

# Sitka's Evergreen Policy & Best Practices Manual

# Table of Contents

Introduction .....	2
1. Introduction .....	3
1.1. About Policy and Best-Practice Documents .....	3
1.2. Revisions .....	3
Approved Policy .....	4
2. Privacy Policy .....	5
2.1. Short Version .....	5
2.2. Detailed Version .....	6
3. Access to Sitka's Evergreen .....	10
3.1. Passwords .....	10
4. Sitka Shared Data Values .....	12
5. Circulation Policies .....	13
5.1. BC OneCard Policy & Procedures .....	13
5.1.1. BC OneCard Policy/Procedure .....	13
5.2. Holds and Search Policy .....	15
5.3. Fines Payment .....	16
5.4. Return of Items .....	16
5.5. Patron de-duplication .....	16
6. Inter Library Loan .....	18
6.1. Using Pre-cats for Incoming ILL .....	18
6.2. Using Brief MARC Records for Incoming ILL .....	18
6.2.1. Record Requirements .....	18
6.3. Using Patron Accounts for Outgoing ILL .....	20
6.3.1. Setting up ILL Patron Accounts .....	20
6.3.2. Checking Out Outgoing ILLs .....	20
6.4. BC Inter Library Connect Policies .....	21
6.4.1. Default OPAC Search Location .....	21
6.4.2. Pick Up Location .....	21
6.4.3. Filling Holds .....	21
6.4.4. Targeting Holds .....	21
6.4.5. Selection Depth : Local Hold vs. BC ILC hold .....	22
6.4.6. Sitka's Evergreen Hold Policy Configuration .....	22
6.4.7. Age-based Hold Protection .....	22
6.4.8. Item Age Hold Protection in Hold Policy .....	22
6.4.9. Age-based Hold Protection by Item .....	22
6.4.10. Circulation Policies Based on Check Out Library .....	23
6.4.11. Overdue and Lost Charges .....	23
6.4.12. Pre-due and Overdue Notices Sent by Check Out Library .....	23

6.4.13. Required Workflow for BC ILC	23
6.4.14. Cancel Transit	24
6.4.15. BC ILC Statistics	24
6.4.16. BC ILC Reports Templates	25
6.4.17. BC Interlibrary Loan Closures	25
6.5. Spruce Inter Library Connect	25
6.5.1. Procedures for Interlibrary Loan From Other Spruce Libraries	25
6.5.2. Procedures for Spruce Libraries Filling Interlibrary Loan Requests From Other Spruce Libraries	26
6.5.3. Spruce InterLibrary Loan Tips & Etiquette	27
6.5.4. Catalogue Clean Up	27
6.5.5. General Spruce InterLibrary Connect Information	28
6.5.6. Spruce Interlibrary Loan Closures	29
7. Cataloguing Policy	30
7.1. Purpose	30
7.2. Cataloguing Standards	30
7.2.1. Bibliographic Records	30
7.2.2. Non-Bibliographic Records	31
7.2.3. Subject Headings	31
7.2.4. Classification Systems	32
7.2.5. Cataloguing Training	32
7.3. Cataloguing Permissions	32
7.3.1. Library Staff Cataloguing Permission Groups	33
7.4. The Cataloguing Workflow	34
7.4.1. Is it a Match?	35
7.5. Editing Bibliographic Records	36
7.5.1. Existing Records	36
7.6. Adding Individual Bibliographic Records	38
7.6.1. Importing via Z39.50	38
7.6.2. Original Cataloguing	38
7.6.3. Using Placeholder Holdings	39
7.7. Batch Loading Bibliographic Records	39
7.7.1. Consortial Batch Loading	40
7.7.2. Library Specific Batch Loading	40
7.7.3. E-resource Record Batch Deletion	41
7.8. The Bibliographic Record	42
7.8.1. Sitka's Minimum MARC Record	42
7.8.2. A Good MARC Record	43
7.8.3. Local Information in Cataloguing	45
8. 3rd Party Service Integration	48
Best Practices	50

9. Return of Multi-Part Items to Non-Home Libraries	51
10. Patrons in Sitka	52
10.1. Patron Permanent Move	52
11. Annual Reports for Public Libraries Branch (BC)	53
11.1. BC Public Library Statistics	53
12. Annual Reports for Manitoba Public Library Services Branch (PLSB)	54
12.1. MB Public Library Statistics	54
12.1.1. Service Area Statistics	56
12.1.2. Collections Statistics	56
12.1.3. Circulation Statistics	56
13. Temporary Library Closures	59
13.1. Add a Closing In Evergreen	59
13.2. Interlibrary Connect and Local Holds	60
13.3. Updating Expiring Patrons	60
13.4. Messaging to Patrons	60
13.5. Re-Opening Your Library	61
14. Data Management	62
14.1. Introduction	62
14.2. Getting Started	62
14.3. Checklist	63
14.3.1. Ongoing Tasks	63
14.3.2. Monthly Tasks	63
14.3.3. Quarterly Tasks	63
14.3.4. Annual Tasks	63
14.3.5. Cleaning Up Your Existing Data	64
14.4. Recommendations	64
14.4.1. Local Library Policies and Procedures	64
14.4.2. Templates	64
14.4.3. Working with Your Collection	65
14.4.4. Working with Your Patrons	65
14.4.5. Public Catalogue	66
14.4.6. Reporting	66
14.5. Safeguarding Your Data	66
14.5.1. Library Staff Accounts	66

## **Evergreen 3.9**

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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. Access to Sitka's Evergreen

Libraries are responsible for ensuring the accounts used to access Sitka's Evergreen are secure.

As per the Data Sharing Agreement in [Appendix J of the Service Management Agreement](#)) libraries MUST:

- develop and maintain processes that ensure systems and data are adequately safeguarded from unauthorized access and that Evergreen is used appropriately in the Sitka context.
- immediately report to the Sitka Manager any security breach. (This can be done by contacting Co-op Support who will inform the manager.)
- ensure that systems are not accessed by any individual except library employees/contractors, or patrons in accordance with user authentication standards defined by the Cooperative.
- ensure that passwords meet or exceed industry standards, including standards related to password length and structure, expiry times, and reuse.
- have employees/contractors sign appropriate computer use/confidentiality agreements and keep them current.
- ensure that reasonable security measures, such as screensavers, workstation passwords, firewalls and routers, and encryption on local area networks are in place and being used.

