

Library Hub Contribute FAQs

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1) I can't access the Dashboard

If you are using Shibboleth/Open Athens: Dashboard access requires a special entitlement, to keep your data secure. See instructions here:

<https://contribute.libraryhub.jisc.ac.uk/documentation/dashboard-access.html>

If you think this has been added but you are still unable to access the Dashboard:

Open a new browser session

Go to <https://contribute.libraryhub.jisc.ac.uk/dashboard/> and attempt to log in

In the same browser window, then go to

<https://contribute.libraryhub.jisc.ac.uk/Shibboleth.sso/Session>

Copy the page contents and send them to nbk@jisc.ac.uk

If you do not have Shibboleth/Open Athens, or your IT provider is unable to add an entitlement:

Contact nbk@jisc.ac.uk and request a login through the Library Hub IdP.

2) How do I login to the Dashboard using the Library Hub IdP?

Go to <https://idp.libraryhub.jisc.ac.uk> and click '[Log into Library Hub Contributor Dashboard](#)'

Your login ID is your email address

3) How do I reset my password for the Library Hub IdP?

Go to <https://idp.libraryhub.jisc.ac.uk/resetpassword/>. Your login ID is your email address.

4) Have you received our latest file?

If you go to the Library Information tab (<https://contribute.libraryhub.jisc.ac.uk/dashboard/library-information/>) on the Dashboard you will see a list of the files we have received from you recently.

- If you haven't sent data before then we need an email from you to confirm you've sent a load file or your first update file. We'll then check for the file(s) and move them for processing, at which point they will appear in the Dashboard.
- Once we are getting regular updates from you we establish an automated check for new files each morning. Depending on when your file arrives, there may be a delay of up to 24 hours before your files appear in this list.

We reserve the right to change the file management and processing to reflect the requirements of the service.

5) How do we know when our data has been loaded on Discover?

When your initial load is processed we will send you an email to let you know that it is now live on Discover. For subsequent updates, the list at <https://discover.libraryhub.jisc.ac.uk/about/libraries/> will always give you the date of the most recent file included in Discover.

In future, in the Dashboard we aim to include the date at which your files were processed for Discover.

6) We're changing library systems, what do we do?

Once you know that you're changing library systems, please email nbk@jisc.ac.uk and tell us which system you're moving to, and an approximate move date.

Once your system migration is complete, you'll need to send us a full reload from the new system.

Please also update your Contributor questionnaires on the Dashboard as appropriate, particularly the Data supply and Circulation data questionnaires.

7) We've made changes to our local data, what do we do?

If you have made changes to your local data please let us know. For example, a change to the name of one of your branch libraries or the introduction of a new local note field. We can then ensure that we display your local information correctly. It is helpful to have an email alerting us to the change, but we also need you to update your Contributor questionnaires so we have a shared record of the changes.

8) We've made a lot of changes to our records, can we send you a reload?

There's no need to send us a reload if you've made changes to a lot of your data, as our system can handle large updates, but if you'd like to send a reload you're welcome to. Please let us know in advance by emailing nbk@jisc.ac.uk, as we need to handle reloads slightly differently than normal updates.

9) Do we need to let you know when we've sent an update?

If you're sending updates regularly then there's no need to let us know when you send an update. If it's your first time sending an update, or you've moved systems or had a long break between updates, then it can be worth emailing nbk@jisc.ac.uk to let us know and check that everything has come through ok.

10) Where can I see my error/reject reports?

We're exploring ways of providing data analytics to allow review of data issues through an interactive dashboard. Work on this is ongoing and we will update the contributor list as/when there is a pilot available.

We have no immediate plans to provide data feedback to libraries that don't have a native MARC21 catalogue.

11) How do I join the contributor mailing list?

Email nbk@jisc.ac.uk and we'll add you to the list.

12) I don't know the answers to all of the questions in the contributor questionnaires

The questionnaires are designed to be comprehensive and cover everything that we might need to know about a library and their data, and not all questions will apply to all libraries. If something doesn't apply to you or you don't know the answer, just put a note in and we'll pick it up when we review your submissions. Not being able to answer all of the questions doesn't mean that you won't be able to contribute.

Once you've filled in as much as you can please remember to mark the questionnaire 'complete', as otherwise it won't be reviewed by Library hub staff. It is also helpful if you email us to confirm you're ready to move onto contributing your data.

13) I need to know something else

We're always happy to answer questions from contributors. Email nbk@jisc.ac.uk and one of the team will get back to you as soon as possible.