Resolving incorrect content or cover images

To resolve incorrect content or cover images

Images

1. Change order of ISBNs (not referring to 10- and 13-digit versions)
2. Force bib record back into indexing.
   a. Change **Bib Code 3** from "----" to "nSuppress"
   b. Save
   c. Change **Bib Code** 3 back to "----"
3. Reload bibliographic record from OCLC into Sierra
4. Report to ProQuest/Syndetics. Provide link to title record in OPAC.
5. Innovative's Support Syndetics images for UPC codes
6. *Temporary fix until resolved*. Change 020 to 028. This allows for searchability of ISBN w/o displaying imaging.

Lack of series information

1. Verify bibliographic record has the appropriate 490 and 8XX tags.
2. Report to ProQuest/Syndetics. Provide link to title record in OPAC.

Keep any PC HD tickets regarding issues with OPAC content open until ProQuest/Syndetics reports it has been resolved and you can confirm.

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Innovative:
Support Syndetics images for UPC codes

The cover art (book jacket) image, tied with ISBN numbers in 020 field, is provided by the vendor; Sierra Desktop App does not come with cover art images.

SDA is limited in using ISBNs only to display cover art so the non-book items, which typically have UPC (Universal Product Code) or OCLC numbers are not handled. The bib record "House of Gucci" for example has a 12-digit UPC code in 024 i-tagged field:

```
b2805857
     i0241 |a191329211830
     i02841|a1000808589|bUniversal|qcontainer
     i02841|a3000088482|bUniversal|qcontainer
     i02841|a1187212|bUniversal|qBlu-ray
     i02841|a2000173252|bUniversal|qBlu-ray
     i02841|a028421187211|bUniversal|q(DVD)
     i02841|a2000173251|bUniversal|q(DVD)
```

The SDA and the web OPAC both read only the first 10 digits of the code, 1913292118, which is identified by Syndetics as belonging to "The Hidden Talent of Phoenix Fox", ISBN-10 1913292118

Verified this ISBN number online--
ISBN-10 1913292118
The Hidden Talent of Phoenix Fox (book)

The solution found is from an internal technical document "Support Syndetics images for UPC codes"
If we add a 0 to the beginning of a 12-digit UPC number to make it a 13-digit number, the image is successfully retrieved.

Therefore, I copied the UPC codes from 024 field and inserted a new 020 field, added a ZERO and then the UPC codes in b2805857.

You can read more about this in the supportal article "Why do some book jackets appear in Encore but not in WebPAC?" (Solution ID 160505195606648). The web OPAC and the SDA follow the same logic when displaying cover images.

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ProQuest, Part of Clarivate

Syndetics Unbound
Technical Support

Having issues with implementation? Questions about your subscription? Please contact Tech Support at PQ-techsupport1@clarivate.com.

Data Corrections

Discovered incorrect content or cover images? Please send us an email at PQ-syndeticscorrections@clarivate.com and make sure to include the ISBN/UPC/ISSN/EAN of the title in question.

Notes

Email from Proquest:

> *From: Paul Shannon <Paul.Shannon@Clarivate.com>*
> *Date: Oct 27, 2022 8:52 AM*
> *Subject: RE: ProQuest / Syndetics contact for incorrect images*
> *To: Carolyn Coulter <carolyn.coulter@prairiecat.org>*
> *Cc:*
> *Hi Carolyn,*
>
> *Sorry for all the confusion. And not to confuse things more, ProQuest was acquired and still is part of Clarivate, but Bowker stayed with Cambridge Information Group. Bowker maintains the data, but all inquiries regarding Syndetics should go to*
>
> *PQ-syndeticscorrections@clarivate.com*
>
> *Bowker only handles inquires related to ISBNs, SANs, publisher data submission and support of www.myidentifiers.com*
>
> *That email should work, if you have any problems let me know. Also, it may take weeks or longer to get a response.*
>
> *Sincerely,*
>
> *Paul*
> ***Paul Shannon***
> *Sales Channel Specialist*
> *T +1 908-795-3544*
> *Timezone: EST*
> ***ProQuest***
> *Part of Clarivate*