Please see the Data Sharing Agreement in [Appendix J of the Service Management Agreement](#)) for the complete list.

Libraries should also ensure that staff access is disabled in a timely manner when a staff member leaves the library. See [Closing Library Staff Accounts](#) for more details.

In the event of a suspected data breach libraries should ensure all staff passwords are updated as a precaution.

## 3.1. Passwords

Co-op Support recommends that libraries follow the below guidelines in respect to passwords used to access Sitka's Evergreen.

Passwords:

- must NEVER be saved in the internet browser
- must NEVER be written down and stored in an unsecure location
- must NEVER be shared via email
- must NEVER be shared when submitting a ticket to Co-op Support
- must be unique and not used elsewhere (e.g. don't use the same password for Evergreen and your email)
- should contain a combination of letters, numbers, symbols, and capitalization
- are updated on a yearly basis

- for generic staff accounts must be updated when staff members with access leave the library

# Chapter 4. Sitka Shared Data Values

The available data values for the following fields are shared by all Sitka libraries. To keep the lists manageable for libraries we limit new additions and only add new values if it's absolutely necessary. Please [contact Co-op Support](#).

## 1. Fields with Sitka Shared Data values

- [Circulation Modifiers](#)
- Patron Types
- [Permission Groups](#)
- Billing Types
- [Item Statuses](#)
- [Age Based Hold Protection Rules](#)
- [Sitka's Acquisitions Defaults](#)

# Chapter 5. Circulation Policies

## 5.1. 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.

### 5.1.1. BC OneCard Policy/Procedure

#### Definitions

**Sitka BC public library** See list of Sitka member BC public libraries at [Sitka Public Libraries](#)

**Non-Sitka BC public 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 BC public library
- a non-Sitka BC public library

## **Policy**

Sitka's BC public libraries support the [BC OneCard program](#). To be eligible to register for borrowing privileges at BC public 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 BC public 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**

#### **Sitka Snippet Video - Opting Patrons Into Your Library (1:10)**

1. Patron presents a BC public library card.
2. Scan into F1 (Circulation>Check Out)
3. Patron record is found, Sitka opt in screen presented.
4. Opt in? Yes or no.
5. If yes, patron can now use your library and your rules according to patron home library and existing patron profile are automatically applied.
6. Affix BC OneCard sticker to existing card if that is local policy
7. 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**

#### **Sitka Training Video - Registering a Patron for Libraries Participating in BC OneCard (5:12)**

1. Patron presents a BC public library card.
2. Scan into F1 (Circulation>Check Out)
3. Patron is not found.
4. 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.
5. Apply a BC OneCard sticker to existing BC public library card.
6. Scan barcode into F1 (Circulation>Check Out) and opt patron in.
7. Patron now has a record in Sitka, has BC OneCard profile at your library, and any other Sitka BC public library that opts them in in future, and record accurately reflects their home library.
8. 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>

## **5.2. 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.

## 5.3. 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.

## 5.4. 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.

## 5.5. 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 6. Inter Library Loan

## 6.1. 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.

## 6.2. 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.

### 6.2.1. 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.
- Item 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 location](#) called ILL or Interlibrary Loan should be created and assigned to items 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 [library specific MARC 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 Co-op Support](#) if a policy needs to be created. Co-op 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 an [item 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 item, 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 [adjusting the bill balance to zero](#) for the circulation fine and [creating a manual 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.

## 6.3. 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.

### 6.3.1. 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.

### 6.3.2. 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.

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

### **6.4.1. 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.

### **6.4.2. 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.

### **6.4.3. 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.

### **6.4.4. 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).

### **6.4.5. 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.

### **6.4.6. 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.

### **6.4.7. 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.

### **6.4.8. 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.

### **6.4.9. 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.

#### **6.4.10. 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.

#### **6.4.11. 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.

#### **6.4.12. 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.

#### **6.4.13. 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.

#### 6.4.14. Cancel Transit

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

#### 6.4.15. 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.

## 6.4.16. BC ILC Reports Templates

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

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 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.

## 6.4.17. 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.

## 6.5. Spruce Inter Library Connect

### 6.5.1. 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.

## 6.5.2. 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.

### **6.5.3. 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.

### **6.5.4. 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)

## 6.5.5. 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.

### **6.5.6. 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 7. Cataloguing Policy

## 7.1. Purpose

Sitka's Cataloguing Policy defines the standards and best practices for cataloguing within the shared Sitka catalogue to ensure that all libraries are treating bibliographic records in the same manner when they are editing, creating, or adding records.

All staff that perform cataloguing tasks at Sitka libraries are expected to familiarize themselves with this policy and commit to uphold it as they work with records in the Sitka catalogue.

The goal is to have a database of high quality bibliographic records that are shared by all libraries. Ideally there is one MARC record in the database for each discrete bibliographic title which all libraries add their holdings to. All Sitka libraries must follow the same policies when editing MARC records to ensure that records accurately describe the items that are attached to them.

The bibliographic records in the Sitka database are the shared property of the BC 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.

Sitka's cataloguing policy was originally developed by the BC Libraries Cooperative in 2009 with recommendations from the Sitka Cataloguing Working Group. The policies are updated by Co-op Support as needed to reflect changes in cataloguing standards and changes to Sitka recommendations.

## 7.2. Cataloguing Standards

All staff performing cataloguing functions in Sitka's Evergreen are expected to follow the same cataloguing standards when working with records.

### 7.2.1. Bibliographic Records

Cataloguers are expected to follow cataloguing standards when creating new bibliographic records or editing existing bibliographic records in Sitka's Evergreen.

New bibliographic records should follow current [RDA](#) and [MARC 21 Format for Bibliographic Data/Normes MARC 21](#) standards.

**NOTE**

Older records in the catalogue may follow AACR2 standards, rather than RDA, depending on when they were originally catalogued.

To minimize duplication of records, when an existing AACR2 record is already in the Sitka database for the title being catalogued cataloguers should attach their holdings to it rather than importing a new RDA record.

