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POWER Library Support

A look at e-Resources Support Tech Form, Documentation, Statistics and more.

This project is made possible by a grant from the Institute of Museum and Library Services as administered by the Pennsylvania Department of Education through the Office of Commonwealth Libraries, and the Commonwealth of Pennsylvania, Tom Wolf, Governor. © 2015 Hosted by HSLC

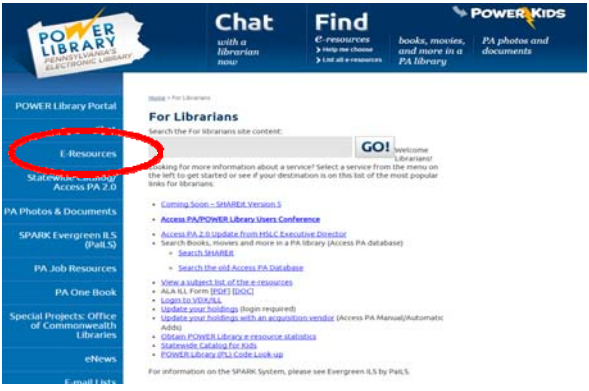
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For Librarians

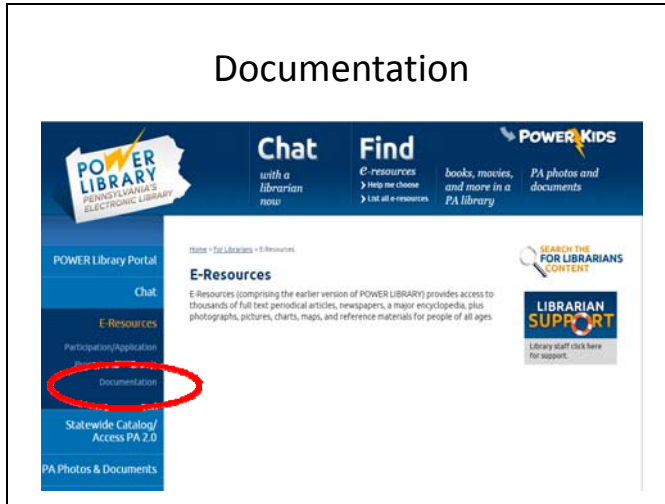


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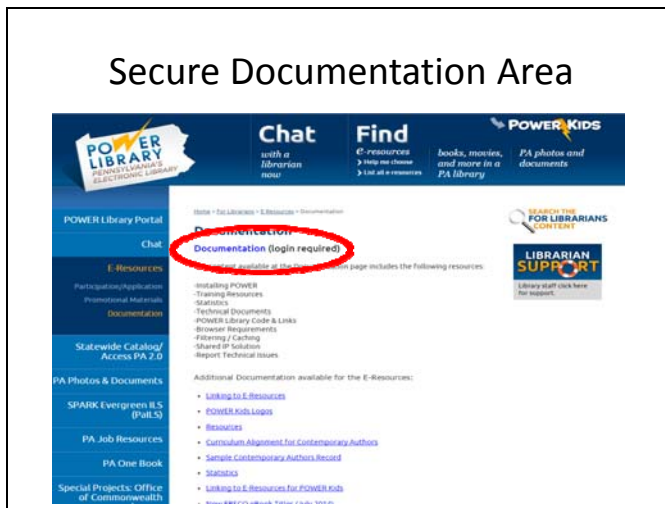
E-Resources



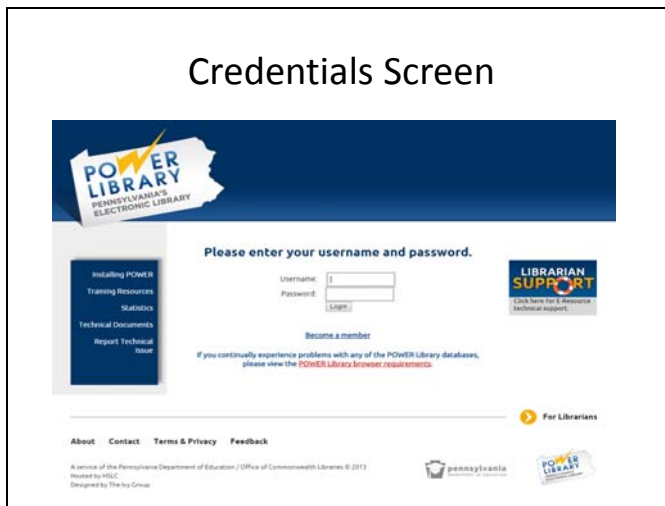
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Main Page

