

Reporting Public Catalog Issues (LTS Procedure #129)

Scope: *This procedure outlines trouble-shooting and reporting problems with bibliographic, holdings, and item data in the public catalog.*

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Unit: LTS

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Viewing the public catalog (aka Blacklight)

To view a known record, append the FOLIO instance [hrid](#) to <https://catalog.library.cornell.edu/catalog/>

You can also download the "[FOLIO->Blacklight bookmarklet](#)" to go directly to the public catalog view from an instance record in FOLIO

Types of issues

Issues we may encounter include the public catalog not reflecting data we have updated, incorrect (mis-matched) cover images, incorrect (mis-matched) supplemental content information.

Before reporting

If you have just updated a record, it may take up to a minute for changes to be reflected.

If you have deleted a holdings or item record without suppressing it first, it may take even longer for changes to be reflected.

For cover/contents mismatches, check that the OCLC and other standard identifier numbers are correct.

Note the steps you took to retrieve the record(s) and any other information you believe will be useful to someone else trying to reproduce it.

How to report an issue

Send an e-mail message, outlining the problem and any steps you've taken to investigate or resolve it to: cul-dev@cornell.edu