Policies for Sitka's requirements for a minimum record and what constitutes a good record are found [The Bibliographic Record](#).

## 7.2.2. Non-Bibliographic Records

Cataloguers may create records for non-bibliographic items. It is recommended that cataloguers generally follow cataloguing standards when creating these records (i.e. enter a name for the item in the 245 title field) but these records do not need to meet the same standards as bibliographic records.

Libraries should create their own non-bibliographic records rather than attaching to existing ones from other libraries unless they are working with a shared collection.

Instructions for creating non-bibliographic records can be found in Sitka's Evergreen Documentation in the section called [Creating New Records for Non-Bibliographic Resources](#).

## 7.2.3. Subject Headings

When assigning subject headings libraries should use terms from an official thesaurus such as Library of Congress Subject Headings, LC Subject headings for children's literature, Medical Subject Headings, Canadian Subject Headings, and Répertoire de vedettes-matière.

### TIP

The thesaurus used for a subject heading is specified by the value entered for the [second indicator in the 6XX field](#) of the MARC record. When the value of the second indicator is 7 the thesaurus used is specified by a [subject source code](#) in the \$2 of the 6XX field.

Subject headings not included in official thesauri are considered local subject headings and must be entered as such in Sitka's Evergreen.

### Local Subject Headings

Local subject headings are used when the official subject headings are not sufficient to describe the title being catalogued. This is often the case with materials that are specific to an area or use a local term.

Cataloguers may create and include local subject headings in bibliographic records. Local subject headings MUST be entered into a [69X MARC field and include a \\$5 with the library's code](#).

### Sitka Subject Headings

The Sitka team is working with member libraries to identify and remove harmful subject headings from the Sitka catalogue. Many of these subject headings are still in the official thesauri. A list of subject headings removed so far and their replacements can be viewed in this [spreadsheet](#).

Where subject headings have been replaced through the work of the Co-op and the Cataloguing Working Group the MARC field will have a \$2SITKALIST to indicate that the subject heading is coming from the official Sitka list of subject headings. These subject headings are considered official headings, rather than local, and will be found in the 6XX fields rather than the 69X fields.

When working with records where the Sitka subject headings apply, cataloguers should:

- NOT remove the Sitka subject headings and associated coding
- NOT add the harmful subject heading
- add the new subject headings to relevant bibliographic records

The harmful subject headings may end up being reintroduced through the loading of vendor records or the importing of records via Z39.50. Nightly maintenance scripts run on the Sitka database to update these subject headings to their replacements.

#### **7.2.4. Classification Systems**

While bibliographic records are shared within Sitka's Evergreen, call number and item records are not. Libraries are free to use whatever classification system(s) meets their needs for their call numbers.

Libraries should enter local call numbers through the holdings editor, and not into the bibliographic record.

Instructions for using the holdings editor can be found in Sitka's Evergreen Documentation in the section called [Holdings Editor](#).

#### **7.2.5. Cataloguing Training**

The BC Libraries Cooperative provides resources and continuing training on how to catalogue in relation to Sitka's Evergreen. We do not provide training in cataloguing standards.

If library staff need basic or advanced cataloguing training on RDA, MARC coding, subject analysis, and/or classification we encourage you to look at the programs offered by the library schools, training offered through library associations, and online cataloguing resources.

### **7.3. Cataloguing Permissions**

Changing bibliographic records in the Sitka catalogue has the potential to affect all Sitka libraries.

To ensure cataloguing follows both cataloguing standards and Sitka cataloguing policy library directors and administrators should ensure that only appropriately trained library staff have access to cataloguing functions and that their level of access matches their cataloguing comfort level. Any library staff member with access to cataloguing functions MUST review and be familiar with Sitka's Cataloguing Policy.

### **7.3.1. Library Staff Cataloguing Permission Groups**

There are four permission groups which give access to cataloguing functions. Local system administrator accounts can assign cataloguing permissions and they also have full cataloguing access.

#### **Circ + Copy Edit**

*Available to Government, K-12, Post-Secondary, Public, and Special libraries.*

Library staff can create and edit holding records. This includes creating and editing call number and item records, replacing barcodes, updating item attributes, printing item labels, and deleting items.

Staff also have access to most circulation functions.

#### **Cataloguer**

*Available to Post-Secondary, Public, and Special libraries.*

Library staff can create and edit holding records. This includes creating and editing call number and item records, replacing barcodes, updating item attributes, printing item labels, and deleting items.

Library staff can create, import, and edit bibliographic records. This includes editing existing records in the Sitka catalogue, importing and overlaying records via the MARC Batch Import/Export and Z39.50, merging records, and creating new original records.

Staff do NOT have access to circulation functions.

#### **Circ + Full Cat**

*Available to Government, K-12, Post-Secondary, Public, and Special libraries.*

Library staff can create and edit holding records. This includes creating and editing call number and item records, replacing barcodes, updating item attributes, printing item labels, and deleting items.

Library staff can create, import, and edit bibliographic records. This includes editing existing records in the Sitka catalogue, importing and overlaying records via the MARC Batch Import/Export and Z39.50, merging records, and creating new original records.

Staff also have access to most circulation functions.

#### **Local System Administrator**

*Available to Government, K-12, Post-Secondary, Public, and Special libraries.*

Library staff can create and edit holding records. This includes creating and editing call number and item records, replacing barcodes, updating item attributes, printing item labels, and deleting items.

Library staff can create, import, and edit bibliographic records. This includes editing existing records in the Sitka catalogue, importing and overlaying records via the MARC Batch Import/Export and Z39.50, merging records, and creating new original records.

Staff also have access to all circulation functions, including deleting patrons.

**NOTE** This permission group is currently called GL Full Privileges for government libraries and K12 School Library Admin for K-12.

A general outline of staff account permission groups can be found in Sitka's Evergreen Documentation in the section called [Library Staff Accounts](#).

