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Updated April 26, 2021

BC Libraries Cooperative Support Advisory - New Features Videos and LibPress Slide

The Evergreen 3.7 new features videos playlist is now available:

<https://www.youtube.com/playlist?list=PLdwlgwBNnH4graSQkpaXZiwUrLrRF4ocd>

Current information about the upgrade can be found here: <https://bc.libraries.coop/evergreen-3-7/>

For those libraries with a LibPress site a slide for the upgrade is now available in the shared content.

In other news, authentication with Linked In Learning for BC public libraries is now working. If you are still experiencing authentication issues please contact Support.

Please contact us at sitka@bc.libraries.coop if you have any further questions.

Updated April 19, 2021

BC Libraries Cooperative Support Advisory - Evergreen 3.7 New Features + Offline Circulation

We pulled together some of the new features and bug fixes coming with Evergreen 3.7 and posted them to our 3.7 preview page. This is not an exhaustive list, but will give you an idea of what is coming. See = <https://bc.libraries.coop/support/sitka/evergreen-3-7-preview/>

If your library will be open on Sunday May 16 please note that the Offline Circulation module will not work when our servers are down. Please plan to use alternative methods for circulation tracking.

Please contact us at sitka@bc.libraries.coop if you have any further questions.

Updated April 6, 2021

BC Libraries Cooperative Support Advisory Reminder - Sitka's Evergreen Upgrade webinars

Registration for the upgrade webinars **What's new in 3.7?** closes on Friday, April 9th at 4PM.

Don't miss your chance to register for the upgrade webinar! Sign up to get a preview of the new features and bug fixes included in Evergreen 3.7.

If you would like to register, please sign-up here -

<https://bc.libraries.coop/coop-support/webinar-signup/>

Updated April 1, 2021

BC Libraries Cooperative Support Advisory - 3rd party service integration with Sitka's Evergreen

Please contact Co-op Support before you purchase a resource that relies on integration with Sitka's Evergreen. And please allow ample time for us to perform the work and due diligence to ensure these services meet privacy and security legislation requirements for our members and their users.

For more information, see - http://docs.libraries.coop/policy/_3rd_party_service_integration.html

Updated March 31, 2021

BC Libraries Cooperative Support - Linked in Learning for All BC Public Libraries Update

NOTE - this update is for the BC public libraries that have opted in for Linked in Learning.

We understand Linked In Learning continues to have authentication issues and we are expecting a resolution soon.

The authentication endpoints have been set up for all participating libraries, and all of the IPs have been whitelisted.

Co-op staff continue to work with Linked in Learning to coordinate a resolution and we will update you further with our progress.

Updated March 15, 2021

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Using Pre-catalogued Records for Inter Library Loans

Pre-catalogued records are an easy option for checking out inter library loans that have come in via a 3rd party ILL management system such as Illume or fILL.

If your library uses pre-cat records for inter library loans it's important to remember:

- Do not use the barcode on the item. This causes problems if the item belongs to another Sitka library or if the library later joins the Sitka consortium.
- Pre-cats are temporary and not visible in the OPAC
- Make sure you chose the correct circulation modifier at check out to ensure that the item follows the correct circulation policy.

More information on using pre-cats for interlibrary loans can be found here:

http://docs.libraries.coop/policy/_inter_library_loan.html#_using_pre_cats_for_incoming_ill

Looking for more information on Interlibrary Loans? Check out the interlibrary loans chapter of the Policy & Best Practices Manual - http://docs.libraries.coop/policy/_inter_library_loan.html

If you have any questions contact Co-op support at sitka@bc.libraries.coop

Updated March 1, 2021

BC Libraries Cooperative Support Advisory - Sitka's Evergreen Outage 02/27/21

There was a service outage for Sitka's Evergreen on Saturday February 27th, 2021. The issue was resolved around 3:30pm.

The Co-op support team provides support by phone and email Monday to Friday from 9:00 AM to 4:00 PM Pacific Time. We do not check email or voicemail on the weekend.

Emergency support is available outside of regular support hours; please call us at 1-888-848-9250 and select option 9 to be connected to an on-call tech. If you are unable to connect to the Evergreen server, your LibPress site is down, or patron authentication via SIP or PatronAPI is down, we consider it an emergency.

Learn more about reporting issues and contacting Co-op Support here:

http://docs.libraries.coop/sitka/_sitka_8217_s_evergreen_support.html#_how_to_contact_support

Updated February 22nd, 2021

BC Libraries Cooperative Development Advisory - Sitka's Evergreen Upgrade

BC Libraries Co-op Support is pleased to announce that we will upgrade Sitka's Evergreen to version 3.7 in May 2021. We expect the Evergreen server will be unavailable, from **9:00 PM PDT Saturday May 15 to 5:00 AM PDT Monday May 17, 2021.**

Patrons will still be able to access electronic resources while Evergreen is being upgraded. The web staff client and public catalogue will be unavailable, but authentication of 3rd party services will continue, and your patrons' access to digital resources will not be affected by the upgrade.

Co-op Support's Evergreen 3.7 upgrade page is now live at <https://bc.libraries.coop/evergreen-3-7/> As in past upgrades, Co-op Support will release timely bulletins about new features and changes, and what library staff and patrons need to know. Bookmark this page to share with staff. The page will be updated as the upgrade approaches.

