

SearchOhio Downtime Meeting

Q: Why is SearchOhio going temporarily offline?

A: The OhioLINK system got a new ILS and to merge the two catalogs, SearchOhio needs to go temporarily offline. When it returns in October, there will be a single catalog that combines OhioLINK and SearchOhio items.

Q: When is SearchOhio going temporarily offline?

A: August 1st. 5pm

Q: What happens after August 1st to the SearchOhio catalog?

A: The catalog will still be viewable, but the *Request Item* button will not be available. This allows patrons to still see where they can get the item, if they're willing to go there in person to get a card. You may want to consider hiding the link in your catalog to avoid confusion and frustration.

Q: Can items that are already checked out through SearchOhio be renewed after August 1st?

A: Items cannot be renewed after August 1st.

Q: Can I change the due date on an item to have it longer since I won't be able to renew or get another item through SearchOhio?

A: No. One of the points of going temporarily offline is to get the items back to their owning locations and resolve any circulated items that still exist in the SearchOhio server.

Q: What happens to items that were still requested?

A: Those items will still show up in the requested too-long report, but should be cancelled by the week of Aug 11-15 and re-requested through either the local library system or an alternative ILL, if possible.

Q: What happens to items that were in transit or returned?

A: The system will be up through **9/19/25** to resolve these items. The requesting portion goes temporarily offline on Aug. 1st, but you should be able to process incoming items that fulfill requests and your returning items.

The steps to complete requests that have not completed "naturally" will vary, depending upon the status that the request is in. Ultimately, checking in the item at the owning library is the cleanest way to complete the request. This could be done for items that the systems still think are "in transit" to a borrowing library or for items the systems still think are on their way "returned" home to the owning library.

SearchOhio Downtime Meeting

The simplest way for the requests to be cleared, across libraries, at the very end of the process, would be for the owning libraries to check in any of their items that are still appearing as offsite/checked out for INN-Reach in the owning libraries ILS. This will complete the request, regardless of the status on the borrowing library's system.

Q: What do I do if a borrowed item comes in and it won't process?

A: Everything should process up to 9/19 because the central server is still up and running. The only things that are down are the catalog buttons, renewals, and the ability for people to place holds.. After 9/19 incoming items that your patrons had requested will no longer process as the connection with the SearchOhio server will be temporarily offline. If there is no slip and you had run and saved the *Requested Too Long* report (set to zero days), you will be able to tell to whom the item is for. You can then either check it out as an on-the-fly item or similar method according to your ILS or you can send it back to the owning location.

Q: Is there anything members have to do before SearchOhio goes temporarily offline?

A: There are some things to do.

- Communicate with your patrons about SO going temporarily offline. Have a system in place or language to address patrons about items that were cancelled or re-requested.
- Run all reports and resolve items/item statuses by the due date (?).

Q: What do I have to do to clean up borrowed or loaned SearchOhio items?

A: An overall concept/goal to get across is that all the SearchOhio **INN-Reach** requests must be completed/cleared in the library's local ILS before their local ILS can be configured for the new Rapido Consortial Borrowing system, which is the new way that SearchOhio and OhioLINK members will request physical resources between libraries. None of the INN-Reach transactions can be migrated to the new system.

Each library should run all reports and resolve the items on each report. Each report is a mirror of another one that reflects either your items/patrons or the other library's items/patrons. The reports are:

- ☐ Paged Too Long: the requests that other libraries have made for your items
 - ☐ To Do: Either process them as normal to send them out (while you can) or cancel the request.
- ☐ Requested Too Long: the requests that your patrons have made from other libraries.
 - ☐ To Do: Try to re-request these through alternative sources (your own library or ILL) or cancel them.

SearchOhio Downtime Meeting

- ☐ Returned Too Long: items that have been checked-in at the borrowing location and have been sent back to the owning location but have not yet been checked in at the owning location.
 - ☐ To Do: (Owning library) When you get this list from another library, go check your shelves and check in the ones you find. If you can't find it, check the item in manually and make it missing. If it comes in after that point, it will resolve the status. (borrowing library) Set a certain number of days for the owning library to resolve the status. After that, use the list to go to the patron's account and delete the virtual record to resolve it.
- ☐ In Transit Too Long: Items that have been sent to you, but have never been received.
 - ☐ To Do (Owning library) When you get this list from another library, go check your shelves and check in the ones you find. If you can't find it, check the item in manually and make it missing.
 - ☐ To Do (Borrowing library) Try to re-request the item for your patron through either your library system or ILL. Set a certain number of days for the owning library to resolve the status. After that, use the list to go into the patron's account and cancel the hold to resolve it. If this is done after the ILS is no longer communicating with the SearchOhio server, you may have to manually delete the hold.
- ☐ Requested Too Long: the items that your patrons have requested from other libraries that have not yet been fulfilled.
 - ☐ To Do: try re-requesting the items through your own system or ILL, if available to you.
- ☐ Received Too Long: your library received the items and were processed, but it is past the 10 day pick up time.
 - ☐ To Do: Search your reserve shelves for the items. If you find it, return it to the owning location. If you don't find it, contact the owning library and let them know that the item is missing, then cancel the hold on their account and delete the request.
- ☐ Institutional Overdues: Items that are past due for more than 32 days(?). These will appear as billed on the borrowing patron's account but need to be resolved in the owning library's system.
- ☐ To Do:
 - ☐ ○ (Owning Library) 1. Run the report and search your own shelves *first*. If you find it, check it in to resolve the status. 2. Run the report again (or delete the ones you found from the list) and send the report to the borrowing location pcirc. Make sure to give them a 'due by' date by which you will be making the items 'lost' in your own system. 3. When they respond with what they did or by the date you stipulated, remove the items from your catalog (however you do that locally).
 - ☐ ○ (Borrowing Library): 1. Upon receiving the list, double-check that the item is still on the patron's card. If it isn't, then communicate that to the

owning library. 2. If it is on the patron's account, add a manual fine for the item and note the owning location, the title, the barcode, and any other pertinent information. 3. Manually check in the item to take it off the patron's account. 4. Respond to the owning library, letting them know the status/resolution of the item.