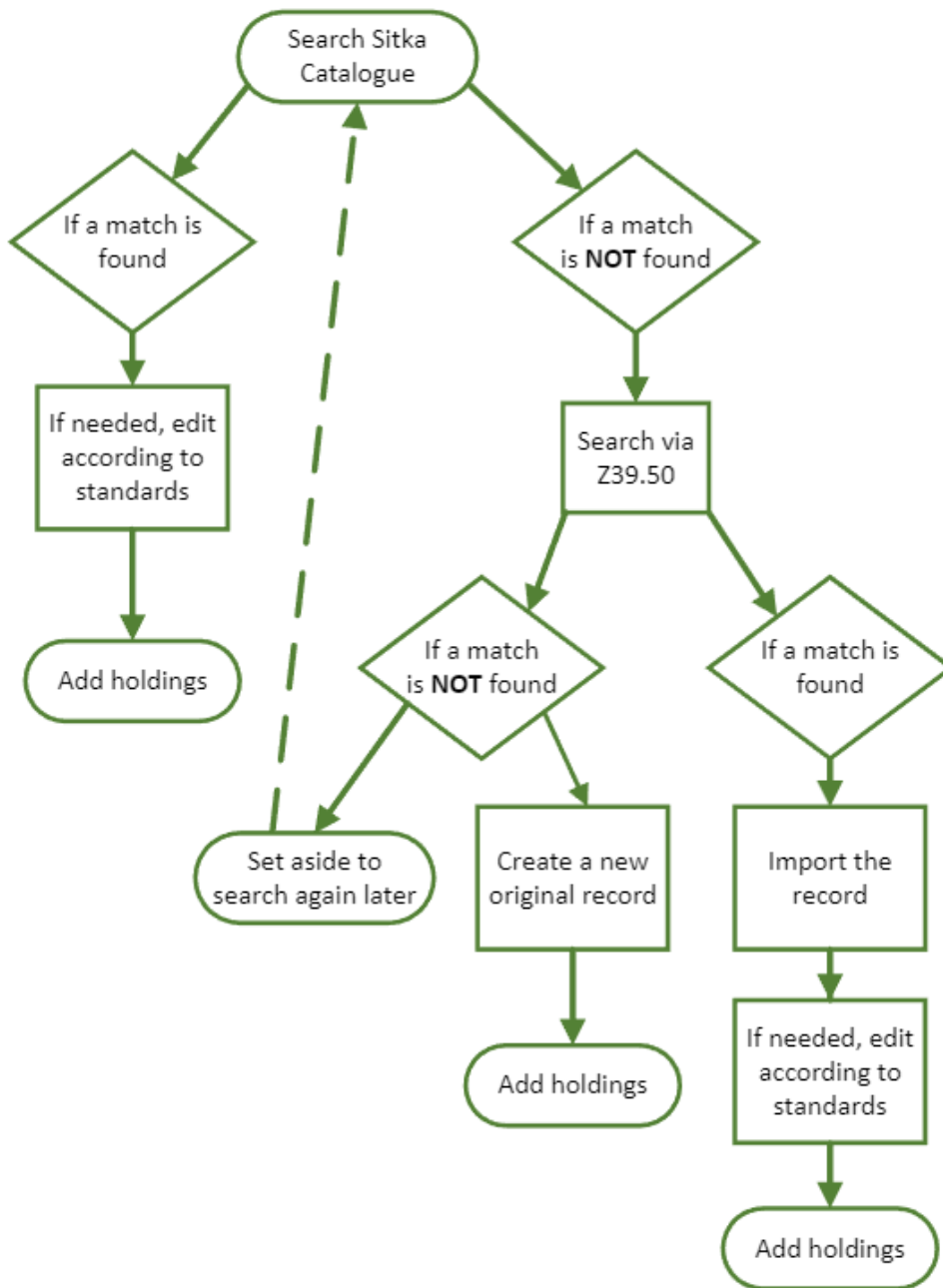
## 7.4. The Cataloguing Workflow

Cataloguers should always search the Sitka catalogue as part of their cataloguing process so that new holdings can be added to existing matching records whenever possible.

This can be done in three ways:

- [search the Sitka catalogue](#) directly
- include *Local Catalog* as a source when [searching via Z39.50](#)
- select *SitkaMatch* as your Record Match Set when importing a file of records through the [MARC Batch Import/Export](#) or the [acquisitions module](#)

The below diagram shows the basic workflow when cataloguing items for which you do not have a file of records.



### 7.4.1. Is it a Match?

When adding holdings to an existing bibliographic record in the Sitka catalogue it is very important to ensure the physical or electronic item matches what is being described in the bibliographic record.

Cataloguers should use their knowledge of RDA and MARC coding to determine which record matches the item they are cataloguing.

Remember, a record is NOT a match if:

- it has a different identifier (ISBN, ISSN, UPC)
- it has a different publisher and/or publication date

- it is a different format (book vs. e-book, dvd vs. BluRay)
- it is a different edition (American vs. UK)
- it has a different page count and/or dimensions

A record is also NOT a match if it does not contain enough information to confirm that the record and item are a match. Generally missing a combination of identifier (ISBN, ISSN, UPC), author, publisher, and publication date, will make it impossible to confirm that the item and record match. In this case cataloguers should add or create a new bibliographic record.

Brief on order records may not contain all key information but still contain enough that a cataloguer can be confident that the record matches their newly published item. In this case cataloguers should add their holding to the existing brief on order record.

## 7.5. Editing Bibliographic Records

### CAUTION

Cataloguers should be cautious when editing existing bibliographic records in the Sitka catalogue. Changes to a bibliographic record affect ALL libraries with holdings attached. In our consortium, with over 100 libraries, a single change can have a significant effect.

### 7.5.1. Existing Records

Cataloguers with sufficient cataloguing knowledge can make edits which add to or improve existing bibliographic records. Cataloguers must ensure that the changes they make do not change the title being described. Information on what is considered a good MARC record in Sitka's Evergreen can be found in [A Good MARC Record](#).

DO:

- correct obvious typos
- correct obviously incorrect coding in the [leader and fixed fields](#)
- enhance records by [adding additional fields](#) such as notes (5XX) and subjects (6XX)
- add [library specific local information information](#) into approved fields with a scoping subfield
- add local subject headings as needed while following Sitka's [Local Subject Headings Policy](#)
- add additional fields to brief on order records created by other libraries to improve them as long as the original record contains enough information to be sure what title the purchasing library will be receiving
- [overlay brief records with full bibliographic records](#)
- [merge duplicate bibliographic records together](#)

DON'T:

- remove fields/information

- remove [local information](#) from other libraries (fields will include a \$5 or \$9 with the library code)
- change fundamental information such as title, author, publisher, publication date, and/or physical description
- add library specific local information without including a scoping subfield
- add item specific information - this goes in your item record

Instructions for editing records can be found in Sitka's Evergreen Documentation in the section called [Editing MARC Records](#).

