

# Sitka's Evergreen Policy & Best Practices Manual

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## **Evergreen 3.7**

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# Introduction

# Chapter 1. Introduction

## 1.1. About Policy and Best-Practice Documents

Sitka is a group of libraries in British Columbia, Manitoba, and Ontario using the award-winning open-source Evergreen software as its shared Integrated Library System (ILS). Sitka is governed by the non-profit, member-driven BC Libraries Cooperative (Co-op, BCLC). Policy pertaining to the operation of Sitka's Evergreen instance is developed and ratified by Co-op Support, BCLC board members, or the Sitka Business Function Group (BFG), consisting of those libraries currently using Sitka's Evergreen (or those with a signed Expression of Interest to join).

There are two parts to this manual:

**Approved Policy.** Operational policy documents formally approved by the Business Functions Group (BFG), BCLC board members, or Co-op Support and applicable to all libraries using Sitka's implementation of Evergreen. These policies establish the *ground rules* required to maintain an efficient shared Evergreen database. Additional Federation and local policy must be consistent with approved Sitka policy.

**Best Practices.** Operational recommendations from the Sitka BFG, past Working Groups, and Co-op Support. These are not binding policies but provide guidance for common Evergreen functions, encouraging consistency across the consortium. Some best practice documents may eventually be approved as policy.

## 1.2. Revisions

Sitka's Evergreen Policy Manual was first published in this format in July 2010. Below are subsequent content changes in chronological order. Minor changes including spelling corrections and formatting changes are excluded.

Revision date	Description
July 2010	Initial publication.
August 2010	New chapter on BC's LB annual reports.
March 2012	Recommendations for working with on-order records added.
October 2013	Added RDA specific information to policy.
September 2015	Added recommendations for patron management.
August, 2018	Updated entire policy manual.

# Approved Policy



# Chapter 2. Privacy Policy

Approved by the Interim Board of Directors, BC Libraries Cooperative, September 16, 2009

## 2.1. Short Version

All library users have a right to privacy and confidentiality when using Member library public access catalogues (PACs) or when interacting with Member library staff in their operation of Sitka's Integrated Library System (ILS).

Personal information is collected by Member libraries under the authority of the Library Act and section 26 of the Freedom of Information and Protection of Privacy Act (FIPPA). This includes information related to registration, such as name, address, phone number, and circulation records, including information that identifies materials checked out by a patron. It includes any library record about an identifiable patron or individual.

By providing an email address at the point of registration in the ILS, patrons consent to receive notices (Courtesy (Pre-due) and Overdue notices) via electronic mail.

When a library user visits the library's PAC, the IP address of the computer or internet provider and related site visit information may be collected. This information is only used in statistical (non-personal) form to help make improvements to the website.

Member libraries do not sell or rent personal information. Personal information is disclosed only in accordance with FIPPA.

The Member library will retain a link between the patron record and items returned for a reasonable period of time to ensure returned items are complete and in good condition. The library may store other personal information in the patron database but only where required. This may include answers to patron questions and logs that monitor use and possible abuse of the library borrowing policy or for related operational and statistical needs.

Member libraries will make all reasonable efforts to:

- minimize the amount of personal information collected and stored,
- render it anonymous where feasible,
- retain it for the minimum time necessary,
- protect it from unauthorized access, use or disclosure
- destroy it securely when no longer needed.

Personal information relating to a library user may only be used by library employees working within the scope of their duties on a need-to-know basis.

In accordance with the FIPPA, Member libraries may disclose minimum relevant information to companies acting on the library's behalf such as for the collection of library property, unpaid fees, fines or other charges.

Records for electronic books may contain links to those ebooks hosted on 3rd party sites which have their own privacy policies, and which may be hosted in other countries.

These same standards for protection of privacy apply to the staff as users of Member libraries. For more information about the collection, use or disclosure of personal information, see Detailed Privacy Information or contact your library's FOI/Privacy Officer.

## **2.2. Detailed Version**

### **1. Our Commitment to Privacy**

[Sitka Member](#) libraries are committed to protecting your privacy. Any personal information collected, used or disclosed by Member libraries is in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA). This Privacy Policy is designed to assist you in understanding how Member libraries collect, use and safeguard the information you provide and to assist you in making informed decisions when using Member libraries and their web sites.

### **2. What is Personal Information**

Personal information is defined by FIPPA as information about an identifiable person. Examples include, but are not limited to: name, age, home address, phone number, email address, IP address (a computer's address), identification numbers, reading choices and age. The definition does not include work contact information, which is information that would allow a person to be contacted at a place of business, such as the person's name, title, business address, business phone number, and business email address.

### **3. Collection of personal information**

When collecting personal information from you, Member libraries will advise you of the purpose for collecting it and the legal authority for doing so. They will also provide you with contact information of the library's FOI/Privacy Officer, who can answer your questions regarding the collection.

The following are some example of purposes for which the Library may collect your personal information:

- issuing library cards
- identifying materials currently on loan
- placing and tracking interlibrary loans
- identifying and recording overdue materials
- placing and tracking materials on hold
- providing answers to reference questions
- faxing materials
- providing information about library programs and services
- providing Home Service for patrons with special needs
- recording book suggestions

- recording comments or suggestions
- general library operations
- library fundraising

By providing an email address at the point of registration in the ILS, patrons consent to receive notices (Courtesy (Pre-due) and Overdue notices) via electronic mail. Patrons who do not wish to be contacted about library services and programs or for fundraising purposes may choose to opt-out.

#### **4. How personal information is used**

Member libraries will only use your personal information for the purposes for which it was originally collected or in a manner that is consistent with those purposes. Member libraries will only use your personal information for another purpose if you explicitly consent to the new purpose, or use is authorized under FIPPA or is otherwise required by law.

#### **5. Disclosure of personal information**

Member libraries do not sell or rent personal information. Personal information is disclosed only in accordance with FIPPA or as otherwise required by law.

Where other organizations require personal information in order to provide services on behalf of a Member library, care is taken to ensure that these organizations treat the personal information in strict compliance with FIPPA and the library's privacy policies.

Examples of where personal information may be disclosed include:

- when a patron explicitly consents to the disclosure
- to a collection agency for the purpose of collecting a debt owed to the Library
- for law enforcement purposes, such as where required by a subpoena, warrant or other order
- where there are compelling health and safety concerns
- to contact a person's next of kin if that person is injured, becomes ill or dies while visiting the library.

#### **6. Disclosure of personal information to another Member library**

Member libraries offer many common or integrated programs and services, and provide them on a collective basis. If your home library is a Member library, you can obtain services at any Member library. When you present your library card at a Member library other than your home library, you will be asked if you consent to the new library obtaining your personal information from your home library for the purposes of providing you with services. In order to obtain services at a library other than your home library, you will need to provide your consent for this sharing of information. While the FIPPA provides that this information can be shared without your consent, Member libraries are committed to the higher standard of informed consent.

#### **7. How personal information is kept secure**

Member libraries use reasonable security measures to protect personal information in all forms against risks such as unauthorized collection, access, use, disclosure or disposal.

Security measures include physical, technological and operational safeguards that are appropriate to the nature and format of the personal information.

Technological security measures protect personal information once it reaches Member computer hardware. However, security cannot protect information while it is in transit over the internet unless the information is collected by a secure online web form. Information sent in email messages is not secure. You are encouraged to consider this when sending personal information via email.

## **8. Retention of personal information**

The length of time Member libraries keep your personal information depends on the purpose for which the information was collected.

If the library uses your personal information to make a decision that affects you, they must keep that information for at least one year so that you have an opportunity to access it. Otherwise, the library will keep personal information only for the length of time necessary to fulfill the purposes for which it was collected. Personal information is securely destroyed when it is no longer needed.

## **9. Accuracy of personal information**

Member libraries endeavor to ensure personal information is as accurate, complete and up-to-date as possible.

## **10. How to access or correct your personal information**

You have a right to request access to your personal information held by Member libraries. To do so, submit a written request to your library's FOI/Privacy Officer (contact information available at your Member library). Your request should provide enough detail to enable a library employee to find your personal information such as the personal information you provided with your library card application.

You also have a right to request that your personal information as recorded by the Member library be corrected if you believe it is incorrect. You may do so by submitting your request in writing to the FOI/Privacy Officer (contact information available at your Member library).

## **11. Children's personal information**

The FIPPA does not distinguish between children's and adults' informational rights. However, where a person is too young or otherwise incapable of exercising their rights under the FIPPA, the parent or guardian may do so on their behalf.

