

Library Hardware Failure: Impact on Users

Duke's libraries have experienced a computer failure in the system that runs a variety of important functions, including circulation, reserves and the online catalog. **Due to the hardware failure, records entered into our online system and catalog since July 21st may be missing or incomplete.**

As of Thursday, September 15, the system was back up and running, but now we need to test it and find what records may be lost or damaged.

Here are some of the problems that you may encounter and ways to handle them:

Borrowing records – If you are used to renewing records online through the “My Library Card” function, you will find that your records may be missing or inaccurate. Please call the Library Service Desk (660-1100) for assistance. Please have the library items in hand so that you can give us the barcode numbers and ensure that the information in the system is as accurate as possible.

Renewals – Please call the Library Service Desk (660-1100) for all renewals in order to make sure your record is complete and accurate.

Hold records were lost - If you recently placed a hold on an item, you will need to create a new hold.

Missing records for paper reserves – We are adding these back to the system as soon as possible!

Electronic reserves (e-reserves) were NOT impacted by the hardware failure.

Online catalog records for recent acquisitions will be missing - You may check [WorldCat](#) to find a more complete listing of what we own. We are working on ways to quickly restore our catalog records. The WorldCat link is also found on our main Web page at <http://www.mclibrary.duke.edu/>.

Books missing on the shelves may be stored in the LSC, especially those published before 1970. If you cannot find a book, come to the Library Service Desk and the staff will assist you in finding the book.

Information on recent journal issues will be missing from the catalog - We will be re-entering the data as soon as we can, starting with the paper-only journals and then adding current issues for the titles that we receive both in paper and e-journals.

Records about bound volumes will be inaccurate as well - The Service Desk has a list of what is currently at the bindery. If you do not find the last six-months in current serials, check the stacks for the bound volumes.

Thank you for your patience and understanding while we try to recover lost records and make the online library system fully functional. If you have questions or concerns, please feel free to contact me at patricia.thibodeau@duke.edu or 660-1150.