## Leader and Fixed Fields

The fixed fields in the MARC record, also called control fields, contain coded information that is used by Evergreen's [search filters and format icons](#). It is important that these fields are coded correctly or your patrons will not be able to find the titles they are looking for when using search filters.

The values for the characters in these fields are found in [MARC 21 Format for Bibliographic Data/ Normes MARC 21](#):

- [Leader](#)
- [006](#)
- [007](#)
- [008](#)

### NOTE

All bibliographic records will have a leader and 008 field. Whether a 006 and/or 007 is required will depend on the type of material the record is for.

Incorrect or missing values in these fields are an ongoing issue as older records and some vendor records are not coded correctly. Co-op Support encourages cataloguers to correct the coding in these fields.

Instructions for editing the leader and 008 field can be found in Sitka's Evergreen Documentation in the section called [Leader and 008 Field Grid](#).

Instructions for editing the 007 field can be found in Sitka's Evergreen Documentation in the section called [Physical Characteristics Wizard](#).

## Overlaying Bibliographic Records

Cataloguers with sufficient cataloguing knowledge can overlay brief and on order records with full records via Z39.50 or by batch loading full records. Before overlaying records cataloguers must ensure the [records are a match](#).

Instructions for overlaying records via Z39.50 can be found in Sitka's Evergreen Documentation in the section called [Overlaying Records via Z39.50](#).

## Merging Bibliographic Records

Cataloguers with sufficient cataloguing knowledge can merge duplicate bibliographic records together. Before merging records cataloguers must ensure the [records are a match](#).

Instructions for merging bibliographic records can be found in Sitka's Evergreen Documentation in the section called [Merging Bibliographic Records](#).

## 7.6. Adding Individual Bibliographic Records

All new bibliographic records added to the Sitka catalogue should be RDA records and follow the [cataloguing standards](#).

### 7.6.1. Importing via Z39.50

When importing new records via Z39.50 cataloguers should edit the record as needed to ensure it accurately describes the title being catalogued.

Local information from the record source should be removed as it does not apply to Sitka's Evergreen. This information is generally found in the 59X and 9XX fields of the MARC record.

#### TIP

If a record for the exact item being catalogued is not available via Z39.50 but there is one in the Sitka catalogue for the title in another format or edition, you can import a copy of the existing record and then edit it to match your new item.

It is essential to make sure you edit the new record and not the existing record.

Instructions on importing bibliographic records via Z39.50 can be found in Sitka's Evergreen Documentation in the section called [Importing Bibliographic Records via Z39.50](#).

### 7.6.2. Original Cataloguing

Original cataloguing will generally constitute a very small percentage of bibliographic records added to the Sitka database by a library. Original cataloguing of bibliographic records should be done in Sitka's Evergreen only if there is no record available in the Sitka catalogue, via Z39.50, or from your vendor.

Bibliographic records created in Sitka's Evergreen MUST follow the [cataloguing standards](#) and meet Sitka's [Minimum MARC Record](#) requirements.

MARC templates for different formats are provided in Sitka's Evergreen to assist cataloguers.

Instructions for creating new bibliographic records can be found in Sitka's Evergreen Documentation in the section called [Creating New Bibliographic Records](#).

For non-bibliographic records please refer to the [policy on non-bibliographic records](#).

### 7.6.3. Using Placeholder Holdings

Some libraries may add bibliographic records for titles before they have physically arrived at the library so that patrons can place holds. Generally vendor record files will include holdings information to automatically create these placeholder items. For records that already exist in the Sitka catalogue, brought in via Z39.50, or created as original records cataloguers will need to manually create placeholder items.

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 holdings fields.

Approved practice for cataloguers includes 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 [holdings template](#) for cataloguers to use.
- Create and use an ON ORDER [shelving location](#), especially if your library uses a new book shelving location.

When the item arrives, the cataloguer simply updates the barcode, call number, and item attributes on the placeholder item rather than creating a new item.

#### NOTE

Bibliographic records that are more than 3 months old with no physical or electronic holdings attached are automatically deleted on a monthly basis so make sure you add placeholder holdings within 3 months of adding the record.

## 7.7. Batch Loading Bibliographic Records

Bibliographic records for physical and electronic resources can be batch loaded using files of MARC records from vendors. Batch loading is done by Co-op Support and library cataloguing staff.

Libraries should ensure vendors are supplying them with RDA records and, when needed, advocate for records that follow cataloguing standards and include the [minimum required information](#) for Sitka's Evergreen.

### 7.7.1. Consortial Batch Loading

Co-op Support currently loads the following for Sitka libraries:

#### Records for Physical Items

- Enhanced on order and full records for ULS
- Enhanced on order and full records for Whitehots

For information about on order and full records from ULS and Whitehots please refer to [Enhanced On Order Records and Shelf Ready Items](#).

#### Records for e-resources

- BC Open Textbook for opted in Sitka libraries (free resource)
- Cantook Station for BC public libraries
- Overdrive for BC and Manitoba public libraries

To opt in to BC Open Textbooks please contact [Co-op Support](#).

### 7.7.2. Library Specific Batch Loading

Co-op Support and library cataloguing staff batch load vendor files for products that libraries subscribe to individually.

Co-op Support currently loads records from the following vendors for individual libraries:

- ComicsPlus
- CVS Midwest Tape
- Overdrive Advantage

Acquisitions staff may batch load on order vendor records via the [Load MARC Order Records](#) interface. Cataloguing staff may batch load vendor records via [MARC Batch Export/Import](#).