Member library policy provides that children 12 years and older are generally capable of exercising their own informational rights under the FIPPA. However, the library may treat on a case-by-case basis a situation where a child or parent/guardian does not believe the guideline age is appropriate in their circumstances.

## **12. Family members' personal information**

Some libraries offer "group" notices to families. In such a case, information such as items borrowed, fines owed, etc., for multiple family members are sent to a single person in the

household, or “head of the household. This constitutes a disclosure of the other household members’ personal information and Member libraries will only provide information in this way if the patrons whose information is to be disclosed provide their written consent. This includes the consent of children 12 years of age and older.

### **13. Changes to this Privacy Policy**

Member libraries’ practices and policies are reviewed from time to time and this policy may be updated to reflect necessary changes.

### **14. Who to contact about Member library privacy policies**

If you have any questions or concerns about this policy or how Member libraries treat your personal information, you may contact the FOI/Privacy Officer for your [Member library](#) or the [Manager, Privacy & Security, BC Libraries Cooperative](#).

If you are not satisfied with how your personal information is being handled by a Member library, you have the right to complain to the Information and Privacy Commissioner.

You may contact the Information and Privacy Commissioner at:

#### **Office of the Information and Privacy Commissioner for British Columbia**

PO Box 9038, Stn. Prov. Govt.

Victoria, B.C. V8W 9A4

Tel: 250.387.5629 (Victoria)

Toll free: Call Enquiry B.C. at 604.660.2421 (Vancouver) or 1.800.663.7367 (elsewhere in B.C.) and request a transfer to 250.387.5629.

Email: [info@oipc.bc.ca](mailto:info@oipc.bc.ca)

Website: <https://www.oipc.bc.ca/>

# Chapter 3. Circulation Policies

## 3.1. BC OneCard Policy & Procedures

**Approved by the Interim Board of Directors, BC Libraries Cooperative September 16, 2009**

Since this policy was developed in 2009, Sitka staff and patrons in BC public libraries have enjoyed an increasingly seamless integration of service and access to shared resources. This has been achieved primarily through BC InterLibrary Connect, and more enhanced circulation policies that consider home library, not patron profile, in Evergreen to determine a patron's BC OneCard status. Use of the BC OneCard patron profile in Evergreen to manage non resident patrons is now technically optional; libraries can also use any appropriate patron profile, and record the patron's actual home library, to ensure that pre-configured local rules for non residents are applied at checkout. Either method also satisfies statistical requirements for BC Libraries Branch annual reports.

As of August 2018 the BC OneCard program still exists in BC, and the original policy is still applicable for participating libraries, with some technical updates included in 2018.

Sitka's Evergreen instance is intended to feature a shared patron database. From both a database integrity and a service perspective, it is important that each Sitka patron be represented in the shared database by only 1 patron record. As the number of Sitka sites grew, the occurrences of cross-Sitka traffic went up; these occurrences drove the need for consortial policy and workflow to enable high levels of customer service while simultaneously ensuring database integrity.

Consortial policy and procedures for the handling of non-resident patrons complement the existing "opt-in" functionality in Sitka's Evergreen. Since the very first Sitka sites went live in late 2007, custom patron "opt-in" programming has been in place on Sitka's Evergreen to satisfy the requirements of BC's FIPPA legislation as it relates to a shared patron database. The opt-in code is activated the first time a Sitka patron card is scanned at any Sitka library other than their home library. In doing so, it solicits informed patron consent for staff at the library to retrieve the patron's information. Library staff should understand that they must not retrieve the patron record without patron consent.

The past Sitka Circulation Working Group (2007 - 2011), with additional input from the then North Coast Library Federation, and Co-op Support, developed the original Sitka BC OneCard policy. Along with this policy came the following operational approach: all Sitka-site library staff with appropriate permissions are able to edit patron records as necessary, assuming that a patron has "opted in" for service at their library.

### 3.1.1. BC OneCard Policy/Procedure

#### Definitions

**Sitka library** See list of Sitka member libraries at [Current Sitka Libraries](#)

**Non-Sitka library** All other BC public libraries

**Home library** Library from which the patron is entitled to a card by virtue of:

- their residency (or)
- their payment of a non-resident fee

**Lending library** Library from which BC OneCard member obtains service. Can be:

- a Sitka library
- a non-Sitka library

## **Policy**

Sitka's public libraries support the BC OneCard program. To be eligible to register for borrowing privileges at Sitka libraries other than their home library, a borrower must present a valid library card issued by their home library.

The integrity of Sitka's shared patron database is crucial to service delivery; Sitka libraries will in all cases endeavour to maintain a single patron record for each Sitka library member. Only one card per patron will be issued.

## **Loan Limits**

At a minimum, Sitka libraries will allow BC OneCard customers to borrow five books. ('Books' also refers to special format audiobooks normally loaned to registered print-disabled customers).

Other limits – Determined by lending library or appropriate library federation policy (Many libraries/federations treat BC OneCard patrons as regular patrons, with full borrower privileges).

## **Fines & Overdues**

Fine rates are determined by lending library or appropriate library federation policy.

The BC OneCard borrower is responsible for any charges owing to the lending library.

## **Procedure**

- Patron presents home library card for scanning.
- If the patron is in the Evergreen database, and if the patron agrees to "opt in" at the privacy prompt, their account can be accessed by their home library card. Place a BC OneCard sticker on their home library card.
- If the patron is in the Evergreen database, and if the patron does not agree to "opt in" at the privacy prompt, lending library policy will determine service options while endeavouring to maintain a single patron record for each Sitka library member. Library staff must not access the patron record without consent.
- If the patron is not in the Evergreen database, use the patron's home library card as the barcode and complete the patron registration form as per your local policy. Ensure the Home Library selected in Evergreen is the patron's actual non-Sitka home library, and add a BC OneCard

sticker to the patron's library card. From the Check Out screen, scan the patron's card and opt patron in. Inform the patron of applicable BC OneCARD lending library or library federation borrowing limits, fines, and loan policy.

### **Procedure scenarios - Patron exists in Sitka's Evergreen already**

- Patron presents a BC library card.
- Scan into F1 (Circulation>Check Out)
- Patron record is found, Sitka opt in screen presented.
- Opt in? Yes or no.
- If yes, patron can now use your library and your rules according to patron home library and existing patron profile are automatically applied.
- Affix BC OneCard sticker to existing card if that is local policy
- If patron does not agree to opt in, local decision and policy applies to how you will treat this patron

### **Procedure scenarios -Patron does not exist in Sitka and is registered as a BC One card patron**

- Patron presents a BC library card.
- Scan into F1 (Circulation>Check Out)
- Patron is not found.
- Use existing library card barcode to register patron in Sitka and apply patron's actual home library to Sitka record, and make this patron a BC OneCard patron profile. Save new patron record.
- Apply a BC OneCard sticker to existing BC library card.
- Scan barcode into F1 (Circulation>Check Out) and opt patron in.
- Patron now has a record in Sitka, has BC OneCard profile at your library, and any other Sitka library that opts him in in future, and record accurately reflects his home library.
- At checkout, Evergreen will automatically apply locally configured BC One Card circulation rules.

**Non Sitka library codes** See list of BC library codes at <https://ill.bceln.ca/illparticipants>

## **3.2. Holds and Search Policy**

Most Sitka public libraries in BC and Manitoba participate in shared resource agreements currently known as BC InterLibrary Connect and Spruce. Participating libraries follow those agreements' hold and search policies and best practices, with technical input provided by Co-op Support. BC ILC and Spruce holds and search policy is the approved current policy, and eligible libraries are urged to participate.

All other Sitka libraries follow local or federation policies and best practice, with technical input



from Co-op Support.

Refer to [BC Inter Library Connect Policies](#) and [Spruce Inter Library Connect](#) for details.

### 3.3. Fines Payment

#### Approved September 2008

Sitka sites do not accept payment of fines owed at other Sitka sites. To be reviewed pending availability of online payment functionality or direction from BC Libraries Cooperative, its board, or the Sitka BFG.

### 3.4. Return of Items

#### Approved September 2008

Sitka sites will check in items to show in transit for all items en route to another Sitka site.

### 3.5. Patron de-duplication

Sitka's Evergreen instance is intended to feature a shared patron database both to facilitate customer service across multiple libraries (a seamless library experience) and to promote database integrity. To achieve this objective, it is important that each Sitka patron be represented in the shared database by only one patron record.