Co-op Support will once again be hosting upgrade webinars. This year we will be offering 4 sessions of "What's new in Evergreen 3.7?" Sign up here <https://bc.libraries.coop/support/continuing-training/> for your sneak peak at Evergreen 3.7. A video covering the new features in 3.7 will also be available in May.

Please contact us at sitka@bc.libraries.coop if you have any further questions.

Updated February 8th, 2021

BC Libraries Cooperative Support - Highlighting Training Resources: Reports

Looking to teach someone how to use the reporter or just brushing up your own skills? Check out our Sitka's Evergreen Reports videos to learn more about running, viewing, and managing reports.

<https://www.youtube.com/playlist?list=PLdwlgwBNnH4pg4MFwQK1nU8BDDBazZdav>

Documentation on reports can be found here: http://docs.libraries.coop/sitka/_reports.html

Don't forget, in order to access the reporter functionality and to view report output library staff must complete a reporter privacy waiver. **If you have previously completed a waiver you DO NOT need to submit a new waiver.**

Waivers can be found here: <https://bc.libraries.coop/support/sitka/reporter-privacy-waiver/> Make sure your staff have filled out the applicable waiver before February 16th.

Need to create new accounts so staff can access reports? We've updated our documentation and added new videos - http://docs.libraries.coop/sitka/_library_staff_accounts.html

If you have any questions please contact Co-op support at sitka@bc.libraries.coop

Updated February 1st, 2021

BC Libraries Cooperative Support Advisory - Sitka Reporter Privacy Waiver update

In order to ensure full compliance with privacy legislation, we require all staff who have access to View Reports in Sitka's Evergreen to complete an on-line privacy waiver. For most libraries, this means that every staff member who has not already done so must submit a waiver.

NOTE: If you have already completed a Reporter Privacy Waiver please DO NOT submit another one. If you can use the reports module now you have previously completed a waiver.

The new waiver is available here <https://bc.libraries.coop/support/sitka/reporter-privacy-waiver/>

Before submitting a waiver, we ask all staff to review Appendix J of the Service Management Agreement to fully understand their responsibilities in safeguarding patron information.

To ensure that only staff who have submitted a waiver have access to View Reports permission, Co-op Support will be turning off the View Reports permissions on February 16, 2021.

- Any staff who have submitted a waiver by that date will have their View Reports permissions restored on the same day.
- Any staff who have not submitted a waiver by that date, but still need the View Reports permission, may submit their waiver at a later date and the permission will be restored as soon as possible.

NOTE: If you have already completed a Reporter Privacy Waiver you DO NOT need to submit another one.

Please ensure that all staff in your library are aware of this change. If you have any questions about this process, please contact Co-op support at 1-888-848-9250 or sitka@bc.libraries.coop

Updated January 4th, 2021

BC Libraries Cooperative Support - Happy 2021 from Co-op Support! We hope you all enjoyed the holidays.

Continuing Training

Registration for the next continuing training session "Fixed Fields" closes on Wednesday - if you would like you attend, register here - <https://bc.libraries.coop/support/continuing-training/>

2021 Closed Dates

Make sure you've added closed dates for the 2021 statutory holidays and any other expected closures. If you need a review, this 2 minute video will walk you through the process of setting closed dates - <https://www.youtube.com/watch?v=Jy1d62vfZaE>

Additional information can be found in Sitka's Evergreen Documentation - http://docs.libraries.coop/sitka/_closed_dates_editor.html

Opt In to Autorenewals Now Available

Circulation policies in Evergreen can now be configured to automatically renew items checked out on patron accounts.

Circulations will be renewed automatically and patrons will not need to log in to their accounts or ask library staff to renew materials. Autorenewals will not occur if the item has holds, exceeds the

maximum number of autorenewals allowed, or if the patron has been blocked from renewing items.

Send an email to sitka@bc.libraries.coop if you are interested in having this set up for your library or if you have any questions.

Updated December 17th, 2020

BC Libraries Cooperative Support - Reminder Sitka's Evergreen Continuing Training Registration Open

Don't miss your chance to register for the January continuing training webinar! Sign up now for Those Flummocking Fixed Fields to learn about how data in the fixed fields affects the catalogue and your patrons.

If you would like to register, please sign-up here - <https://bc.libraries.coop/coop-support/webinar-signup/>

Updated December 7th, 2020

BC Libraries Cooperative Support Advisory - Support Holiday Closure and 2021 Closed Dates

Co-op Support will be closed for the holiday break starting Friday, December 25th. Regular support will resume Monday, January 4th 2021.

Emergency telephone support is not affected by this seasonal closure. If you are unable to connect to the Evergreen server, your LibPress site is down, or patron authentication via SIP is down please call us at 1-888-848-9250 and select option 9 to be connected to an on-call tech.

Don't forget to take a few minutes to add your own closed dates for the 2021 statutory holidays and any other expected closures. If you need a review, this 2 minute video walks through the process of setting closed dates - <https://www.youtube.com/watch?v=Jy1d62vfZaE>

Additional information can be found in Sitka's Evergreen Documentation - http://docs.libraries.coop/sitka/_closed_dates_editor.html

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated November 25th, 2020

BC Libraries Cooperative Support - Sitka's Evergreen Continuing Training Registration Open

Registration for the next continuing training webinar taking place in January is now open! Sign up now for Those Flummocking Fixed Fields to learn about how data in the fixed fields affects the catalogue and your patrons.

