



A DAY IN THE LIFE OF ERHELP

Katherine Nunnally and Marcie Burton



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HOW ARE WE
NOTIFIED!



WHAT
CAN WE DO AS A TEAM
AND WHAT IF WE CAN'T FIX IT!



DONE!



HOW ARE WE NOTIFIED!



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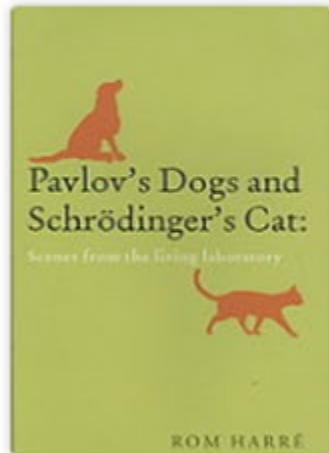
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 eJournal, eMagazine


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**WHAT CAN WE DO
AND WHAT IF WE CAN'T FIX IT!**

Follow-Up Requested: Broken Link Report from Liane Elias

Broken Link Report ×

Done ×

Marcie ×

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Thu, Jul 18, 4:46 PM (5 days ago)



Broken link reported by Liane Elias

Feedback requested: leelias@uncg.edu

Description of issue: The link is broken, and the other view ebook link leads to an old catalog search? I found the book here: <http://www.oapen.org/search?identifier=444388;keyword=new%20materialism>

Link: [View eBook](#)

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Publication: New Materialism: Interviews and Cartographies

Database/Coverage: Directory of Open Access Books

Service: WorldCat Discovery

Broken link reported by Kristen Smith
Feedback requested: k_smith8@uncg.edu

Description of issue: This page isn't workingonlinelibrary-wiley-com.libproxy.uncg.edu redirected you too many times. Try clearing your cookies.
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Link: [View full text](#)

Item Link

Publication: Assessment Update
Database/Coverage: Wiley Online Library Database Model 2020
Service: WorldCat Discovery



Electronic Resources <erhelp@uncg.edu> (sent by kjnunnal@uncg.edu)
to k_smith8 ▾

Tue, Apr 14, 9:14 AM (8 days ago) ☆ ↶ ⋮

Good morning

Sorry you had trouble accessing this article. When you see this type of message - the best bet is to clear out your internet history/cookies and then restart your browser. I have attached the article just in case that doesn't work.

Thanks,
Katherine Nunnally





no-reply@e.worldcat.org

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Fri, Feb 14, 8:09 PM



Broken link reported by Karen Kilcup

Feedback requested: kkilcup@uncg.edu

Description of issue: Clicking the link to the 2014 Disney film "Frozen" brings up "Frozen: Food Factory," an entirely different film. Please let me know when the link is fixed! Thanks.

Link: [View now](#)

[Item Link](#)

Publication: Frozen

Database/Coverage: Films on demand - UNCG

Service: WorldCat Discovery



Electronic Resources <erhelp@uncg.edu> (sent by mbburton@uncg.edu)

to Karen ▾

Fri, Feb 14, 10:48 PM



Sorry for the inconvenience. Unfortunately, we do not have access to an e-video version of Disney's Frozen. I have removed the erroneous link.

Marcie



Electronic Resources <erhelp@uncg.edu> (sent by mbburton@uncg.edu)

Wed, Jul 24, 4:53 PM (18 hours ago)



to me ▾

RE: 1-3302003568: [External] Fwd: Follow-Up Requested: Broken Link Report from Jason P

Inbox

Broken Link Report



OCLC Customer Support

4:39 PM (12 minutes ago)

to me ▾

Hi Marcie,

I have reported this to the WorldCat knowledge base team for correction. I will let you know as soon as I have additional information to share. Please let you have questions in the interim. Thank you for contacting OCLC and I hope you have a wonderful day.

Best Regards,

Lisa Olsen, MLS

OCLC - Customer Support Analyst II, Management and Customer Operations

6565 Kilgour Place, Dublin, Ohio USA 43017

T +1-800-848-5800

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RESOLVED

Couple of things to look at Done x Katherine x



Mark Schumacher

Fri, Jul 5, 10:36 AM

This listing describes the 2017 edition, but our e-book link goes to the earlier 2008 edition. (There is also an accurate entry in the catalog for that volume.)



Electronic Resources

Sun, Jul 7, 2:13 PM

Mark In regards to the 1st one yes that is fixed. In regards to the 2nd one -- yes we know about that title / and Kate has contacted the publisher about that one



Mark Schumacher

Mon, Jul 8, 8:34 AM



to me ▾

THANKS AS ALWAYS !! To one and all !!





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