A patron record incorporates all active transactions on a patron record at the time a library is migrating onto Sitka's database, and where possible, it also defines any existing relationships a patron has with other Sitka libraries, such as being opted in to access services.

#### Operational Procedures

- During migration, Co-op Support will only attempt to de-duplicate those patron records with an identical barcode at two or more libraries.
- In determining which of two or more duplicate records in (1.) should be the lead record, Co-op Support will use the record belonging to the library with the most recent circulations to that patron, unless migrating library has a preferred policy.
- For all other duplicate patron records (those with different barcodes appearing at two or more Sitka libraries), further refinement to a patron's record will be managed by library staff in the Evergreen client using the Merge Patrons function, along with the Patron Deletion tool. Co-op Support will assist with identifying those affected patrons by providing data reports.

# Chapter 4. Inter Library Loan

## 4.1. Using Pre-cats for Incoming ILL

Pre-cats, also known as pre-catalogued items, are temporary records created at the time of check out.

Pre-cats can be used for incoming interlibrary loans that are not between two Interlibrary Connect libraries.

See Sitka's Evergreen Documentation for information on [checking out pre-cats](#).

Some important things to remember about pre-cats are:

- Do **NOT** use the barcode on the item. This causes problems if the item belongs to another Sitka library.
- Pre-cats are temporary and not visible in the OPAC
- A pre-cat only really exists as long as it is checked out
- Make sure you chose the correct circulation modifier at check out to ensure that the item follows the correct circulation policy.

When using pre-cats we recommend that you have a set of barcodes that you recycle to avoid creating hundreds of pre-cats in the system. These pre-cat barcodes may take the form of barcoded cards that are scanned and attached to the interlibrary loan while it circulates.

## 4.2. Using Brief MARC Records for Incoming ILL

Items received through a 3rd party interlibrary loan can be circulated to patrons in Evergreen through the use of brief MARC records. This method enables a library to assign data entry associated with interlibrary loans to a particular staff member, as well as taking advantage of Evergreen's automatic email and text message notifications.

### 4.2.1. Record Requirements

We recommend the following best practice for creating a fixed set of records to be used for interlibrary loans. Some sites may choose to enter bibliographic information for the particular item in these MARC fields, while others may prefer to use generic data, as the actual data is retained in their 3rd party interlibrary loan software.

- Bibliographic records should include the following fields, and text should be in upper case to further identify the record as a brief ILL record:
  - 100 \$a for author's full name

- 245 \$a for title, and 245 \$b containing ILL
- 599 \$aILL with a subfield \$9 containing the Library Archives Canada code of the library who created the record.

These records can be created using the sitka\_book\_rda MARC template. This template is available by selecting **Cataloguing** → **Create New Marc Record**.

- Volume records should use *ILL* for the call number. This call number does not need to be changed on a per-loan basis.
  - In multi-branch systems with centralized interlibrary loan the Owning library/call number should be the branch handling interlibrary loan.
- Copy records should use either be a real barcode affixed to a card that is used for checkout, or a barcode that can be easily written onto a card or wrapper that circulates with the item.
  - A shelving or copy location called ILL or Interlibrary Loan should be created and assigned to copies attached to these MARC records. This shelving location should be set up to be holdable, but not OPAC visible. This will prevent patrons from discovering these brief records in the OPAC. Multi-branch systems with centralized interlibrary loan should created a system level shelving location.
  - Library staff can create a cataloguing item record template with all required attributes pre-loaded, thereby facilitating data entry and consistency when creating a fixed set of records.
- If interlibrary loans should follow a circulation policy that is different from the library's default circulation policy, library staff should ensure that a policy exists for their library, and contact Support if a policy needs to be created. Support recommends using the circulation modifiers "ill-no-renewal" and/or "interlibrary-loan".
- Staff can keep track of which records are available for use by putting all of the items into a [copy bucket](#).

One issue with using actual bibliographic title and author data is that returned ILL items with outstanding fines will display on the patron record with the current title of the MARC record under which their interlibrary loan circulated. For example, if a barcode is re-used while a patron still has fines attached to that copy, patron's record will be updated and contain the new title information, not the information for the item they originally borrowed.

**NOTE**

Support recommends ILL and circulation staff be aware of this and adopt procedures to manage fines on ILLs at time of check-in if using actual bibliographic data in brief MARC records. This could include voiding the circulation fine and creating a grocery bill with all relevant details in a note, or collecting payment at time of check-in when possible.

Sites using generic data will not have to manage this as fines on patron account would reflect the title as Interlibrary Loan Book, for example.

## 4.3. Using Patron Accounts for Outgoing ILL

The patron permission profiles for ILL (PL ILL, Post-Sec ILL, etc.) are intended for accounts you create for other libraries. These accounts allow you to check out items going to that library so they show as checked out in Evergreen and you can easily follow up with a library about all of the items that have been sent to them via interlibrary loan.

**NOTE** If you are an Interlibrary Connect library do not set up accounts for the other libraries in your Connect zone.

### 4.3.1. Setting up ILL Patron Accounts

The steps to create an ILL patron account are the same as a [regular patron account](#). For **Main (Profile) Permission Group** select the ILL option for your library type.

Recommendation for setting up ILL patron accounts:

- include the library's ILL or general email so that Evergreen sends the library pre-due and overdue email notifications.
- include the library's ILL or general address if your library does paper overdues with [final notices](#). Billing notices will be generated for lost materials.
- use a naming convention so you can easily retrieve the accounts via the barcode or patron search.
- request an ILL permission group specific [circulation policy](#) so that items have a longer loan duration and aren't assessed fines when checked to an ILL account.
- set up ILL specific [group penalty threshold](#) to allow more checkouts to an ILL account than to a normal patron account.

### 4.3.2. Checking Out Outgoing ILLs

The workflow for sending out interlibrary loans with ILL patron accounts is as follows.

1. Follow the normal procedures through your 3rd party ILL system to identify the items that need to be pulled to be sent to other libraries.
2. Pull the items from the shelf.
3. Retrieve the patron account for borrowing library.
4. Check the applicable items out.
  - a. The system will follow your default circulation policies unless you have policies specific to the ILL permission profile.
5. Follow the normal procedures through your 3rd party ILL system to send the item to the borrowing library.
6. When the item is sent back follow your normal procedures through your 3rd party ILL system

to receive the item.

7. The item will either have the status of checked out or in-transit in Evergreen. Check the item in.

## **4.4. BC Inter Library Connect Policies**

### **4.4.1. Default OPAC Search Location**

On OPAC, the search location can default to either the BC ILC zone so that patrons can search all libraries' collections, or it can default to your own library first, with the rest of BC ILC libraries as search options in the drop down menu. The configuration is done by Co-op Support.

### **4.4.2. Pick Up Location**

When placing holds, patrons will have the option to choose a pickup location within the BC ILC zone. The pickup location cannot be changed once the holds are placed.

Co-op Support strongly recommends that staff not edit pickup location. Best practice is to cancel the hold and place another hold with new pickup location. There may be eligible copies at the new location, but the hold targeter will not find them if you just change the pickup library. Editing the pickup location in the existing hold will not force Evergreen to re-target the eligible copies.

### **4.4.3. Filling Holds**

In all BC ILC libraries, holds are filled by other libraries' items only when the home library/system does not have a holdable copy.

BC ILC holds are filled in chronological sequence by hold request time, but BC ILC also utilizes Sitka's default, the "Save Gas" method. "Save Gas" allows holds picked up at the check-in library to be filled first, and then revert the queue to follow the request time. This is called "opportunistic hold capture" and is intended behaviour by policy. The essence of the "Save Gas" method is to minimize item transportation.

### **4.4.4. Targeting Holds**

When targeting BC ILC holds, all libraries having a holdable copy are treated equally and Evergreen randomly picks a target copy. It re-targets all outstanding holds at least once every 24 hours at roughly the same time of the day when the hold was placed. It may target another copy if the item on the initial Pull List was not tracked down. For example, a hold placed at noon was on Library M's Pull List on December 1st. But Library M did not capture the hold. At roughly noon on December 2, Evergreen will try to re-target the hold. If Library B has an available copy, it is highly likely the hold will target Library B's copy and show up on B's Pull List, as Evergreen will look for next available copy if hold is not triggered within a period of time.

Evergreen does not target unavailable copies (checked out, etc.) for holds. It checks for outstanding holds when items are returned (checked in).