If you would like to register, please sign-up here - <https://bc.libraries.coop/coop-support/webinar-signup/>

Updated November 23rd, 2020

BC Libraries Cooperative Support - Sitka's Evergreen Successfully Rolled Up to Version 3.5.1

BC Libraries Cooperative Support is pleased to announce that we have successfully rolled up to Evergreen version 3.5.1.

A list highlighting some of the bug fixes included in this rollup can be found here - <https://bc.libraries.coop/support/sitka/evergreen-3-5-1/>

Please contact Support at sitka@bc.libraries.coop if you have any questions.

Updated November 8th, 2020

BC Libraries Cooperative Support - Sitka's Evergreen will be Rolled Up to Version 3.5.1

Sitka's Evergreen will be rolling up to Evergreen version 3.5.1 on November 22nd. Evergreen and the public catalogue will be unavailable from 9:00pm PT until midnight PT on the 22nd. Authentication for Overdrive and other 3rd party services should not experience any downtime during the rollup.

This roll up allows us to apply a number of bug fixes to our instance of Evergreen. A list of fixes will be available November 23rd once the roll up is complete.

Please contact Support at sitka@bc.libraries.coop if you have any questions.

Updated October 2nd, 2020

BC Libraries Cooperative Support - Important Dates this Fall

Sitka's Evergreen Continuing Training

Registration for the next continuing training webinar - Cooperatively Cataloguing in a Consortium closes on October 14th.

If you would like to register, please sign-up here - <https://bc.libraries.coop/coop-support/webinar-signup/>

BC Libraries Cooperative 2020 Annual General Meeting

The Co-op's 2020 AGM will be held on October 29th at 10:30-12:00pm Pacific.

The AGM agenda is now available on the Co-op Events page - <https://bc.libraries.coop/events/>

Sitka Business Function Group Call

Sitka's next BFG call is November 25th, 1:00-2:30pm Pacific.

Please mark your calendars and we'll share an agenda and video conference details closer to the date.

Updated August 18th, 2020

BC Libraries Cooperative Support - BC ILC has resumed for most BC public libraries

Co-op support has activated all the suspended BC ILC holds which have not yet expired. Co-op support recommends that libraries process these holds as usual, but if you cannot these are our recommendations:

Holds Pull List If you have a significant volume of items on your pull list you can capture and send the holds you have capacity for and ignore the others. Evergreen will re-target all outstanding holds once every 24 hours at roughly the same time of the day when the hold was placed. It may target another copy at a different library if the item on the initial Pull List was not tracked down. Display the "Pickup Library" column on the pull list to easily distinguish your local holds from the ILC holds.

Items "In Transit" If the item has the status of "In Transit" you may "Cancel Transits"
http://docs.libraries.coop/sitka/_cancel_transits.html

- Cancelled transits won't count in your ILC statistics.
- Items with status "Cancelled Transit" must be checked in using the "Suppress Holds and Transits" Checkin Modifier.
- If you are the only library that owns that item the request will reappear on your pull list.

Remember, never cancel a hold that has been placed by another library's patron.
http://docs.libraries.coop/policy/_bc_inter_library_connect_policies.html#_filling_holds

Please email Co-op support at sitka@bc.libraries.coop if you have questions

Updated August 13th, 2020

BC Libraries Cooperative Support Advisory - Opt in for French Shelving Locations

Co-op Support is now able to add French translations of shelving locations in the public catalogue to display when the language is set to French. If your library decides to opt in, please send us a full list of your shelving locations in English with the corresponding French translations. Let us know if you need help obtaining a list of your library's shelving locations.

To opt in please send an email to sitka@bc.libraries.coop before August 31, 2020. Please use the subject "Opt in for French Shelving Locations".

Contact us at sitka@bc.libraries.coop if you have any questions.

Updated August 12th, 2020

BC Libraries Cooperative Support Advisory - BC ILC will resume starting Tuesday, August 18th

Ministry of Education, Libraries Branch has advised Co-op Support that the Provincial Interlibrary Loan Program, which includes Interlibrary Connect (ILC), will resume for most BC public libraries starting Tuesday, August 18th.

BC public libraries - If you wish to OPT OUT of resuming ILC on August 18th, you must email Co-op Support ASAP at sitka@bc.libraries.coop with "OPT OUT" in the subject line.

If your library is planning to resume ILC on August 18th, there is nothing that you need to do; Co-op Support will do the work to restore your ILC services one day in advance.

Updated July 13, 2020

BC Libraries Cooperative Development Advisory, July 13 2020

When registering a new patron, the Default Hold Notification Phone Number field in the User Settings is no longer required. Only email will be selected as a default hold notification method.

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated July 6, 2020

BC Libraries Cooperative Support Advisory - Evergreen International Conference videos now available

The Evergreen International Conference 2020 moved online this year. Co-op staff attended a variety of sessions presented by members of the Evergreen community to learn more and engage with the community.