The following parameters should be used for the different types of records loaded in batch:

#### On Order Records for Acquisitions

- Record Match Set = SitkaMatch
- Merge Profile = Merge Using EXISTING Record
- Import Non-Matching Records = TRUE
- Merge On Best Match = TRUE

#### Brief Records for Physical Items

- Record Match Set = SitkaMatch

- Merge Profile = Merge Using EXISTING Record
- Import Non-Matching Records = TRUE
- Merge On Best Match = TRUE

### Full Records for Physical Items

- Record Match Set = SitkaMatch
- Merge Profile = Merge Using INCOMING Record
- Import Non-Matching Records = TRUE

### Full Records for e-resources

Please contact [Co-op Support](#) if you have e-resource records to load into Evergreen.

#### NOTE

The BC Libraries Cooperative reserves the right to limit the number of bibliographic e-resource records to be loaded in batch into Sitka's Evergreen.

Libraries should ensure the records that are being loaded are for resources relevant to their patrons and not simply because the record and resource is available. Bibliographic records take up space in the database and adding hundreds of thousands of records affects the services that can be offered and our hardware needs, which in turn affects the cost to use Sitka's Evergreen.

If the total number of records for a new product will exceed 50 000 records you MUST contact [Co-op Support](#).

If your library is subscribing to a new product that includes MARC records for e-resources please confirm with the vendor how their records are updated. Some vendors supply update and deletion files while other vendors will send a full collection replacement file. Please [submit a ticket](#) to Co-op Support for loading, updating, or deleting. In your ticket please include who the vendor is and all information they have provided you with about the MARC files they supply.

Please contact [Co-op Support](#) if you have questions about batch loading.

### 7.7.3. E-resource Record Batch Deletion

Co-op Support can batch delete e-resource records when the vendor supplies a deletion file. If deletion files are not available from the vendor, records for e-resources the vendor no longer offers will remain in the Sitka catalogue unless individually removed by library staff. Instructions for removing e-resources individually can be found in Sitka's Evergreen Documentation in the section called [Deleting Holdings for Electronic Resources](#).

When investigating a new product please ask the vendor if they supply deletion files and if so ensure that they are included in your subscription.

Batch e-resource deletion is currently all done by Co-op Support. Please contact [Co-op Support](#) for assistance with e-resource batch deletions.

## 7.8. The Bibliographic Record

The MARC 21 Format for Bibliographic Data is available in [English](#) and in [French](#). These websites contain the authoritative information on MARC fields and subfields.

### 7.8.1. Sitka's Minimum MARC Record

MARC records for bibliographic titles in the Sitka catalogue should always meet the minimum requirements set in this policy and ideally should exceed them.

The following table outlines the fields that must ALWAYS be present in the MARC record.

MARC Field	Name	Required Subfields	Material Type	Description
<a href="#">Leader</a>	Leader	N/A	ALL	Contains information required for Evergreen to process the record.
<a href="#">006</a>	Fixed-Length Data Elements - Additional Material Characteristics	N/A	Required for podcasts, e-books, e-audiobooks, e-videos, websites, streaming music, and streaming videos.	Contains coding used by Evergreen for search filters and format icons.
<a href="#">007</a>	Physical Description Fixed Field	N/A	Required for soundrecordings (spoken and music), videorecordings, computer/video games, playaways, podcasts, e-books, e-audiobooks, e-videos, websites, streaming music, and streaming videos.	Contains coding used by Evergreen for search filters and format icons.

008	Fixed-Length Data Elements	N/A	ALL	Contains coding used by Evergreen for search filters and format icons.
020/https://www.loc.gov/marc/bibliographic/bd022.html [022]/https://www.loc.gov/marc/bibliographic/bd024.html [024]	Standard Identifiers	\$a	ALL	Contains the standard identifier used internationally. Every bibliographic records should have at least one 020, 022, or 024 field.
1XX	Main Entry Fields	\$a	ALL, with exceptions where the title is main entry.	Contains the entity responsible for the work (person, corporation, conference, etc.)
245	Title Statement	\$a, \$c	ALL	Contains the title and author.
264	Production, Publication, Distribution, Manufacture, and Copyright Notice	\$a, \$b, \$c	ALL	Contains the place of publication, publisher, and date of publication or copyright. This is used instead of the 260 field in new records.
300	Physical Description	\$a, \$c (\$c not required for e-records)	ALL	Contains the physical description of the item including number of pages and dimensions.

**NOTE**

Brief on order records are an exception as some of the required information may not yet be available. Brief on order records should always be updated to at least meet the minimum requirement when the item is received and added to the collection. For many records this is taken care of through routine [batch loading](#) of full records.

## 7.8.2. A Good MARC Record

A good MARC record will contain more than just the bare minimum. This makes it easier for patrons to locate the titles they're looking for in your public catalogue as well making it more evident what title is being described in the record so cataloguers can confidently attach their own holdings.

The fields included in a MARC record will vary depending on the type of material being described.

In addition to the minimum required fields a good MARC record should also contain, where applicable, the following fields:

MARC Field	Name	Description
010	Library of Congress Control Number	Contains the unique number assigned by the Library of Congress.
016	National Bibliographic Agency Control Number	Contains the unique number assigned by a national bibliographic agency, such as Library and Archives Canada.
250	Edition Statement	Contains information about the version of the material, when multiple versions exist.
336	Content Type	Found only in RDA records. Contains the content type of the title.
337	Media Type	Found only in RDA records. Contains information on the type of device needed to view, play, run, etc. the title.
338	Carrier Type	Found only in RDA records. Contains information on the physical format the title is stored on/in.
490	Series Statement	Contains the series statement, including the series name. Older records use the 440 field which is now obsolete.
5XX	Note Fields	A variety of note fields are available which contain additional information on the title. See <a href="#">Library Specific Local Information</a> for information on using local notes in Sitka's Evergreen.

6XX	Subject Access Fields	A variety of subject fields are available which contain subject terms to describe what the title is about. See <a href="#">Local Subject Headings</a> for information on using local subject headings in Sitka's Evergreen.
70X-75X	Added Entry	Contains additional entities responsible for the work (person, corporation, conference, etc.)
80X-83X	Series Added Entry	Contains additional information to aid in searching for series.
856	Electronic Location and Access	Contains information for accessing an e-resource or resources related to a physical resource that are available electronically. See <a href="#">Library Specific Local Information</a> for information on how to code this field in Sitka's Evergreen.