#### **4.4.5. Selection Depth : Local Hold vs. BC ILC hold**

Whether a hold will be filled by a local or BC ILC copy is fixed when the hold is placed. It is recorded in the hold request record in a field called Selection Depth, which can be displayed by using the Column Picker when viewing holds. 2 stands for BC ILC holds and 3 for local holds. When the holdings situation changes, e.g. a local copy is marked *damaged* and no longer holdable, Evergreen does not re-assess the holds under the title. The Selection Depth will not be updated when the local copy becomes non-holdable. To request a BC ILC copy in this case, staff need to cancel, then replace the hold. On the other hand, if a local copy is added, existing BC ILC holds will still target all BC ILC copies, including the local copy, unless staff cancel, then replace the holds.

Selection Depth is not editable on the staff client. To make a BC ILC hold local, or vice versa, staff must cancel, then replace the hold.

#### **4.4.6. Sitka's Evergreen Hold Policy Configuration**

Co-op Support configures your library's BC ILC hold policies in Sitka's Evergreen. Each BC ILC library is a lending and borrowing library and needs hold policies for both inbound and outbound holds. Hold policies decide who from which libraries can place holds on which items at which libraries. You decide which items from your library can be loaned out to other libraries, and which patrons of your library can request items from other libraries, and inform Co-op Support.

The hold policies can be based on a combination of the following values: the circulation modifier used on the item record, the item's owning library, the hold requestor's patron or staff profile, the requestor's home library, and the pickup library.

As a borrowing (pickup) library, you may set up hold limits on inbound BC ILC holds, and maintain separate limits on local holds, if required. All holds, local and BC ILC, in a patron account, are counted when assessing whether a hold limit is reached.

#### **4.4.7. Age-based Hold Protection**

Libraries may choose not to loan out newer items by applying age-based hold protection via either hold policy or item attribute.

#### **4.4.8. Item Age Hold Protection in Hold Policy**

Use of hold protection based on Item Age (starting from item's Active-date) in hold policy is recommended. The policy setting is automatically applied, and no manual maintenance of individual records is required. Different hold policies can be applied to the same collection based on item age. You need to advise Co-op Support what items are to be protected for how long in order to utilize Item Age in Hold Policy.

#### **4.4.9. Age-based Hold Protection by Item**

Age-based hold protection is a setting applied to individual item records by cataloguing staff. The setting must be manually removed from each record at end of protection time. Co-op Support recommends libraries intending to use Item Age in Hold Policy, as explained above, should not use Age-based Hold Protection in item record.

If an item is protected by both hold policy and age-based hold protection item attribute, the longer protection period is used.

#### **4.4.10. Circulation Policies Based on Check Out Library**

Circulation policies and rules on BC ILC items are determined by the check out library, whether that be at another library, or your library. This means if you want to place special circulation rules on items borrowed from other libraries, by your patrons, you can do so. Circulation policies are configured for you by Co-op Support.

Circulation policies are duration of loan, fine amounts, and number of renewals allowed, based on an item's circulation modifier and or patron or staff profile.

#### **4.4.11. Overdue and Lost Charges**

Overdue fines are collected by the checkout library. Lost charges are collected by the checkout library, but need to be reimbursed to the lending library.

#### **4.4.12. Pre-due and Overdue Notices Sent by Check Out Library**

Courtesy and overdue notices are generated based on the checkout library's notice schedule and templates, and are sent to patrons from the checkout library.

#### **4.4.13. Required Workflow for BC ILC**

1. Patron/staff places holds on titles on OPAC or the staff catalogue
2. If the hold shows up on pull list, find the item and check it in. Print the transit slip and insert into the item. The item will achieve In Transit status. A hold in transit record is created at the same time.
3. The hold may be triggered when checking in items. Print the transit slip as prompted on the screen. Insert the slip into to item. The item will achieve In Transit status. A hold in transit record is created at the same time.
4. Pack the item(s) and send to the requesting (borrowing) library.
5. When item is received at the borrowing (requesting) library check the item in and print the hold slip. The item achieves On Hold Shelf status. Automatic hold notification (email and SMS Text) will be generated and sent to patron. If no automatic notification is requested, phone the patron. The hold in transit record is updated with receiving time and marked closed.
6. Check out the item to the patron.
7. When the item is returned to the borrowing library, check it in. Print the slip and insert into the item. The item will achieve In Transit status back to the owning library. A transit record is created.
8. Send the item(s) back to the owning library.
9. Once the item is received at the owning library, check it in. The item will achieve Reshelving status, if it has not been requested by others. The transit record is marked closed.

**TIP**

The above procedure is simplified. There are special scenarios such as a checked out item may be returned to any library, or checking in items may trigger other holds. In such cases, staff need to follow the prompt on the screen to print either hold or transit slip, and send the item to the destination library if in transit. The destination library should always check in the item once it is received. To ensure the accuracy of the statistics, the above workflow should be strictly followed.

#### 4.4.14. Cancel Transit

Cancel transit should only be done by the source/lending library. Cancelled transits are excluded from the BC ILC hold statistics reports.

#### 4.4.15. BC ILC Statistics

BC ILC statistics are generated based on the hold-in-transit records, and adherence to recommended workflows is the only way to create accurate statistics. When an item is sent away to fill a hold, a hold-in-transit record is created. Based on the item's owning library (lending library) and the transit destination library (borrowing library), we can count the number of items lent by a library as BC ILC holds to other libraries. The following scenarios and how they are handled may have effect on the statistics.

- Cancelling transit will delete the hold-in-transit record, so it will not be included in the statistics. Cancelling transit should never be done at the destination/borrowing library.
- The borrowing library checking out the item directly to the requesting patron, before triggering the On Hold Shelf status by checking in the item, will result in the hold-in-transit record being cancelled. There will be a hold filled, but without a hold-in-transit record to count. This workflow should be prohibited.
- The borrowing library checking out the item to another patron will result in the hold being filled more than one time. This should be avoided.
- The lending library may cancel a transit if it decides not to send out the item. The hold-in-transit record will be deleted, thus not counted in the statistics, which is correct.
- A hold may be canceled by patrons after the item is sent in transit. The hold-in-transit record will be kept open. When such an item is checked in at the borrowing library, staff will see a transit prompt sending the item back to the lending library. Staff need to print the slip and send the item back. The hold-in-transit record will be completed and be counted in the statistics.
- A hold may be canceled by staff after the item is sent in transit. If the cancellation is done at the lending library, staff should cancel transit at the same time. If it is done at the borrowing library, staff should NOT cancel the transit. Instead, they should check in the item, if available, or wait for the item to arrive.
- Once an item achieves On Hold Shelf status, the hold-in-transit record is completed. Canceling such holds will not affect the statistics.
- The borrowing library should not check out the item again to another patron after it is returned from the previous ILL transaction. Such checkout will not be counted in the ILL statistics.
- Another hold may be triggered at the checkin library (that is not the owning library); there will be no hold-in-transit record created, thus this type of hold will not be counted in the statistics.



#### **4.4.16. BC ILC Reports Templates**

There are a few templates in Sitka\_templates > Intra-federation ILL stats.

The following two templates are designed for libraries to generate monthly ILC hold statistics:

- LIBRARY: Inbound ILC holds count for selected month
- LIBRARY: Outbound ILC holds count for selected month

The four templates with names starting with “FEDERATION” are designed for federation coordinators to generate BC ILC hold statistics for all libraries in the federation. Multi-branch libraries may use them to generate statistics of holds among branches and other libraries.

In Sitka\_templates > Circulation > Overdue and others folder, there are templates for libraries to track their items lent to other libraries, for example the template called Overdue Items Checked out at Other Libraries.

These templates are good for monthly recurring reports.

#### **4.4.17. BC Interlibrary Loan Closures**

Co-op Support will only close Interlibrary Connect in Evergreen for extended closures (two weeks or more). To request an extended closure of ILC please send a ticket to Support with the dates of your closure.

When ILC is closed:

- your patrons cannot place holds on items from other libraries for pickup at your library
- patrons at other libraries cannot place holds on your items to be picked up at their home library

For closures of less than two weeks Support advises libraries to:

- ignore items on your Hold Pull List destined for other libraries
  - Evergreen will retarget these holds to items at other libraries overnight (unless you own the only copy)
- set items to be shipped or received aside until your ILL staff member is able to process them. Items travelling between libraries or waiting to be processed will stay "In Transit" until they are checked in.

### **4.5. Spruce Inter Library Connect**

#### **4.5.1. Procedures for Interlibrary Loan From Other Spruce Libraries**

The following is provided courtesy of Spruce directors and members, and is based on current Sitka policy and best practice.