Sessions were recorded and are available on the Evergreen youtube channel.

https://www.youtube.com/playlist?list=PLsktT5b82paWzb6R_C_0pj4pf_eo9xOGJ

Some sessions focus on front end pieces of Evergreen while others look at the more technical behind the scenes pieces that the Co-op takes care of for you. While watching these videos please keep in mind that there are many differences in configuration, customization, and governing and funding structures across the libraries and consortia in the greater Evergreen community. What is possible at one Evergreen library or consortia may not currently be possible in Sitka's Evergreen.

Some highlights:

Keynote Presentation by John Rempel -

https://www.youtube.com/watch?v=0ui_fR_fiPo&list=PLsktT5b82paWzb6R_C_0pj4pf_eo9xOGJ&index=1

Batches, Baskets, Buckets and Bookbags -

https://www.youtube.com/watch?v=NujlhapDfbM&list=PLsktT5b82paWzb6R_C_0pj4pf_eo9xOGJ&index=9

"Making it Rain: How to Talk About Open Source Value" -

https://www.youtube.com/watch?v=LP1_PK0l8ac&list=PLsktT5b82paWzb6R_C_0pj4pf_eo9xOGJ&index=4&t=0s

Understanding Evergreen Reports -

https://www.youtube.com/watch?v=cNoxPPgGoR4&list=PLsktT5b82paWzb6R_C_0pj4pf_eo9xOGJ&index=6&t=0s

Updated June 3, 2020

BC Libraries Cooperative Development Advisory

Co-op Support is happy to advise of two new features now enabled in Evergreen 3.5.

- Opt in for a Maximum Fines Email Notice. You can opt in for a new email notice advising patrons that they have reached your maximum fines level. Please contact us at sitka@bc.libraries.coop with subject line "Maximum Fines Action Trigger" if you are interested in signing up for this service.
- Owning Library in My Account Items Out. For all BC public libraries participating in BC InterLibrary Connect , owning library now displays in their patrons' online accounts.

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated May 28, 2020

BC Libraries Cooperative Support Advisory - New Information for Libraries Re-opening or Expanding Services

We have updated the COVID-19 page to include NEW information for expanding library services <https://bc.libraries.coop/support/sitka/covid-19/>.

The new topics covered include:

- circulation policies
- courtesy and overdue notices
- automatic to lost

Please take a moment to review this important information.

We are currently seeing a high volume of requests coming into our ticketing system. As we anticipate the high volume to continue please give us several days notice for all changes. We appreciate your patience as we work through the requested updates.

Please contact us at sitka@bc.libraries.coop if you have any further questions.

Updated May 20, 2020

BC Libraries Cooperative Support Advisory - Reminder for Libraries re-opening or expanding services

With provinces introducing re-opening plans we know that some libraries will be expanding their available services.

We have updated the COVID-19 page to include NEW information for expanding library services <https://bc.libraries.coop/support/sitka/covid-19/>. Please take a moment to review this important information.

We anticipate a high volume of tickets so ask that you give us several days notice for all changes and appreciate your patience as we work through the requested updates.

Please contact us at sitka@bc.libraries.coop if you have any further questions.

Updated May 17, 2020

BC Libraries Cooperative Support Service Advisory - Welcome to Evergreen 3.5

The Sitka Team has successfully upgraded the system to version 3.5 of the Evergreen ILS. Wondering what has changed?

See our New Features Playlist:

<https://www.youtube.com/playlist?list=PLdwlgwBNnH4qvEzhSkKbhnH6OcQzsHSNm>

Sitka's Evergreen 3.5 Documentation is now available at: <http://docs.libraries.coop/sitka/>

Please note regular Co-op Support is closed until Tuesday May 19, when we will offer extended Phone Support from 7:00am PDT (9:00am CDT) to 4:00pm PDT (6:00pm CDT).

Emergency Support is not affected by the closure.

Should you discover any issues, please contact us at sitka@bc.libraries.coop

Thank you to everyone for your support during this upgrade.

Updated May 13, 2020

BC Libraries Cooperative Support Advisory - Sitka's Evergreen 3.5 Upgrade

The Evergreen 3.5 upgrade is this weekend, please review all the important information at <https://bc.libraries.coop/evergreen-3-5/>.

The Evergreen server will be unavailable from 9 PM PDT Saturday May 16 to 5 AM PDT Tuesday May 19th 2020. While the Evergreen web client will be unavailable, 3rd party resources will continue to authenticate for patrons.

If your library will be open on Sunday May 17 or Monday May 18, please note that Offline Circulation is not working as expected. Please plan to use alternative methods for circulation tracking.

We have not posted our usual server outage banner on the public catalogues as most libraries currently have custom COVID related banners.

Please contact us at sitka@bc.libraries.coop if you have any questions not answered by the upgrade resources.

Updated May 11, 2020

BC Libraries Cooperative Support Advisory - Libraries Re-opening

With provinces introducing re-opening plans we know that some libraries will be expanding their available services.

We have updated the COVID-19 page to include information for expanding library services <https://bc.libraries.coop/support/sitka/covid-19/>

We anticipate a high volume of tickets so ask that you give us several days notice for all changes and appreciate your patience as we work through the requested updates.

Please contact us at sitka@bc.libraries.coop if you have any further questions.

Updated May 5, 2020

BC Libraries Cooperative Support Advisory - Training Server Upgrade & New Features Video

Sitka's Evergreen Training Server has been upgraded to Evergreen version 3.5

You can log in to the training server to check out the new features before our upgrade on May 16-19 Training server URL and login credentials can be found here <https://bc.libraries.coop/docs/sitka-training-server-access/> (website login required).