Common POWER Library Issues

- "Authentication failed due to insufficient credentials" message when accessing EBSCOhost and searchresources from home
Resolved by: [Troubleshooting Your Web Browser](#) or [How do I Register IP Addresses?](#)
- "Browser Version is Not Compatible" message when accessing AccuTune/AP
Resolved by: [Troubleshooting Your Web Browser](#)
- Unable to open PDF files in EBSCO or music samples in Grove's Dictionaries
Resolved by: [Troubleshooting Your Web Browser](#)
- Some databases display the wrong library name
Resolved by: [Shared IP Address Solution](#)
- You use POWER Library often but your statistics do not show usage
Resolved by: [Shared IP Address Solution](#)

Internal Access to POWER Library

- How do I install POWER Library?
Resolved by: [Internal Access installation instructions](#)
- How do I Register IP Addresses?

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TRAINING RESOURCES

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Main Page

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Internal Access to POWER Library

- How do I install POWER Library?
Resolved by: [Internal Access installation instructions](#)
- How do I Register IP Addresses?

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Training Resources

POWER Library E-Resources (databases) Training Resources

- 2013 POWER Library Training
 - [POWER Library Resources](#)
 - [Inventory](#)
 - [Tips](#)
 - [Updates](#)
 - [SBS Discoverer](#)
 - [EBSCOhost](#)
 - [Explora](#)
- General PowerPoints - E-Resources
 - [2013 Fall Training Presentation](#)
 - [The POWER Library Resources \(5/013\) - Presentation From Technology Classroom at PSLA](#)
- Academic Search: Main Edition
 - [Vendor Materials](#)
 - [Science Lib: Journals & Magazines](#)
 - [Excel](#)

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STATISTICS

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Main Page

Common POWER Library Issues

- "Authentication failed due to insufficient credentials" message when accessing EBSCOhost and SearchStartups from home
Resolved by: [Troubleshooting Your Web Browser](#) or [How do I Register IP?](#)
- "Browser Version is Not Compatible" message when accessing AccountJSP
Resolved by: [Troubleshooting Your Web Browser](#)
- Unable to open PDF files in EBSCO or music samples in Grover's Dictionaries
Resolved by: [Troubleshooting Your Web Browser](#)
- Some databases display the wrong library name
Resolved by: [Shared IP Address Solution](#)
- You see POWER Library often but your statistics do not show usage
Resolved by: [Shared IP Address Solution](#)

Internal Access to POWER Library

- How do I install POWER Library?
Resolved by: [Internal Access Installation Instructions](#)
- How do I Register IP Addresses?
[Internal Access Installation Instructions](#)

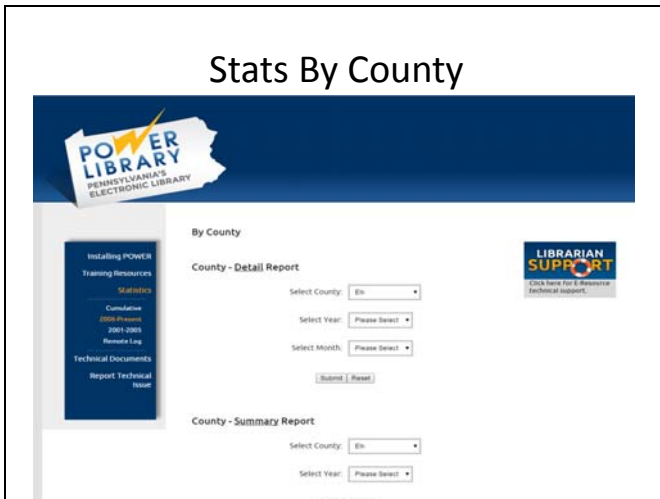
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County Report