## Resource Discovery

1. Check if the title is available at another Spruce library. In the “Search Catalogue” screen, change the Search Library to Spruce Cooperative.
2. If the title is not found at another Spruce library, check on fILL (<http://fILL.mb.libraries.coop/>). Spruce libraries should not show up in fILL as you’ve already verified that no Spruce libraries hold the title.

## Requesting an item from another Spruce library

1. In the staff client place a hold for your patron the same way you would place a hold on one of your own titles. Reminder: a title level hold will get you the first available copy, an item level hold will wait for that specific copy.
  - a. Watch call numbers, avoid placing holds on items with ILL or On-Order in the call number.

## When the title is received:

1. Check in the item to capture the hold (this moves the item from status “in transit” to status “on-hold”)
2. Print the holds slip.
3. When the patron comes in to pick up the item simply check out as usual.
4. Loan period for inter-library-loan is 1 loan with 1 renewal. (Spruce Policy)
5. When item is returned you will get a transit slip telling you which library to return it to. (the title goes to status “in transit”)
6. IF the title is no longer needed and a hold is not filled the hold must be cancelled and then the item checked in to change the status of “in-transit” to your library to “in transit” to the owning library.

## 4.5.2. Procedures for Spruce Libraries Filling Interlibrary Loan Requests From Other Spruce Libraries

### Check your pull list at a minimum daily (preferably more often):

1. Requested titles will appear on your PULL LISTS FOR HOLD REQUESTS.
2. Retrieve the item from the shelf.
3. Check in the item to capture it for the hold (this puts the item “in-transit” to the requesting library).
4. Print the transit slip so you know where to send it.
5. Do your thing with the Canada Post labels and send in the mail.
6. IF you cannot find the item or you are not filling the hold for any reason DO NOT CANCEL THE HOLD.
  - a. Set the status of your item to “missing”.
  - b. If your library owns the only copy in Spruce, contact the requesting library telling them you

cannot fill the hold. They will cancel the hold.

#### **When the item is returned:**

1. Check in the item as usual.
2. Shelve it as usual.

### **4.5.3. Spruce InterLibrary Loan Tips & Etiquette**

1. Check your Pull List daily.
2. NEVER CANCEL A HOLD (This also deletes the name of the patron requesting the item)
  - a. Only the library placing a hold should ever cancel a hold – No matter what!
  - b. Same applies for in fILL, never cancel a request, you can decline it but never cancel it.
3. If you are going to override a hold on a title to check it out to your patron, let the requesting library know.
4. Always include a return postal sheet.
5. Always “check in” items when you receive them back from an ILL. (Spruce or fILL)
6. Blue Bags belong to Winnipeg Public Library, only use their bags when returning items to WPL and do not use them for ILLs to other libraries.
7. If you receive a loan from out of province, use the same bag to return the item.

### **4.5.4. Catalogue Clean Up**

Keeping items in the correct status allows us to provide better service. Here a few things to check regularly.

#### **Transit List**

1. Admin – Local Administration – Transit List
  - a. Check Transit to your library and from your library (change transit date falls between to “the Beginning” and “7 days” (this allows for items actually in transit / the mail).
    - i. Check your shelves for these items, do they need to be checked in?
    - ii. If you’ve sent something back has the receiving library checked it in?
  - b. Item’s “in-transit” cannot be tagged for a hold. Keeping on top of this benefits everyone.

#### **Browse Hold Shelf**

1. Circulation – Browse Hold Shelf
  - a. Do you have items that are status “on-Hold” sitting on your shelf? Check this to see what really old holds have never been cancelled.

#### **Unfilled Holds Report**

1. Run a report to show you what holds your patrons have that have never been filled.

- a. Unfulfilled & Uncancelled ILC Holds Placed within Time Span
- b. Long-time Unfulfilled Holds (without Limit on Expire Date)

#### 4.5.5. General Spruce InterLibrary Connect Information

##### **Circulation Policies:**

- Circulation policies on Spruce InterLibrary Connect items are determined by the check out library, whether that be at another library, or your library.
  - Circulation policies determine the duration of loans, fine amounts, and the number of renewals allowed, based on an item's circulation modifier and or patron or staff profile.
  - Checkout location is used as a match point when deciding which library's circulation policy to use. This allows the checkout library to apply the same policy to all inbound Spruce ILC items.
    - Basing circulation policy on checkout library functions as described below.
      - If Library A's item is checked out at Library A, Library A's regular home policy is applied.
        - If it is renewed on Library A's OPAC by patron, Library A's home policy is used.
        - If it is renewed at Library B, Library B's circulation policy is used.
      - If Library A's item is checked out at Library B, Library B's circulation policy is applied.
        - If it is renewed on Library B's OPAC, Library B's circulation policy is used.
        - If it is renewed at Library B (or C), Library B or C's circulation policy is used.
        - If the item is renewed at Library A, Library A's home policy is used.

##### **Pre-due and overdue notices**

These notices will be generated based on the checkout library's schedule and sent to the checkout library or to patrons from the checkout library.

##### **Spruce InterLibrary Connect Statistics**

Spruce ILC statistics are generated based on the hold-in-transit records. When an item is sent away to fill a hold, a hold-in-transit record is created. Based on the item's owning library (lending library) and the transit destination library (borrowing library), we can count the number of items lent by a library as ILC to other libraries.

##### **Spruce InterLibrary Connect reports templates:**

There are a few templates in Sitka\_templates > Intra-federation ILL stats.

The following two templates are designed for libraries to generate monthly ILC hold statistics:

- LIBRARY: Inbound ILC holds count for selected month
- LIBRARY: Outbound ILC holds count for selected month

In Sitka\_templates > Circulation > Overdue and others folder

- Overdue Items Checked out at Other Libraries

These templates are good for monthly recurring reports.

#### **4.5.6. Spruce Interlibrary Loan Closures**

Co-op Support will only close Interlibrary Connect in Evergreen for extended closures (two weeks or more). To request an extended closure of ILC please send a ticket to Support with the dates of your closure.

When ILC is closed:

- your patrons cannot place holds on items from other libraries for pickup at your library
- patrons at other libraries cannot place holds on your items to be picked up at their home library

For closures of less than two weeks Support advises libraries to:

- ignore items on your Hold Pull List destined for other libraries
  - Evergreen will retarget these holds to items at other libraries overnight (unless you own the only copy)
- set items to be shipped or received aside until your ILL staff member is able to process them. Items travelling between libraries or waiting to be processed will stay "In Transit" until they are checked in.

# Chapter 5. Cataloguing Policy

## 5.1. Purpose

With recommendations from the then Sitka Cataloguing Working Group, the BC Libraries Cooperative set standards for cataloguing workflows and MARC records and developed the first version of this policy in 2009. This Cataloguing Policy is referenced in the training provided by Co-op Support, and is supplemented by Sitka's Evergreen Documentation located at <http://docs.libraries.coop/sitka/>. Sitka member libraries are expected to familiarize themselves with this policy, and endeavour to uphold it in their local cataloguing workflows.

Sitka consortium libraries are committed to creating a database of high-quality bibliographic records for collective use. These bibliographic records are the shared property of the British Columbia Libraries Cooperative, regardless of the holdings attached. It does not matter which library "created" the record, who transferred it into the database, or who has edited it since. Maintaining the quality and integrity of each bibliographic record is an interest and a responsibility we all share.

## 5.2. Administration

The goal within the Sitka database is to create one master MARC record for each discrete bibliographic title to which all member libraries will add their respective holdings. In this shared environment, it is essential that library staff or volunteers who perform cataloguing work have the skills and training required to ensure adherence to cataloguing standards.

As errors in cataloguing have the potential to affect staff and public access across the consortium, four skill levels have been designated so that only staff with sufficient skills and training may perform specific tasks. To support this operational requirement, Co-op Support maintains four Sitka staff profiles that help manage staff access to cataloguing functions: Circulator + Copy Edit, Circulator + Full Cataloger, Cataloger, and Local System Administrator (LSA). The Chief Librarian at each member library will identify staff members who are authorized to perform tasks at each level, and assign the appropriate staff permissions profiles.

### Who Does What?

Generally, tasks performed by staff or volunteers designated at the Basic or Intermediate levels have fewer implications for errors across the consortium. Tasks performed by staff or volunteers at the Advanced and Expert level have more significant potential impact for errors and require a more in-depth knowledge of cataloguing standards and policies.