Please note: this server is unsupported Sitka Support will not be able to respond to training server questions before the upgrade.

Watch the new features videos playlist for a look at the new features in Evergreen 3.5

<https://www.youtube.com/playlist?list=PLdwlgwBNnH4qvEzhSkKbhnH6OcQzsHSNm>

Updated May 1, 2020

BC Libraries Cooperative Support Advisory - Evergreen 3.5 New Features + Offline Circulation

We pulled together some of the new features and bug fixes coming with Evergreen 3.5 and posted them to our 3.5 preview page. This is not an exhaustive list, but will give you an idea of what is coming. <https://bc.libraries.coop/support/sitka/evergreen-3-5-preview/>

If your library will be open on Sunday May 17 or Monday May 18, please note that Offline Circulation is not working as expected. Please plan to use alternative methods for circulation tracking.

Please contact us at sitka@bc.libraries.coop if you have any further questions.

Updated April 22, 2020

BC Libraries Cooperative Support Advisory Reminder - Sitka's Evergreen Database Upgrade & Upgrade webinars

Co-op Support would like to remind everyone that we are upgrading the Postgres database this weekend.

We expect Sitka's Evergreen server will be unavailable from 9PM Saturday April 25th to 9PM Sunday April 26th, 2020

Patrons will be able to access digital resources, but the web staff client and catalogue will be temporarily unavailable.

Registration for the 3.5 upgrade webinars 'What's new in 3.5?' closes on Friday, April 24th at 4PM.

If you would like to register for one of the sessions, please sign-up here <https://bc.libraries.coop/support/continuing-training/>

Updated April 16, 2020

BC Libraries Cooperative Support Advisory - Search Results Fix Completed.

Thank you for your patience. We are happy to advise that we have resolved the issue with searching.

If you have any questions, please contact us at sitka@bc.libraries.coop

Updated April 16, 2020

BC Libraries Cooperative Support Advisory - Search Results Fix in Progress.

Thank you to all the sites that reported so promptly. We are happy to advise we are in the process of fixing the problem with search results, and will update everyone with our progress.

If you have any questions, please contact us at sitka@bc.libraries.coop

Updated April 15, 2020

BC Libraries Cooperative Development Advisory - Sitka's Evergreen Software and Database Upgrade

BC Libraries Co-op Support advises we have decided to proceed with Sitka's Evergreen upgrade to release 3.5, from 9:00 PM PDT Saturday May 16 to 5:00 AM PDT Tuesday May 19, 2020.

We are able to bring you the new features and bug fixes with 3.5, on schedule, because we have taken additional steps to allow patrons to access electronic resources while Evergreen is being upgraded. So while the web staff client and public catalogue will be unavailable, authentication of 3rd party services will continue, and your patrons' access to digital resources will not be affected by the upgrade.

The upgrade to Evergreen 3.5 includes some highly anticipated new features and bug fixes but basic circulation and cataloguing functions have not changed substantially.

We are also upgrading the Postgres database this year, and we will do that work overnight, Saturday April 25, 2020, in advance of the Evergreen upgrade. Patrons will be able to access digital resources, while the web staff client and catalogue will be temporarily unavailable. We will post more details about the time frame closer to the date.

The secure staff web client login URL will remain the same at <https://catalogue.libraries.coop/eg/staff/login>

Staff will be unable to login during the posted upgrade hours.

As in past upgrades, Co-op Support will release timely bulletins about new features and changes, and what library staff and patrons need to know.

Co-op Support's Evergreen 3.5 upgrade page is now live at <https://bc.libraries.coop/evergreen-3-5/>

Bookmark this page to share with staff. The page will be updated as the upgrade approaches, so make sure you check back often.

Co-op Support will once again be hosting upgrade webinars. This year we will be offering 4 sessions of "What's new in Evergreen 3.5?" Sign up here <https://bc.libraries.coop/support/continuing-training/> for your sneak peak at Evergreen 3.5.

A video covering the new features in 3.5 will also be available in May and we are planning to have additional training resources available for when libraries re-open to the public.

Please contact us at sitka@bc.libraries.coop if you have any further questions.

Updated April 8, 2020

Co-op Support Advisory - Sitka's Organizational "Tree" is Growing Again: Privacy and Technical Enhancements for 2020 and Beyond

Co-op Support is happy to advise of upcoming enhancements to the way Sitka libraries are organized "under the hood". We will make the changes overnight Wednesday April 15, 2020 during an after hours service window.

We are adding a technical and administrative layer to the organizational chart to create a more

balanced network, grouping by geography and types of libraries. The end result is increased patron privacy and data security, and a simpler framework for technical and public facing policy implementation.

Sitka patrons will not notice any change in your catalogue.

Your library's position on the organizational tree will be slightly different. Library staff will see the difference in patron registration, staff client catalogue, and place hold screens, and in the organizational units view.

Staff will no longer be able to view or opt in patrons from outside their opt in zone.

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated April 1, 2020

Co-op Support and Library Closures During COVID-19

BC Libraries Cooperative staff work remotely and regular Support continue to be available to you via email and phone. Regular phone support hours remain 9:00am to 4:00pm PT Monday to Friday with emergency support available 24/7.