County = Elk / Year = 2016 / Month = February

Installing POWER
Training Resources

Statistics

Calendar

2006 Present


2001-2005

Remote Log

Technical Documents

Report Technical
Issue

Library	Vendor	Remote Logins	Searches	Items Examined
Ridgway Area SD	EBSCO	2	0	2
Ridgway Area SD - Ridgway Area High School	SRS	18	14	6
Ridgway Free Public Library	EBSCO Remote	2	4	15
St. Marys Public Library	Scholastic Remote	16	..	38
St. Mary's Area SD - South St. Marys Street Elementary	EBSCO	23	69	58
St. Mary's Area SD - South St. Marys Street Elementary	Scholastic	1	..	1
St. Mary's Area SD - South St. Marys Street Elementary	SRS	1	4	5
St. Mary's Area SD - St. Marys Area High School	EBSCO	38	72	68
St. Mary's Area SD - St. Marys Area High School	Scholastic	2	..	2
St. Mary's Area SD - St. Marys Area High School	SRS	49	171	68
St. Mary's Area SD - St. Marys Area Middle School	EBSCO	2	2	10
St. Mary's Area SD - St. Marys Area Middle School	Scholastic	1	..	1




Click here for E-Resource Technical support.

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CODES AND LINKS

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Installing POWER
Training Resources

Statistics

Calendar

2006 Present

2001-2005

Remote Log

Technical Documents

Report Technical
Issue

Common POWER Library Issues

- "Authentication failed due to insufficient credentials" message when accessing EBSCOhost and Searchanytime from home.
Resolved by: [Troubleshooting Your Web Browser or How do I Register IP Addresses?](#)
- "Browser Version is Not Compatible" message when accessing Account/JAP.
Resolved by: [Troubleshooting Your Web Browser](#)
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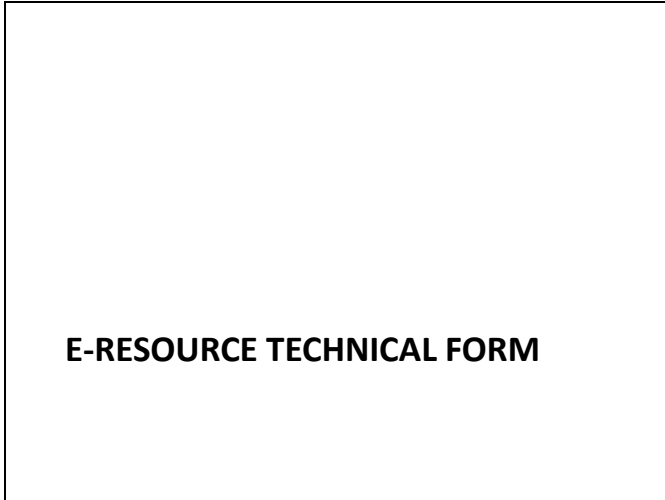
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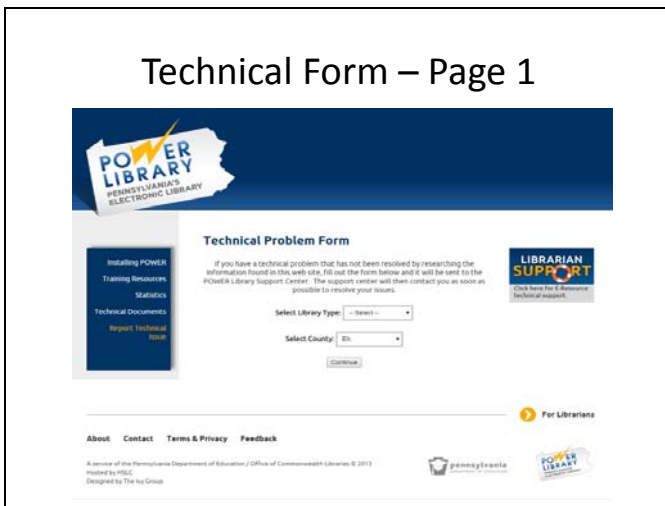


Click here for E-Resource Technical support.

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