### Sitka Cataloguing Skill Levels

Skill level	Tasks that may be performed
Basic	Searching for exact matches and attaching holdings in Sitka database and Z39.50

Skill level	Tasks that may be performed
Intermediate	<p>All Basic level tasks plus:</p> <ul style="list-style-type: none"> <li>* correcting typos (text only)</li> <li>* updating 245b and 245c of a pre-publication record</li> <li>* adding 020</li> <li>* adding approved subject headings 65X, adding local subject headings 69X</li> <li>* adding series statements in 490</li> <li>* adding notes 5XX</li> <li>* basic original cataloguing with template only</li> <li>* if desired, only the following tags may be deleted from records obtained in Z39.50 searches: 59X, 69X, 852, 99X.</li> </ul>
Advanced	<p>All Intermediate level tasks plus:</p> <ul style="list-style-type: none"> <li>* any changes to a record within Evergreen beyond what is designated intermediate</li> <li>* overlaying</li> <li>* merging</li> <li>* deleting</li> </ul>
Expert	<p>All Advanced level tasks plus:</p> <ul style="list-style-type: none"> <li>* authorities</li> <li>* adding 8XX series uniform titles</li> <li>* advanced original cataloguing</li> </ul>

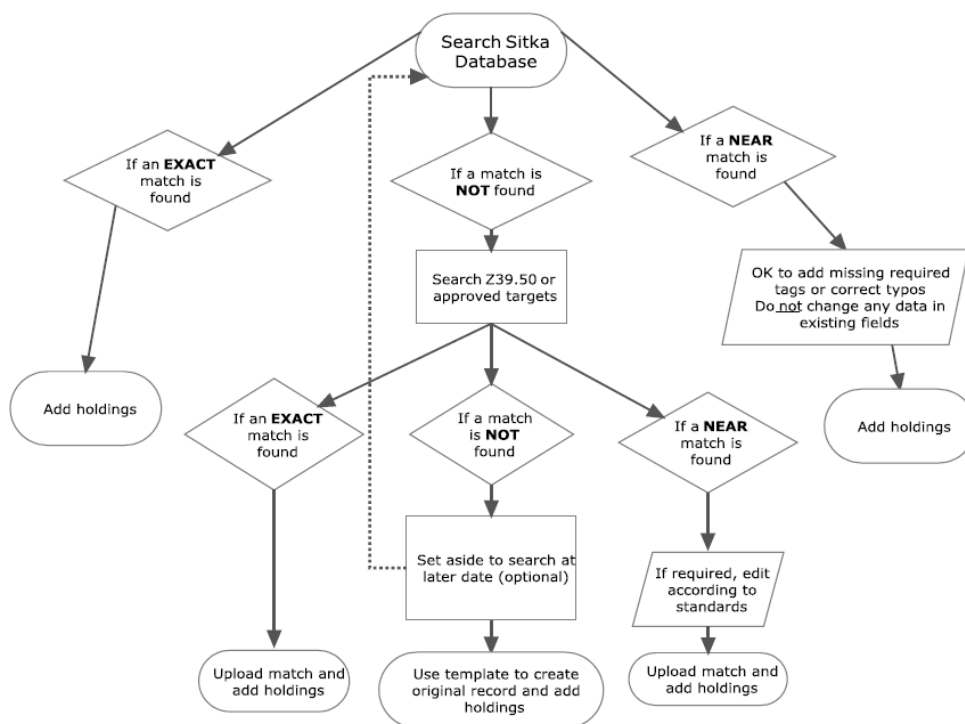
### 5.3. Cataloguing Procedures

For member libraries, there are many benefits to sharing a database of high-quality bibliographic records for collective use. Staff will learn to think consortially, with the resources of several

libraries at their disposal, instead of relying on the local technical services staff alone. Cataloguing workflows will change, with Sitka being the primary source of copy cataloguing for many libraries.

Staff must always check the Sitka database first before searching Z39.50 targets, or, in some libraries, a vendor file of MARC records, for bibliographic records.

In order to ensure the integrity of this shared database, the procedures outlined in this section must be followed by all staff and volunteers who perform cataloguing tasks in Evergreen. The Chief Librarian at each member library is responsible for ensuring that staff and volunteers follow these procedures as they apply to their designated skill Level.



### 5.3.1. Minimum Requirements For a Match in the Sitka Database or Z39.50 Targets- Updated 2018

The minimum requirements for determining a match include Title, GMD, the 336, 337 and 338 fields in RDA records, Author, Edition, Imprint (Date, Publisher, Physical Description) and Format. Note that the minimum criteria for an exact match for DVD and software need to be detailed, e.g. Blu-ray vs. regular DVD, aspect ratio (widescreen vs. full screen), PC versus Mac, etc.

#### CAUTION

Format rules have tightened considerably with the 2018 revised policy. Paperback and hardcover editions are no longer ever considered a match in Sitka, and Sitka cataloguers are asked to take note of this updated policy. Co-op Support now performs regular de-duplication of the Sitka database, and records with multiple formats and ISBNs cause merge errors, reduced de-duplication, and loss of data integrity.

In order to ensure the integrity of the shared database, please follow these steps carefully:

1. Always search the Sitka database first to find a match conforming to the minimum requirements.



2. If no match is found after searching the Sitka database, search the approved Z39.50 targets. These same fields also represent the minimum requirement for a match when searching Z39.50 targets.
3. If more than one matching record is found, follow the instructions in the section called “Characteristics of a “Best” MARC Record in the Sitka Database” to choose the best record.
4. If an item has a different binding than the record in the database, the record is not considered a match, and holdings must not be attached. Sitka’s updated 2018 policy does not consider hardcover and paperback formats to be a match.
5. For more detailed information on determining a match, we recommend reviewing [OCLC’s Field by Field Guidelines for New Records](#).

### 5.3.2. "Near" Match When Searching the Sitka Database

When searching in Sitka, library staff may find a record that closely matches the item in hand, but which may require varying levels of change/correction, addition or in some cases merging with another record. The following chart should be used in conjunction with the Skills Level chart to determine what actions may be taken with a “near” match.

Issues with Sitka Record	Possible Actions	Task/Action	
Obvious typo - text or coding	Change	Corrected by staff with appropriate qualifications	
Pre-publication record	Add	Updated by staff with appropriate qualifications	
Substandard or brief record	Change, Add, or Merge	Improved to best record standard by staff with appropriate qualifications	
Enhance an "exact" match record by adding 520, 650, 655, etc.	Change, Add, or Overlay	Optional - by staff with appropriate qualifications	

| **Issues with Z39.50 Record** | **Possible Actions** | **Task/Action** | | Obvious typo - text or coding | Change | Corrected by cataloguing staff with appropriate qualifications | | Pre-publication | Add | Updated by cataloguing staff with appropriate qualifications | | Enhance an "exact" match record by adding 520, 650, 655, etc. | Change or Add | Optional - by staff with appropriate qualifications | | Different formats, e.g. using a VHS record for a DVD, must be edited to correct changes | Change or Add | Corrected by staff with appropriate qualifications |

## Original Cataloguing ^^^^^^^

Original cataloguing should constitute a very small percentage of records added to the database. The majority of records (>95%) should be found either within the Sitka database or approved Z39.50 targets, or, in some libraries, a vendor file of MARC records. If a record cannot be found within these sources, an original record may be created.

Sitka cataloguing templates are provided to assist library staff in complying with this standard. These templates are based on the section called "Characteristics of a "Best" MARC Record in the Sitka Database". Sitka templates are only in RDA as of Evergreen version 3.1 in 2018.

For instructions on original cataloguing and cataloguing templates, please refer to the section on [Creating New Bibliographic Records](#).

## Characteristics of a "Best" MARC Record in the Sitka Database ^^^^^^^^^^^^^^^^^^^^

[options="header"]

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### Fields?

#### MARC tags/subfields

#### Instructions to Member Library Cataloguers

##### Standard Numbers

010 LCCN, 020 ISBN, 022 ISSN, 028 or 037, publisher control numbers.

Include as many relevant standard numbers as possible.

##### Classification Numbers

05X, 082, 090, 092

When choosing between available records, add the record with both LC and DDC classification numbers.

##### Title/Statement of responsibility

245 \$a title \$c statement of responsibility \$h GMD (note GMD is not used with RDA records)

When choosing between available records, add the record that has added title fields, e.g. 246, 740, etc. Choose RDA record over AACR2. If AACR2 record, use GMD standard List Two from AACR2 Rule 1.1C1. For non-standard terms such as DVD, MP3, etc., use 300 Physical Description for more details. For RDA records, the GMD is no longer used - use fields 336, 337, 338 instead.