If your library is closed due to COVID-19,

Use the Emergency Closing option in the Closed Dates Editor to adjust your existing due dates.

http://docs.libraries.coop/sitka/_closed_date_editor.html#_emergency_closing

- If you do not have a firm date for re-opening we recommend entering the current expected closure period and then adding additional emergency closures as needed.
- If you have already entered one closure and need to extend the dates you will enter a new emergency closure
 - The starting day of the new closure must be set to "today"

Support for Library Closures During COVID-19 - <https://bc.libraries.coop/support/sitka/covid-19/>

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated March 25, 2020

Co-op Support Advisory - Patron Self-Registration Now Available and Managing Patron Expiry Dates.

Co-op Support has set up Evergreen's optional patron self-registration form for Sitka's OPACs. This form allows patrons to create a pending patron account, which can be approved and completed in the staff client.

Information on this feature can be found here:

http://docs.libraries.coop/sitka/_patron_self_registration.html

If your library would like to enable self-registration please submit a ticket to sitka@bc.libraries.coop with the subject "Patron Self-Registration". Libraries can specify the text that appears after the patron submits their form, so please let us know if you want to customize this text.

In order for patrons to authenticate for your digital resources you must use real patron barcodes. We

strongly recommend using the barcodes on your physical cards; however, if you are unable to access your physical patron cards please contact Support at sitka@bc.libraries.coop for assistance.

We can also batch update patron expiry dates for you, or you can batch update patron cards using buckets in the staff client. See http://docs.libraries.coop/sitka/_user_buckets.html

Co-op Support continues to work regular support hours and can assist with closure related questions as well as any support questions staff may have.

Updated March 16, 2020 at 11:21 AM PST

Co-op Support and Library Closures During COVID-19

BC Libraries Cooperative staff currently work remotely and regular Support will continue to be available to you via email and phone. Regular phone support hours remain 9:00am to 4:00pm PT Monday to Friday with emergency support available 24/7.

In the event your library closes due to COVID-19, the following are procedures for Sitka's Evergreen:

- Use the Emergency Closing option in the Closed Dates Editor to adjust your existing due dates. This can be applied retroactively.
http://docs.libraries.coop/sitka/_closed_date_editor.html#_emergency_closing
- If you do not have a firm date for re-opening we recommend entering the current expected closure period and then adding additional emergency closures as needed.
- If you participate in reciprocal borrowing through Evergreen (BC, Spruce, and Sea to Sky Interlibrary Connect), and you would like to close Interlibrary Connect, send a ticket to sitka@bc.libraries.coop

You may want to post an announcement on your public catalogue.

- A banner with a brief message can be applied to your public catalogue. Send a ticket to Support with your requested wording.
- The library setting "OPAC login message" will add a message that appears in the public catalogue after patrons log into their account. Any local system administrator can set this up Administration → Local Administration → Library Settings Editor

Accessing Evergreen Remotely

- As Evergreen is web-based the staff client can be accessed outside your library if staff are unable to access your library computers and still need to complete tasks, like setting up an emergency closure.
- Please ensure you are using a secure connection when accessing Evergreen.
- Evergreen is not currently accessible via mobile devices.

Please contact us at sitka@bc.libraries.coop if you have any questions or need assistance with a library closure.

Updated February 20, 2020 at 12:40 PM PST

BC Libraries Cooperative Support Advisory - Overnight Emergency Maintenance at Server Facility

The Co-op received notice late this morning of emergency maintenance to be carried out at our main server co-location facility that will impact network connectivity overnight tonight.

While the co-location facility is doing everything possible to minimize disruptions, due to the nature of the repair there is some chance of intermittent network outages between 11:00pm PST Thursday, February 20th and 2:00am PST Friday February 21st.

This may impact all Co-op services including Sitka, LibPress and authentication of 3rd party resources such as Overdrive that authenticate to Co-op servers.

Updated February 18, 2020 at 12:45 PM PST

BC Libraries Cooperative Support Advisory - Place Holds Fix in Progress

Thank you to all the sites that reported so promptly. We are happy to advise we have fixed, or are in the process of fixing, the problem with placing holds. If you are still receiving the error, wait a few minutes and try again, and let us know if still a problem.

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated February 14, 2020

BC Libraries Cooperative Support Advisory - Development Updates and New Videos.

Co-op Support is happy to advise of a few recent improvements and fixes to Sitka's Evergreen.

1) The Overdrive issue in patron's My Account is fixed. The e items checked out screen in My Account downloads individual Overdrive titles correctly.

2) We fixed the display of the background colour on the Add to my list link on all Sitka OPACs, making the text easier to read.

3) We have added patron's preferred name field to paper overdue notices, so if a patron has a preferred name, the notices will now use it by default.

4) We have posted a few new holds and transits videos to our YouTube channel. Check them out at <https://www.youtube.com/channel/UCiMYBCQG4QJVT-B3Ruk0Ncg>

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated February 10, 2020

BC Libraries Cooperative Support Advisory - Opt in for Custom Patron Profile Group tree Display

Co-op Support is happy to offer the option to customize the displayed list of Patron Profile groups for easier patron registration. If your library decides to opt in, the drop-down menu for Main (Profile) Permission Group on the Register Patron and Patron Edit screens will be customized to show only the profile groups your library currently uses.

