

INFOhio SchoolRooms™ FAQs



SchoolRooms™ is an online portal designed for students grades 3-12 made available through INFOhio. Access *SchoolRooms* at <http://www.infohio.org>.

1. *Is the entire INFOhio Core Collection of Electronic Resources included in INFOsearch?*

For questions regarding the databases searched, go to the FAQs on INFOsearch at <http://www.infohio.org/infosearchfaqs.html>.

2. *Why do I get an error message in some of the search boxes?*

When users utilize the federated searching capability in *SchoolRooms*, they are simultaneously searching across a large number of various sources. These include the open Web (Google), Best of Web, Library Catalog, numerous databases and OAIMC's Digital Video collection. In order for the search tool to provide the results, it is taking the user entered search term and executing the search across each of these sources individually. As each source (Google, database, catalog, etc.) responds, the results are displayed in the *SchoolRooms* interface. For this reason, users will see "loading" for some of the sources while other sources display results. Further, if the data source (Google, database, catalog, etc.) fails to respond to the search request within a defined time period (typically 15 seconds), the user will receive an error message for that source. Executing the search again may yield results from a source which previously returned an error. This occurrence of a timeout error does not represent an issue with *SchoolRooms*, or the source itself, but only indicates that the source did not return the data within the set time frame. As more databases migrate to a similar data structure and federated search tools evolve, users will see these errors with less frequency, if at all. If a user does notice that one source in particular is not responding with regularity, report the situation so our technical team can check the configuration between *SchoolRooms* and that source.

3. *The search results are appearing in the Room rather than in another window.*

Make sure you are allowing pop-ups in your browser. The links will open in a new window as long as pop-ups are allowed.

4. *Where should I begin using the search box?*

It is recommended to select an audience level before using the search box. The search box will structure the search keeping in mind the area the user has requested (elementary, middle school, high school, educator, etc.).

5. *Can I retrieve lobby content from previous months?*

Not at this time. If you want to save a particular lobby area, be sure to save it to your computer or bookmark the Web sites of interest to you. Upcoming releases will address this issue.

6. *How do I use the Digital Videos?*

You will need the INFOhio username and password to use the videos. All help documents for the Digital Videos are available at <http://www.infohio.org/ER/secure/DVC.asp>.