##### Edition Statement/Special information

25X

When choosing between available records, add the record with the fullest and most accurate 25X tag(s).
Publication information
260 (AACR2) \$a place of publication, \$b publisher, \$c publication year OR, 264 (RDA) (2nd indicator 1) \$a place of publication, \$b publisher, \$c publication year
When choosing between available records, choose the RDA record if available, and choose the record with the fullest and most accurate 264 or 260 tag. \$c is not used in records for active serials.
Physical description of item
300 \$a extent, \$b illustrations, \$c dimensions, \$e accompanying material
When choosing between available records, add the record with the fullest and most accurate 300 tag. Add \$b, \$c, and \$e where applicable.
Content, Media and Carrier type (RDA only)
336 \$a content term \$2 rdaccontent, 337 \$a media term \$2 rdamedia, 338 \$a carrier term \$2 rdacarrier
For RDA records only, the fields of content, media and carrier collectively replace the GMD (245\$h). For a list of content terms for 336\$a, <a href="#">Term List for RDA Content Types</a> . For a list of media terms for 337\$a, <a href="#">Term List for RDA Media Types</a> . For a list of carrier terms for 338\$a, <a href="#">Term List for RDA Carrier Types</a> .
Series information
490
When choosing between available records, add the record containing a 490 series statement with accompanying 800 or 830 (Current LC standard).
Notes area
5XX
When choosing between available records, add the record with the most 5XX tags. 538 (System Requirements) should be included where relevant for non-print materials. Local notes should be added in a 59X tag and must include the Canadian Library Identifier Code in \$5. Local notes requiring indexing should be added in a 595 tag and must include the Canadian Library Identifier Code in \$5. The following 5XX fields should also include the Canadian Library Identifier Code in \$5: 506 (Restrictions on Access Note), 521 (Target Audience Note), and 540 (Terms Governing Use and Reproduction Note).
Subject headings
6XX
When choosing between available records, add the record with authoritative subject headings. Local subject headings should be used only to designate special collections and should be added in 69X tags and include a Canadian Library Identifier Code in \$5.
Holdings and Locations

When cataloguing electronic resources, add the record with the URL in 856 and include the Canadian Library Identifier Code in subfield \$9.

### 5.3.3. Working with On-order MARC Records

Use of the Acquisitions Module resulted in an increase in the number of brief on-order records in the Sitka catalogue. The Acquisitions Ad Hoc Committee put forth recommendations on handling these brief on-order records. These recommendations were originally approved by the Business Function Group March 21, 2012, and have since been updated by Co-op Support in 2014 and 2018.

- Acquisitions Selectors to follow guidelines for minimum cataloguing requirements in creating brief on-order records.
- Cataloguers can only use brief on-order records to add holdings to if no other, better, record exists in the Sitka catalogue. An Acquisitions library, or another qualified cataloguer at a Sitka library, will change the on-order record to a full bibliographic record in the end, so cataloguers need to make sure they're attaching their holdings to the correct brief bibliographic record.
- If the only record for a title in the catalogue is an on-order record, cataloguers should use that record to add holdings to only if they are sure that it matches format and isbn or other identifier to the title-in-hand. In this situation, cataloguers can overlay or merge the on-order record with the complete record as long as the format and identifier are a definite match and the new record adheres to Sitka Cataloguing Policy. Cataloguers must also ensure that they carry over any 590 or 690 fields from the on-order record to the complete record. (updated Feb 2014)
- If the only record for a title in the catalogue is an on-order record, and it is unclear which format or isbn or other identifier the on-order record describes, cataloguers should bring in a new record via Z39.50 and attach their holdings to it. (updated Feb 2014)
- Cataloguers can overlay brief on-order records when using the MARC Batch Import/Export function. When importing, cataloguers must always use the Sitka overlay profile to ensure data in the 590 and 690 fields of the original record is preserved. Cataloguers should ensure that the brief records is for the same format as the item they are cataloguing. By default, brief on-order records use the Book 008 field regardless of the true format of the item.

### 5.3.4. Working with On-order Item Records

Libraries that allow patrons to place holds on items that are on order can create placeholder items to display in the catalogue. These placeholder items are created as described in the [Adding Holdings to Bibliographic Records](#) section of Sitka's Evergreen Documentation, but with temporary information used to fill some of the item record fields.

Approved practice for cataloguers include the following:

- Use fake barcodes which include your library code, and have somewhere to record where you are in the sequence. i.e. MPL1000, MPL1001, MPL1002
- Use ON ORDER as your call number.

- Use Evergreen's On order status for the item record.
- Have an On Order copy template for cataloguers to use.
- Create and use an ON ORDER copy location, especially if your library uses a new book copy location.

When the items arrive, the cataloguer simply updates the barcode, call number, and copy characteristics, rather than creating a new item and deleting the fake item. This ensures that any holds placed on the copy will be filled.

### **5.3.5. Working with RDA Records**

RDA records and AACR2 records can co-exist in Sitka's Evergreen, with the preference being for RDA. Both types of records can be imported into the system, and for the foreseeable future, Sitka's Evergreen will support both standards.

The following are approved guidelines for RDA records in Sitka's Evergreen:

- Leave an RDA record as RDA; do not modify a RDA record back to AACR2.
- Copy cataloguers should add their copies to RDA records in the same way as they do to AACR2 records.
- We want to minimize duplication of records; use the RDA record if already in Sitka, but do not import an RDA record if an AACR2 record for the same title already exists in Sitka. Instead, attach your copies to the AACR2 record.
- At import, when choosing between 2 MARC records of equal quality, one in RDA and one in AACR2, prefer the RDA record.
- Original cataloguing is done in RDA exclusively, as of Evergreen version 3.1 in 2018. Cataloguing templates are provided in RDA only.

### **5.3.6. Sitka's Evergreen Documentation**

Refer to Sitka's Evergreen Documentation on Cataloguing at [http://docs.libraries.coop/sitka/\\_cataloguing\\_2.html](http://docs.libraries.coop/sitka/_cataloguing_2.html).

## **5.4. Series Cataloguing**

Sitka libraries use the 490 tag for a series title statement, which is the current Library of Congress standard. The 490 should include subfield \$a and subfield \$v. If an added entry is required, you must use the 800 or 830 tag. The 440 tag has been obsolete since 2008, and while records containing 440 tags are still in the catalogue, new series statements must follow the current standard.

## **5.5. Local Information in Cataloguing**

## 5.5.1. Library Specific Local Information

Applies to all items attached to the record belonging to the scoped library.

Table 1. Library Specific Local Information

MARC Field	Field Name	Scoping Subfield	OPAC Visible?	Use
506	Restrictions on Access Note	5	Yes	Used to note who is allowed to access the resource.
521	Target Audience Note	5	Yes	Used to indicate the audience the resource is intended for (ie. reading level or video rating).
540	Terms Governing Use and Reproduction Note	5	Yes	Used to note how the resource can be used (ie. Public Performance Rights).
59X	Local Notes	5	No	Used for any local notes that do not fit into another field.
595	Local Notes (Indexed)	5	No	Used for any local notes that need to be searchable in the OPAC.
69X	Local Subject Access Fields	5	Yes	Used for local subject headings (ie. not Library of Congress or Canadian Subject Headings).
856	Electronic Location and Access	9	Yes	Used to provide the URL for access to electronic resources.

Please refer to the Library of Congress' [MARC Standards](#) for further information regarding these fields.

## 5.5.2. Item Specific Local Information

Applies to the specific item.

Table 2. Item Specific Local Information

Name	Patron Visible	Use
Item Statistical Category	No	Used for commonly repeated information about a specific item (ie. vendor).
Item Note	No	Used for information specific to the item (ie. Adopt a Book sponsor).
Item Note (Public)	Yes	Used for information specific to the item that may be of interest to a patron (ie. autographed copy).
Item Alert	Yes	Used for information that should be seen when an item is checked in or out (ie. Damage or number of pieces to check for). CAUTION: some 3rd party self check machines cannot display item alerts.

## 5.6. Frequently Asked Questions

### 5.6.1. What is the correct capitalization and punctuation used when entering subject and name authorities?

Enter the authority normally, using both upper and lower case, and no period at the end, unless the name authority ends with an initial.

Examples:

- \$aOlympics \$xHistory \$y20th Century
- \$aAtwood, Margaret, \$d1939-
- \$aRoberts, Albert R.