There are many more MARC fields that can be added to bibliographic records and cataloguers with sufficient cataloguing knowledge should add them to records as applicable.

### 7.8.3. Local Information in Cataloguing

#### Library Specific Local Information

Some information included in bibliographic records is specific to a particular library. In the shared Sitka catalogue libraries are required to identify this information using a scoping subfield as outlined in the table below.

The information will apply 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.

MARC Field	Field Name	Scoping Subfield	OPAC Visible?	Use
521	Target Audience Note	5	Yes	Used to indicate the audience the resource is intended for (e.g. reading level or video rating).
540	Terms Governing Use and Reproduction Note	5	Yes	Used to note how the resource can be used (e.g. Public Performance Rights).
590	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 public catalogue.
690	Local Subject Access Fields	5	Yes	Used for local subject headings (e.g. 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.

**NOTE**

Libraries should only use the specified fields when entering local notes (590, 595) and local subject headings (690). These three fields are preserved when records are merged together.

**Item Specific Local Information**

Information that is specific to items should NEVER be included in the bibliographic record. Instead this information should be included in the relevant item attribute so that it is included in the item record.

The information will apply to the specific item.

Table 2. Item Specific Local Information

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

# Chapter 8. 3rd Party Service Integration

**Please contact Co-op Support before you purchase a license for 3rd party content or any other hardware or software (e.g. self-check machine, book locker) that requires integration with Sitka's Evergreen or authentication against patron accounts.**

To request a 3rd party service be considered for integration with Sitka's Evergreen please complete our [3rd Party Service Integration With Sitka's Evergreen survey](#). A [PDF version of the survey](#) is available for reference.

## CAUTION

It takes significant Co-op staff time to perform the required work and due diligence to ensure these services meet privacy and security legislation requirements for our members and their users. Please anticipate a **3 to 6 month** turnaround for Co-op staff to complete the assessment of the service. Implementation times for services that meet the requirements will depend on Co-op staff availability, support from the vendor, and the library's IT support expertise and availability.

Co-op Support frequently receives requests from libraries to integrate 3rd party services with Sitka's Evergreen. 3rd party services are any software or hardware that isn't part of the Evergreen integrated library system. 3rd party services include products such as self check machines, electronic resources, public workstation authentication, equipment lockers, etc.

3rd party services will either just authenticate patron accounts (such as Overdrive and Linked In Learning) or will authenticate patron accounts and do more like perform circulation (such as self check outs).

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, Co-op 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. Patron details and borrowing information is sent in plain text between Evergreen and the vendor. 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 using SIP2 must use encrypted SIP2 which will require additional time and work, including back and forth with technical staff on the vendor side, back and forth with technical staff at the library, 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 encrypted SIP2 or API is an option and we may not be able to integrate the 3rd party application with Sitka's Evergreen.

# Best Practices

# Chapter 9. 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 10. Patrons in Sitka

## 10.1. 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 11. 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.

## 11.1. 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](#).

# Chapter 12. Annual Reports for Manitoba Public Library Services Branch (PLSB)

## 12.1. MB Public Library Statistics

Within the shared Sitka\_templates Spruce libraries can find the *SPRUCE* folder which contains the templates needed to run your [annual statistics for Manitoba PLSB](#).

This folder can be found in the Evergreen reporter under *Shared Folders* → *Templates* → *Sitka Templates* → *SPRUCE*.

## Shared Folders

### ^ Templates

#### ^ Sitka\_templates

- v Acquisitions (SITKA)
- Bibliographic Records (SITKA)
- Bills\_Payments (SITKA)
- Booking (SITKA)
- v Circulation (SITKA)
- v Collection (SITKA)
- Holds (SITKA)
- Intra-Federation ILL (SITKA)
- Inventory (SITKA)
- Local Administration (SITKA)
- Misc (SITKA)
- Notifications (SITKA)
- v Patrons (SITKA)
- SPRUCE (SPRUCE)

Information on using Evergreen's reporter can be found in [Section V. Reports](#) in Sitka's Evergreen Documentation.

To gather your annual statistics:

1. [Clone the templates](#) into your own folders.
2. [Run the reports](#). Multi-branch libraries should run the reports separately for each branch.
3. As needed, total the data returned in the report output before entering it in the annual statistics portal.

### 12.1.1. Service Area Statistics

Service Area statistics are now run for Spruce libraries by Co-op Support and are available on the [Spruce Active Patron Statistics](#) page on our website.

### 12.1.2. Collections Statistics

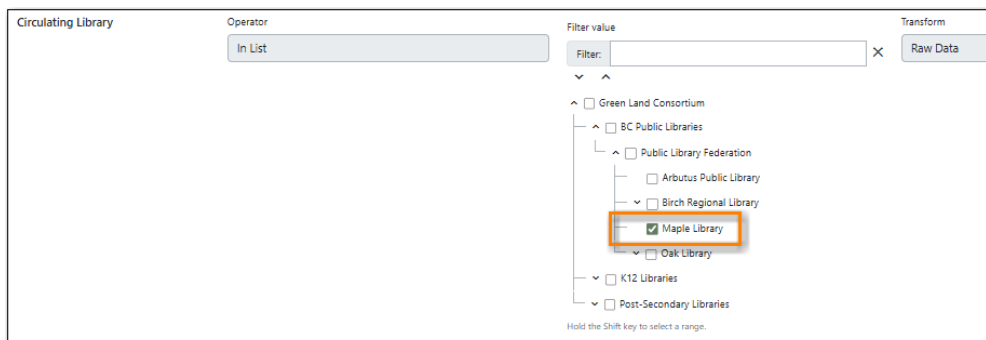
The statistics you are able to collect will depend the data you have in Evergreen. For example, for Media/Format - Video you may have shelving locations specific to DVDs or you may use circulation modifiers for dvd.

#### Collection - Title and Item Count by Shelving Location and Circulation Modifier

Use this template to gather the statistics for # of Items for Readership Level, Media/Format, Languages.

Report Filters:

- Circulating Library = your library/your library branch



**NOTE** For Media/Format - Digital - # of Items contact your e-resource vendors.

Co-op Support recommends making a note of which shelving locations and circulation modifiers you count for the different categories so that you use the same ones when reporting your circulation statistics.

