

Searching - Troubleshooting

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Search results

When searching in All Fields, I do not see the records I expect

This may be because:

- [not all of the fields may have been included in the All Fields search](#)
- the records you are looking for may not have been [published](#)
- the security settings that have been applied do not allow the records to be returned in the results

The option to add records to the basket is missing from the Actions menu

This may be because:

- the [Access Permission](#) that has been used to log in does not allow this function

The list of copies is not displayed underneath the full record

This may be because:

- this option has not been set up in [OPAC Maintenance](#)
- the [Access Permission](#) that has been used to log in does not allow this function

I am not seeing any records from a new Record Type

This is because the [security profile](#) for Administrative staff (and possibly End Users and Guests) has not been set to include this new Record Type

Book Cover images

Book cover images are not displaying

This may be because:

- there is no image available via Google
- the Book Cover field has not been added to the [Record Type](#)
- if the record was created using [auto cataloguing](#), the ISBN may have imported with additional text such as (pbk) and therefore the ISBN number is not recognised when passed to the image service that provides the Book cover

The image being displayed is not the right one

This may be because:

- the ISBN entered into the record is incorrect
- if using Google, try switching to [Amazon](#) if this licence is allowed