### 5.6.2. How are serials/magazines catalogued?

A serials module is partially supported in Sitka's Evergreen, and used by a few academic libraries. Until it is fully implemented, each member library will maintain its own bibliographic records for serials. The recommended procedure for cataloguing serials is to give each magazine issue its own

volume and copy record.

### **5.6.3. How do I request more Z39.50 targets to be added to Evergreen?**

Send a request to Co-op Support, and include any available technical details available about the target. You can find connection details via an internet search in most cases. Please note, not all organizations provide Z39.50 access to their database.

Support assesses potential sources based on perceived need by Sitka libraries, and quality of records.

### **5.6.4. What is the preferred method to enter TV Series on DVD?**

As the packaging of, and library circulation policies for, this format vary widely, member libraries may choose to catalogue these either by series or by individual title. If the title proper is based on the episode title, an 830 added entry should be created for the series name.

### **5.6.5. Is a record considered a match if only the binding is different from the item in hand?**

No. If an item has a different binding, the record is not considered a match. The record is not a match even if nearly identical in content and pagination, and originating from the same publisher. This is updated policy as of 2018.

Records for physical items are never considered to be a match for an e-resource and vice versa. The ISBN for an e-book should not be added as a 020 field on a record for a physical book.

### **5.6.6. Will we lose any local data in the bibliographic record when joining Sitka?**

Where feasible, as a member library's legacy system bibliographic records are added to the Sitka database at the time of the migration, Co-op Support may run processes to preserve specific local data. These processes may include some or all of the following:

- General Material Designation (GMD) - the following is for AACR2 records only; does not apply to RDA records
  - Incoming records with customized GMDs: move the 245\$h from the incoming record and add to 590 \$a, adding 590 \$5 with Canadian Library Identifier Code. Add the appropriate GMD from AACR2 List Two in the 245\$h where applicable.
  - Incoming records will be run against AACR2 List Two GMDs. Anything that deviates will be moved to 300 tags, normalizing to reduce duplication, e.g. uppercase everything, remove leading and trailing punctuation. Add a vertical bar between 300 entries to provide a separator between repeat 300 tag descriptions displayed in the PAC.
- Series Information
  - Nonstandard series information will be preserved in a 590 tag accompanied by the Canadian Library Identifier Code in \$5.
- Subject Headings



- Local subject headings in a 690 tag will be appended to the existing master record. Co-op Support will strive to move local subject headings in other 6XX tags to an appropriate location during the migration process.
- Notes
  - Use 590\$a for local notes, with Canadian Library Identifier Code in 590 \$5

### 5.6.7. What does RDA mean for cataloguers in Sitka?

RDA records and AACR2 records can co-exist in Sitka's Evergreen, with the preference being for RDA. Both types of records can be imported into the system, and for the foreseeable future, Sitka's Evergreen will support both. Original cataloguing is done in RDA only. [Watch a 10 minute video](#) on an overview of RDA in Sitka's Evergreen.

Some of the key characteristics of an RDA record are as follows:

- 040\$e has a value of RDA,
- more access points including more than three authors and contributors in the statement of responsibility
- abbreviations are spelled out
- publication information is in the 264 tag
- 336, 337, and 338 tags replace the GMD in the 245\$h

The following are approved guidelines for RDA records in Sitka's Evergreen:

- Leave an RDA record as RDA; do not modify a RDA record back to AACR2.
- Copy cataloguers should add their copies to RDA records in the same way as they do to AACR2 records.
- We want to minimize duplication of records; use the RDA record if already in Sitka, but do not import an RDA record if an AACR2 record for the same title already exists in Sitka. Instead, attach your copies to the AACR2 record.
- At import, when choosing between 2 MARC records of equal quality, one in RDA and one in AACR2, prefer the RDA record.
- Original cataloguing is done in RDA exclusively, as of Evergreen version 3.1 in 2018. Cataloguing templates are provided in RDA only.

For training information on RDA, please see [Library of Congress RDA Training Materials](#).

# Chapter 6. 3rd Party Service Integration

**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.**

Co-op Support frequently receives requests from libraries to integrate 3rd party services with Sitka's Evergreen. These 3rd party services include products such as self-check, electronic resources, public workstation authentication, equipment lockers, etc.

Vendors of 3rd party services may give the impression that integrating their services with your library's ILS (Sitka's Evergreen or otherwise) should be "easy" or straightforward. This is most often **NOT** the case, particularly if this is a new product/service. Service integration has become increasingly challenging as we strive to meet stricter privacy and security legislation requirements. We would like to work with you to ensure successful integration of 3rd party products wherever possible, and to do our best to identify those regrettable cases where integration with Evergreen is not possible.

Most of these 3rd party services use one of two ways for their service to "talk" with Sitka's Evergreen, either using a protocol called SIP2 (Standard Interchange Protocol), or through an API (Application Programming Interface). In either case, Sitka/Support staff need to ensure that the method of integration is secure and private.

We've provided more background below about why 3rd party integration often requires time on our part and why in some cases, it may not be possible or feasible.

*Here's why:*

- The SIP2 protocol, is old and insecure. Sitka staff have done significant work recently with some existing services to mitigate the limitations of SIP2 and better protect user privacy.
- We are phasing out the use of SIP2 for authentication, and are working to secure SIP2 where it is truly unavoidable. Any new services will require additional time and work, including back and forth with technical staff on the vendor side and testing, to work around these issues.
- APIs require the vendor to provide us with technical details so we can attempt to integrate the service with Sitka's Evergreen. This requires time for staff to do analysis, write code, work with technical staff on the vendor side and test to ensure the API works.
- There will be cases where neither authenticated SIP2 or API will work and we may not be able to integrate the 3rd party application with Sitka's Evergreen

# Best Practices

# Chapter 7. Return of Multi-Part Items to Non-Home Libraries

When items with multiple parts are returned to a non-home library, the non-home library will determine whether or not any parts are missing. The non-home library will attach a note indicating how many parts were missing. Items with multiple parts need to be clearly labeled, or a note added to the item record, so staff know how many parts to look for.

# Chapter 8. Patrons in Sitka

## 8.1. Patron Permanent Move

To ensure the accuracy of the Sitka patron database the following changes are recommended when a patron makes a permanent move from one community served by a Sitka library to another community served by a Sitka library.

In the *Edit* screen of the patron account:

- Update the patron's address and other contact details.
- Update the patron's home library to the new home library.
- Use the **Replace Barcode** button to replace the patron's old barcode with a new barcode from a new library card issued by the new home library.
- Update the patrons's *OPAC/Staff Client User Name* if it is still set as the patron's previous barcode. If the patron has changed this to a unique username it does not need to be updated.
- Update any statistical categories relevant to the new home library.
- Update the patron's *Main (Profile) Permission Group* if different at the new home library.

Updating the above information will ensure that patron statistics are accurate and the patron has access to the new home library's databases.

Some databases require patrons to access them using a library card from the community in which they live. This means that if the address of the patron does not fall in the service area of the library that issued the card the patron will not be able to access the resource.

### NOTE

Libraries should follow their local policies when handling patrons from other Sitka libraries that have temporarily moved to their community.

# Chapter 9. Annual Reports for Public Libraries Branch (BC)

Co-op Support compiles holdings, circulation, and patron statistics for BC's Public Libraries Branch annual reports on behalf of Sitka's BC public libraries as outlined below.

- Co-op Support generates reports where data from Sitka's Evergreen is required to meet current Public Libraries Branch report requirements. Where reports require a combination of data from Sitka's Evergreen and other sources, Co-op Support generates the Evergreen part only.
- Early in the new year Co-op Support posts the report and supporting documentation to the [BC Annual Statistics](#) page. The supporting documentation includes notes explaining how the figures were compiled, especially where multiple reports are required.
- Libraries review, re-compile, and correct the statistics as necessary and then submit the final reports to Public Libraries Branch. Due to libraries' varied local practice, Co-op Support is not responsible for confirming accuracy at local level. Co-op Support provides tips on how to check reports, and offers technical support as needed.
- Some reports need data from the past few years. Reports from previous years can be found on the [Past Statistics](#) page. Co-op Support only provides reports from Sitka's Evergreen. Libraries that have recently migrated to Sitka are responsible for reporting relevant data from their legacy ILS.

## 9.1. BC Public Library Statistics

Access to the data, and more detail about reporting requirements and methodology is available here. [Public Libraries Branch Annual Survey Results](#).

# Appendix A: Licensing



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