#) | Phone 330-744-8636 x51610
- Priority Location Code : 799 | 5 character code: ym2pl
 - Barcode begins: 10 digits starting with 30
 - RFID
 - Allow Visiting Patron: Yes
 - Does not allow item replacements.
 - Receive Ret'd Too Long Report:
 - Bed Bug procedure: Items that have bed bugs should be discarded and the item record details should be emailed to the PCirc.

[Don't see the Ohio library you need? Need to print a shipping label? Use the Statewide Delivery Labels at <https://sds-labels.library.ohio.gov/>.](#)

[OhioLink PCirc Contact List and OhioLINK Print Circulation Page](#)

What happens to pre-existing OL holds/returns?

- Returns are unprocessed until the new system is live
 - Local OL holds may need to be cancelled from SO end (after May 30th)
-

We got an OL item after OL when down and it won't process...

- Send it back
 - Create an ad-hoc/on-the-fly record to process the hold
 - Put a note on the patron's account and give it to them
 - Create a form/spreadsheet to track the items and give it to them
-



SearchOhio / OhioLINK Migration Tracking Form

This form is to be filled out if a library wants to borrow an item for a patron when WPL is not lending through SearchOhio and OhioLINK.

Process:

1. Fill out the Google form.
2. Check the item out on the Offsite, INNReach card (2123220614).
3. Click into the item record, choose the Record Tab, and add a Message that says: "SO/OL Migration (library) and (patron last name). Date Initials.
4. Write the patron's name, library, and the due date along with 'Please manually add a note to the patron's account as it cannot be checked out' on a piece of paper (receipt paper is fine) and put it inside the book.
5. Pack the item for outgoing INNReach cargo like normal (sticker, 3 digit code).

What's name of the owning library? *

Short answer text

What is the patron's name? *

Short answer text

What is the patron's card number? *

Short answer text





SearchOhio / OhioLINK Loan Form: CLC Transition (Responses)



File Edit View Insert Format Data Tools Extensions Help

Q Menus



100% ▾

\$

%

.0

.00

123

Defaul... ▾

-

10

+

B*I*A

A1



fx Timestamp

| | A | B | C | D | E | F | |
|---|--------------------|--------------------------|---------------------------|--------------------------|--------------------------|-------------------|----------------|
| 1 | Timestamp | What is the patron's nam | What is the patron's card | What is the item title? | What is the item barcode | What is the date? | Staff initials |
| 2 | 6/17/2024 16:08:07 | Doe, John | 55416846516849864 | Babe | 1980000000 | 6/17/2024 | jac |
| 3 | 7/9/2024 18:35:24 | | 1006033624236 | Warning | 1978557344 | 7/9/2024 | GB |
| 4 | 9/12/2024 9:40:43 | | 21466003802657 | Wilfred: The complete Se | 1977696242 | 9/12/2024 | JAC |
| 5 | 9/16/2024 11:21:47 | | 2241928791 | Uncross your Legs | 1980056129 | 9/16/2024 | ET |
| 6 | | | | | | | |

SearchOhio Cleanup & Downtime

Aug 1st – Oct 27th

-
- Inform the public
 - Adjust local ILS rules to stop SO renewals
 - Run reports
 - Communication with other libraries about items
 - Clean up the records

Local Tasks

What happens to items that weren't processed before Aug. 1st?

- The item becomes a broken record and must be resolved by Clarivate.
 - Local items can be checked in, but the borrowing library will have a broken record for their patron.
 - Owning library records may have a virtual hold on the item that can only be removed by Clarivate.
-

We got an SO item after SO when down and it won't process...

- Send it back
 - Create an ad-hoc/on-the-fly record to process the hold
 - Put a note on the patron's account and give it to them
 - Create a form/spreadsheet to track the items and give it to them
-

Billed & Lost Items

- **Patron lost it and hasn't paid:** You should add this as a manual fine and manually check in the record to clear it up. If you haven't already, please notify the owning library that it's not coming back.
 - **Patron lost it and already paid for it:** It may not have been manually checked in when it was paid for. Manually check it in and notify the owning library.
 - **It was lost from the hold shelves, and the patron never had it:** Contact the owning library and
 - 1. Ask them to check their shelves
 - 2. Tell them it's MIA and
 - 3. Manually remove it from the patron's record.
-

Item Never Received

(In Transit Too Long & Requested Too Long)

In Transit Too Long

Email the owning library and let them know you never received to item. They'll do a shelf check. If they find it, they can either send it or cancel the hold.

Requested Too Long

Try to place the item on hold from another location. Then delete the hold from the patron's account from the library that never filled it.

Paged Too Long

1. Search for item
 2. Delete the hold from the bib/item record
-

Returned Too Long

1. Contact the owning library and ask them to do a shelf-check.
 2. Delete the item record from your patron's account.
-

Received Too Long

1. Check your hold shelves for the items.
 2. Contact patron to see if they have it.
 3. Contact the owning library and tell them that it's MIA. They will do a shelf-check to see if came back and if it didn't,
-

(call=searchohio* or ohiolink*) and ab=159



| Title | Assigned Branch | Call Number | Status ▲ | Barcode |
|--|--------------------|------------------------------|----------|----------------|
| One white rose / Julie Garwood. | Westerville Uptown | SearchOhio - Fiction | Held | 1004583251039 |
| Lily and the Major / Linda Lael Miller. | Westerville Uptown | SearchOhio - PB ROM MIL | Held | 3033142427 |
| Pirates / Linda Lael Miller. | Westerville Uptown | SearchOhio - Fiction | Held | A000011368420 |
| My outlaw / by Linda Lael Miller. | Westerville Uptown | SearchOhio - FICTION | Held | 4002431036 |
| Daniel's bride / Linda Lael Miller. | Westerville Uptown | SearchOhio - F ROM MIL | Held | 31333054440274 |
| Formosa betrayed [videorecording] / Formo... | Westerville Uptown | SearchOhio - DRAMA FORM | Out | 31466011502800 |
| News of the world [large print] / by Paulette... | Westerville Uptown | SearchOhio - JILES | Out | 0006117917689 |
| Thai yoga massage : a dynamic therapy for... | Westerville Uptown | SearchOhio - 615.822 CHOW | Out | 10090386 |
| Songs of social protest : international persp... | Westerville Uptown | SearchOhio - 781.592 So69... | Out | 33938061921302 |
| Henry Aaron's dream / Matt Tavares. | Westerville Uptown | SearchOhio - J B Aaron H Ta | Out | 0538523373297 |
| ... | ... | ... | ... | ... |

Ready 134 result(s)

☐ Count Only

BULK CHANGE

ADD TO RECORD SET ▼

OPEN

CANCEL

Polaris: Everything
INNReach

Combined Catalog