To opt in please send an email to sitka@bc.libraries.coop before February 28, 2020. Please use the subject "Opt in for Custom Patron Profile Group tree Display".

Contact us at sitka@bc.libraries.coop if you have any questions.

Updated January 31, 2020

BC Libraries Cooperative Staff in the Evergreen Spotlight

Congratulations to Co-op Trainer and Help Desk Specialist Christine Burns, in the Evergreen Community Spotlight for January 2020. Read all about her contributions to Evergreen here <https://evergreen-ils.org/evergreen-community-spotlight-christine-burns/>

Updated January 6th, 2020

BC Libraries Cooperative Support Advisory - Opt in for 3 Day Courtesy Notice by SMS.

Co-op Support is happy to announce the roll out of a new feature, 3 Day Courtesy Notices by SMS.

To opt in to this new feature please send an email to sitka@bc.libraries.coop before January 27th, 2020. Please use the subject **“Opt in for 3 Day Courtesy Notice by SMS”**.

Note: The notice text is standard for all libraries and cannot be customized.

- (Library Materials Due Soon)
- You have items due soon:
- TITLE by AUTHOR due on MM/DD/YYYY

Patrons must have a default Mobile Carrier and Mobile Number saved in their My Account notification preferences in order to receive the 3 Day Courtesy Notice by SMS.

http://docs.libraries.coop/sitka/_account_preferences.html#_notification_preferences

More information is available here -

http://docs.libraries.coop/sitka/admin-notice.html#_sms_pre_due_notice

Contact us at sitka@bc.libraries.coop if you have any questions.

Updated December 11, 2019

BC Libraries Cooperative Support Advisory, Dec. 11, 2019. Sitka's Evergreen Service Update and Support Holiday Closure.

The Sitka team will apply a change after hours tonight to how library settings in the Library Settings Editor are retrieved from the servers. This change will reduce the load on the Sitka servers. We recommend all staff login to Sitka's Evergreen on Dec. 12, with a fresh login, which will ensure browser and workstation have latest settings.

After the change, we recommend that when you edit any of your library settings, it is best practice to log out and back in to make sure browser, workstation, and servers are using most current settings.

Co-op Support will be closed for the holiday break from Dec. 25, 2019 to Jan. 1, 2020. Emergency telephone support is not affected by this seasonal closure.

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated November 29, 2019

BC Libraries Cooperative Support Advisory - Copy Holds and Clearable Holds.

1) Copy Holds sometimes not Targeting.

Just a reminder, for copy specific holds, Co-op Support recommends staff use Volume hold, instead of Copy hold, while we investigate this issue. Volume holds will target selected local copies, and are not affected by this bug.

2) Non Clearable Holds displaying as Clearable on Holds Shelf.

There is a display issue with non clearable holds showing as clearable, based on miscalculation of expire time. We recommend you select and display Shelf Expire Time in order to see why holds do not clear that day. Holds will clear properly once expire date has passed.

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated November 20, 2019

BC Libraries Cooperative Support Advisory- Network Hardware Upgrade - Nov. 23, 2019.

In order to replace network hardware that has contributed to recent service disruptions, the Co-op Systems team will upgrade our routers starting at 7 PM PT, Saturday November 23, 2019. We plan to have this work completed later that evening, by 10 PM PT. We expect a couple of 5 minute interruptions to connectivity and services during this time, so wished for you to be aware.

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated November 19, 2019

BC Libraries Cooperative Support Advisory- Service Update

Sitka's Evergreen experienced some intermittent slowness and access issues this morning.

Full service has been restored, and we are continuing to monitor.

We apologize for the inconvenience. Thank you very much for your patience, and to all the sites who reported.

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated November 14, 2019

BC Libraries Cooperative Support Advisory

Sitka's Evergreen experienced some intermittent slowness and access issues this afternoon.

Service has been restored, but we are continuing to monitor.

We apologize for the inconvenience. Thank you very much for your patience.

Updated November 14, 2019

BC Libraries Cooperative Support Advisory - Service Interruption Tues. Nov. 12, 2019.

We apologize for the service problems experienced on Tuesday afternoon, Nov. 12., and for the delayed communication.

Please remember that during changes in Co-op Support staff service levels, or after hours, emergency server support is always available at 1-888-848-9250, #9.

Please contact us at sitka@bc.libraries.coop if you have any questions.

Updated November 8, 2019

BC Libraries Cooperative Service Advisory - Telephone Support Tues. Nov. 12 to Wed. Nov. 13, 2019.

Please be advised that regular telephone support will be unavailable on November 12 and 13, 2019 due to a staff and board meeting in Vancouver. Regular email support may experience delayed response times, but your tickets will be received.

On a related note, we have reinstated a custom Google search of the Sitka documentation that will assist you find the answers you need. Check it out at the link on top right of your screen.

Emergency server support is not affected by this temporary change in service levels.

Please contact us at sitka@bc.libraries.coop for further information.

Updated November 6, 2019

BC Libraries Cooperative Support Advisory - Post Upgrade Fixes and Issues Report

Two fixes will be applied to Sitka's Evergreen overnight Nov. 6, 2019.

1) Holds Shelf fix to resolve a problem with some holds not appearing on Holds Shelf.

