

FAQs for Patrons – SearchOhio

A Note to Staff:

The new SearchOhio catalog is a new product for the company and differs from the old SearchOhio/OhioLINK catalog in a few ways including being able to see the number of items available, an error screen if the item is available in your local catalog and refining the list by format. Formats and availability discover layers are known issues and will be fixed in future updates. Please note that some items formerly found under 'format' are now found under 'Subjects/Concepts/Large Type', such as Large Print.

It is important for staff when communicating with patrons / customers to use positive language when introducing the new catalog and explaining the way to find items. For example: Instead of "You can't narrow it down to music cd", you can say "let's look up the ISBN to the CD you want and that will go right to the item". Please confer with your staff on other ways to work-around while updates and improvements are being made.

SearchOhio FAQs (for patrons)

FAQs for Patrons

Q: How do I get to SearchOhio or How do I get books from other libraries (not CLC)?

A: First, search for the item on the regular library catalog. If it's not available or doesn't exist, select the *Search other resources* at the top-right of the screen, then select *Search other Ohio libraries*. This will take you to the SearchOhio Catalog.

Q: Why am I getting the 'Request Unsuccessful' pop-up?

A: The most common reason is that the item is available at your local library. First, check your local library catalog and place the hold there if the item is available. If it is not available at your location, but it *is* reading available through the SearchOhio catalog, then there is probably a hold on that item at the owning location that has not yet been processed or the owning library has rules that make it unable to lend through SearchOhio, such as being a new book. Please check again at a later time or date and try the request again.

Q: How do I narrow my search down to BluRay/DVD?

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A: First, use the filters to narrow down to *Video Recording*. Then select the item you want to see if the format is included in either the title or description. If not, search Amazon or other online retailers for the ASIN number associated with the item. Search that number on the catalog. If that does not work, simply request one of the titles. The specific refinement choice, either BluRay or DVD, will come in an update soon. In the meantime, try putting the format next to the title or artist. Ex: Enchanted and DVD. If it is still unclear as to which one you will receive, try putting two different items of the same title on hold. If one of them is not the format you wanted, simply hand it back to the staff member. Again, this will be fixed in a future update to the catalog.

Q: I'm in a book club and need a certain number of copies. How do I tell how many copies there are in SearchOhio?

A: The new catalog does not show the number of copies, so we recommend that you keep placing holds on the same item until it says there are no more copies. **Tip!** Different editions will show up as different records, so make sure to scroll down to the screen to potentially see more of the same title.

Q: How do I narrow it down to Large Print?

A: Use the Refine Results tab and select *Subjects/Concepts/Large Print*. If it is available as a large print book, it will be one of the options. Select the box and then click Apply. Large print will be moved to Format in a future update.

Q: How can I tell if an item is available in the SearchOhio catalog?

A: First, login to the SearchOhio catalog using your library card, then, click on the item. There will be a box that says whether it's available to lend or not. **Tip!** Different editions will show up as different records, so make sure to scroll down to the screen to potentially see more of the same title.

Q: How do I get to OhioLINK?

A: OhioLINK materials will be available through the same SearchOhio catalog on Feb. 16th.

Q: Why can't I see my holds under my account on SearchOhio?

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A: The login on SearchOhio simply enables you to place holds. You can see all your holds by logging into your account on the library's regular website. You can also contact the library for information about all your local and SearchOhio holds.

Q: How many things can I check out from SearchOhio or OhioLINK?

A: You can request 50 items from SearchOhio and 25 items from OhioLINK. Things that are on hold, in-transit, and returned count towards the total.