Links or remnants to deleted content still appear in my collection


Symptom

• Deleted compound objects still appear in the collection as a blank entry

Applies to

• CONTENTdm

Resolution

1. Contact OCLC Support with a link to the collection and ask for it to be re-indexed.
2. Once this has been done the blank entries will no longer appear.

Additional information

In each case, the problem is that the collection data and the version of the metadata in the search index become out of sync. We have been able to correct some of these cases with code changes over the past couple years but have found other causes to be complicated to resolve without a major effort to replace the search engine used by CONTENTdm and other OCLC services. In the interim, we are able to run cleanup processes manually (by request) that will eliminate these ghost records.

Maintaining collections in CONTENTdm