

## How to Report RLIN Put failure to OIS (5-3724)

Staff who use RLIN Put are responsible for reporting problems immediately to the Office for Information Systems (OIS) and for monitoring hulinfo and haug listserv message alerts regarding RLIN problems. Message alerts will be identified by the Subject line: RLIN PUT PROBLEM ALERT or RLIN PUT PROBLEM SOLVED.

Please follow these guidelines when reporting RLIN Put failures to OIS:

1. Write down any messages displayed on your screen.
2. Make a printout of the RLIN record.
3. Report the problem immediately to a supervisor.
4. Do not Put the record again.
5. Notify OIS (5-3724) that your record did not export and report the following details:

Your name, library, and phone number \_\_\_\_\_

RLIN record number \_\_\_\_\_

Author \_\_\_\_\_

Title \_\_\_\_\_

Date \_\_\_\_\_

Time \_\_\_\_\_

Error message(s) \_\_\_\_\_