2) Adding Preferred Name to Custom Hold Slips fix

In Evergreen 3.3 a patron's preferred name can be recorded in their account. For paper overdues and email notifications the preferred name is used, if present. The Sitka default hold slip also uses preferred name. If you have a custom hold slip you can update your template to use preferred name as follows.

1. Go to Administration → Workstation → Print Templates
2. Select the Hold Shelf Slip template.
3. Copy your existing template into Notepad
4. In Evergreen click Reset to Default **TWICE**.
5. The coding for preferred name will be added. Copy the customizations from your original template into the new template being careful not to overwrite the preferred name coding.
6. Click Save Locally

Notification of issues with unfilled Copy Holds.

There have been reports of unfilled Copy level holds post upgrade. For copy specific holds, Co-op Support recommends staff use Volume hold, instead of Copy hold.

If your staff place a lot of copy holds, we recommend you clone the following report template and run a report to find any affected holds.

Shared Folders>Templates>Sitka Templates>Holds> "Unfilled Copy Level Holds without a Target Copy". Please cancel any outstanding Copy holds, and re-place them as Volume holds. We will

update everyone with our progress on a fix.

See Sitka's Evergreen documentation for information about the different types of holds and how to manage them. http://docs.libraries.coop/sitka/_holds.html#_volume_and_copy_level_hold

Please contact us at sitka@bc.libraries.coop if you have any questions

Updated October 30, 2019

BC Libraries Cooperative Advisory - Jeff Davis Named to Evergreen Core Committer Team.

During our busy post upgrade period, Co-op Support would like to take a minute to advise that Co-op staff Jeff Davis was recently named a core committer in the international Evergreen community. Thanks to Jeff and all the Evergreen core committers for their hard work in growing and maintaining Evergreen! You can find out more at <http://ow.ly/qCvo50wQKIA>

If you have any questions about the recent Evergreen 3.3 upgrade, or any other Sitka requests, please contact us at sitka@bc.libraries.coop

Updated October 13, 2019

BC Libraries Cooperative Support Service Advisory - Welcome to Evergreen 3.3

The Sitka Team has successfully upgraded the system to version 3.3 of the Evergreen ILS.

Wondering what has changed? See our New Features Playlist:
<https://www.youtube.com/playlist?list=PLdwlgwBNnH4pEJoh9XhMuiDHPmfNKrLLh>

Sitka's Evergreen 3.3 Documentation is now available at: <http://docs.libraries.coop/sitka/>

Does your library have a self checkout machine? If your self checkout does not work immediately it may require a restart to connect to the servers.

Please note regular Co-op Support is closed until Tuesday October 15, when we will offer extended Phone Support from 8:00am PDT (10:00am CDT) to 4:00pm PDT (6:00pm CDT).

Emergency Support is not affected by the holiday closure.

Should you discover any issues, please contact us at sitka@bc.libraries.coop

Thank you to everyone for your support during this upgrade.

Updated October 10, 2019

BC Libraries Cooperative Support Service Advisory - Sitka's Evergreen 3.3 Upgrade

The Evergreen 3.3 upgrade is this weekend, please review all the important information at <https://bc.libraries.coop/evergreen-3-3/>. While you are there, watch the new features playlist too. <https://www.youtube.com/playlist?list=PLdwlgwBNnH4pEJoh9XhMuiDHPmfNKrLLh>.

If you are open Sunday October 13 or Monday October 14, and plan to use Offline Circulation, you need to ensure workstations are configured correctly before closing on October 12, 2019. Please follow posted instructions http://docs.libraries.coop/sitka/_offline_circulation.html#_set_up_workstations_for_offline_circulation or

view the playlist, https://www.youtube.com/playlist?list=PLdwlGwBNnH4q14tza_jbdyEDfEmT-FQcu but do NOT attempt to Download block list (step #3), it has a known error.

Overdrive will switch to barcode pattern matching for BC and MB libraries for duration of upgrade, and patrons will have normal access, but all other 3rd party services will be reduced or unavailable. Please view posted information at <https://bc.libraries.coop/evergreen-3-3/>.

Please contact us at sitka@bc.libraries.coop if you have any questions not answered by the upgrade resources.

Updated September 30th, 2019

BC Libraries Cooperative Support Advisory - Training Server Upgrade

Sitka's Evergreen Training Server has been updated to Evergreen version 3.3

You can log in to the training server to check out the new features before our upgrade on October 12th-14th

Training server URL and login credentials can be found here - <https://bc.libraries.coop/docs/sitka-training-server-access/> (website login required).

Please note: this server is unsupported Sitka Support will not be able to respond to training server questions before the upgrade.

Updated August 26th, 2019

BC Libraries Cooperative Support Advisory - Adjustment of Library List

We would like to inform you that the Sitka library tree will be adjusted on August 28, Wednesday night.

Three libraries, Pemberton (BPE), Squamish (BSQ) and Whistler (BW) public libraries, will be moved out of InterLink (BBGVL) to form a new group to enable InterLibrary Connect holds among them.

The new group is called, "Sea to Sky Library Group", with shortname of STSK. The new group is on the federation level, right under Sitka. You will notice the change on the catalogue, patron edit and other places where the library tree is displayed.

Please contact us at sitka@bc.libraries.coop if you have any further questions.

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