Q: Is there anything special I must do when I run the reports?

A: You will have to adjust the number of days from your usual report times to zero to see all items. Those using the automated reports through SimplyReports may have to speak to an administrator to adjust the number of days for the reports. Make sure that the report contents you are sending to that library's Pcirc has the information they need to resolve the issue. In Sierra, this means putting the list in library order and using 'print to email'. This makes sure that both the patron name (if applicable to the situation) and the item barcode/title are included in the message.

Q: What if the other library does not respond to my sending the report?

A: In your email, tell the other party a date by which it should be completed. After that date, resolve the items in your own system. The other library has the information they need in the email to resolve things on their end when they have the time. You can also call them to see if they have any questions or issues with anything on the list. If it turns out they are stuck or do not know how to proceed, please ask them to contact Westerville for assistance.

Q: When do the reports (items on the reports) have to be resolved?

A: The week of September 22-26 is the final week library staff have to complete/clear all outstanding INN-Reach requests in their local ILs.

Q: What happens if I do not resolve the items that were borrowed/lent through SearchOhio?

A: The item record or transaction record will break. This will affect both systems and patron records when the systems come back online.

Q: What happens on the patron's account if they had a SearchOhio billed item or a fine? Are they still responsible for it?

A: Patrons are still responsible for the items they borrow. If a library has been processing their *Institutional Overdue* reports and those , then all billed items should be manual fines. Otherwise, run the report and add the \$25 replacement cost to their account.

Q: A patron really wants an item from another library. Is there still a way to get it, even if INN-Reach is temporarily offline?

SearchOhio Downtime Meeting

A: Contact the Pcirc at the owning library and see if they have a temporary system set up to lend items outside of INNReach or ILL. For example, Westerville will lend items out by filling out a Google Form that tracks the 5 W's, then check it out on a special card so that it doesn't read available. Then the borrowing library uses their method (ex: a form or on-the-fly) to check it out the patron and track it. You might also try to get it through ILL if that is available to your library.

Q: How can I get help if something goes wrong or I have a question?

A: If the question is about an item or a patron, try contacting the PCirc of that library. For all other questions, please submit a ticket. If it cannot be answered by Westerville, then you'll be directed to Clarivate.

Q: What about items that don't show up on reports (claims returned, claim never had, cancelled, etc.)? How do I find them?

A: You should be able to search each ILS to find SearchOhio items. Ex: Leap and Polaris can use the Power Search function (CALL="SearchOhio*") to find all borrowed items regardless of status. Sierra users can make a 'Create List' query to find all the items offsite and checked out to their patrons.

Q: How do I find the items that I have lent when they're not overdue (a.k.a they don't show up on the institutional overdue report).

A: Reports

- **Sierra Users:** Run a Create List report that finds any item listed as 'offsite' where a due date exists.
- **Polaris / Leap Users:** Go to **Utilities>Request Manager>INNReach tab>Your location>Status Out**

Request ManagerREFRESHCLOSE

Branch Status By

Holds ILL **INN-Reach**

Delete PropertiesFilter Holds

Total Items | 91 total

	COLLECTION	SHELF LOCATION	CALL NUMBER	BARCODE	AUTHOR	TITLE	FORMAT	PATRON NAME	INN-REACH PICKUP BRANCH	OUT	DUE	PICKUP BRANCH
<input type="checkbox"/>	AB		FICTION BAKER LACEY	1979425855	Baker, Lacey, author.	A gingerbread romance	Audio Book on CD	INNREACH, Harke, Hilda	Mobile Services	7/10/2025	8/7/2025	WESUP

SearchOhio Downtime Meeting

- **Webreports:** search by loaned item and process by date. It might take a long time for the report to load.

Title Reports

All fields are mandatory.

Your request is being processed. Please go to the RESULTS tab to see its current status.

Select Library: Westerville Public Library ▼

Dates: User Specified ▼

Start Date: 2025 ▼ January ▼

End Date: 2025 ▼ July ▼

Report Type: Loaned Items ▼

Sort By: Title ▼

Call Number Type:

☒ LC

☐ Dewey

☐ SuDoc

☐ Local

☐ NLM

☐ UDC

Output Option: ☒ Download Excel ☐ Bib Records File

SUBMIT

RESET


Downtime Stickers ex:

SearchOhio Pause
8/1-10/27

SearchOhio Pause
8/1-10/27

SearchOhio Pause
8/1-10/27

SearchOhio Pause
8/1-10/27



DAYTON
METRO
LIBRARY

**free
to
belong.**

SearchOhio Pause

Items will be unavailable to borrow from most Ohio libraries due to a system upgrade on the following dates:

- **May 23-October 27** – You will not be able to place requests or renew items from OhioLINK collections.
- **August 1-October 27** – You will not be able to place requests or renew items from SearchOhio collections.
- Requests placed before these dates will be filled when able.

During this time, we will have limited access to materials from other libraries using an alternate service, OCLC WorldShare.

Please note that OCLC WorldShare requests have a longer turnaround time than SearchOhio and OhioLINK and your requested items may be unavailable or may not arrive for several weeks.

For more information on OCLC WorldShare and to place a request, visit:

www.daytonmetrolibrary.org/ask-me/ill/

For materials less than one year old, please place a purchase request.