### 12.1.3. Circulation Statistics

Most libraries will use a combination of shelving locations and circulation modifiers to identify and count their circulations for different categories.

## Circulation - Annual Circulation Count by Patron Type and Circulation Modifier

Use this template to gather the statistics for Total Circulation for Readership Level, Media/Format, Languages based on circulation modifier.

Report Filters:

- Checkout/Renewal Library = your library/your library branch
- Checkout Date/Time = 2025-01-01 - 2025-12-31 (for 2025 annual statistics)

The screenshot shows a report configuration interface with two main sections. The top section is titled 'Checkout / Renewal Library' and includes an 'Operator' dropdown set to 'In List' and a 'Filter value' field. Below this is a tree view of library categories: Green Land Consortium, BC Public Libraries, Public Library Federation, Arbutus Public Library, Birch Regional Library (expanded), Maple Library (checked), Oak Library, K12 Libraries, and Post-Secondary Libraries. The bottom section is titled 'Checkout Date/Time' and includes an 'Operator' dropdown set to 'Between' and a 'Filter value' field containing '2025-01-01' and '2025-12-31' separated by 'and'. Both sections have a 'Transform' button with a 'Raw Data' option.

## Circulation - Annual Circulation Count by Patron Type and Shelving Location

Use this template to gather the statistics for Total Circulation for Readership Level, Media/Format, Languages based on shelving location.

Report Filters:

- Checkout/Renewal Library = your library/your library branch
- Checkout Date/Time = 2025-01-01 - 2025-12-31 (for 2025 annual statistics)

This screenshot is identical to the one above, showing the same report configuration interface for 'Annual Circulation Count by Patron Type and Shelving Location'. It features the same tree view with 'Maple Library' selected and the same date range filter for 'Checkout Date/Time'.

## Circulation - By Non Resident Patron Profile, Shelving Location, and Circ Modifier : Circ stats within Time Span

Use this template to gather statistics for NR Circulation for Readership Level, Media/Format, Languages. Only circulations by patrons with non resident profiles will display on this report. Both

shelving location and circulation modifier are included in the output.

### Report Filters:

- Checkout/Renewal Library = your library/your library branch
- Checkout Date/Time = 2025-01-01 - 2025-12-31 (for 2024 annual statistics)
- Permission Group → Group ID - this filter is hardcoded to include the patron profiles *PL Non Resident - Adult* and *PL Non Resident - Juvenile*

The screenshot displays a report configuration interface with three filter sections:

- Checkout / Renewal Library:** Operator is "In List". The Filter value dropdown is open, showing a tree structure of libraries. "Maple Library" is selected and highlighted with an orange box. Other options include Green Land Consortium, BC Public Libraries, Public Library Federation, Arbutus Public Library, Birch Regional Library, Oak Library, K12 Libraries, and Post-Secondary Libraries.
- Checkout Date/Time:** Operator is "Between". The Filter value is set to "2025-01-01" and "2025-12-31", with "and" between them. This section is also highlighted with an orange box.
- Main (Profile) Permission Group:** Operator is "In List". The Filter value dropdown is open, showing "Permission Group" with two options: "PL Non Resident - Adult" and "PL Non Resident - Juvenile", both of which are checked.

Each section includes a "Transform" button with a "Raw Data" option.

### CAUTION

This template will only work if you use the patron profiles *PL Non Resident - Adult* and *PL Non Resident - Juvenile* for your non-resident patrons.

# Chapter 13. Temporary Library Closures

If your library is closed temporarily there are a number of things you and Co-op Support can do to alert patrons and reduce staff workload. While some of these steps can be completed by library staff, Co-op Support will handle it if your closure is due to an emergency and you have limited or no access to Evergreen.

If your library uses LibPress for your website, please refer to the [Temporary Library Closures](#) section in the LibPress documentation for step by step instructions on updating your website for the closure.

Please contact [Co-op Support](#) by phone, email, or through the contact form for assistance or if you have any other questions.

## *Library Closure Quick Checklist*

- Add Closure in Evergreen
- Add notice to your website
- Add a banner to your public catalogue
- Turn off Interlibrary Connect
- Turn off local holds
- Update patrons about to expire

## 13.1. Add a Closing In Evergreen

The first thing libraries should do is add a closing in Evergreen using the [Closed Dates Editor](#).

For planned closures this should be done well in advance to ensure that due dates won't fall within your closure.

For unplanned closures libraries need to use the [Emergency Closing](#) functionality in Evergreen. This is important because it will will move the due dates for anything due in the period you specify as well as notify your patrons that the library is closed and due dates have been changed.

If you expect to be closed for several days or longer use the closing type *Multiple Days* and pick an end date that falls after you expect to re-open. Evergreen will move all due dates that fall in-between the chosen dates to be due back the day after the end date. You can add additional emergency closures as needed to continue to extend your due dates.

When you have a re-opening date we recommend ensuring your final closure end date is at least a few days ahead of your actual re-opening so that all of your items aren't due on the day of your re-opening.

While this can be done by any local system administrator for your library, Co-op Support will add the closure if you have limited or no access to Evergreen. Please contact [Co-op Support](#) and include the start and end dates you would like used.

## 13.2. Interlibrary Connect and Local Holds

If libraries are not able to access their collections during a closure to fill ILC or local holds we recommend asking Co-op Support to turn both off. This reduces the backlog for filling ILC and local holds that your library will have when you re-open.

Depending on the situation you may decide to turn off ILC but leave local holds turned on. For example, if your library is able to do curbside pick-up you may want patrons to be able to place holds on items in your collection but due to staff limitations not want to be shipping/receiving items for ILC.

If applicable to your situation, libraries participating in ILC or BC One Card should also contact their provincial body for assistance in getting the word out to other libraries to please not send items to the library until further notice.

## 13.3. Updating Expiring Patrons

Depending on the length of your closure you may want to ensure patron accounts won't expire so that patrons are still able to access your digital resources.

Co-op Support can batch update the expiry for patrons falling within a specified period. For example, all patrons expiring within the next 3 months can have their expiration date updated.

## 13.4. Messaging to Patrons

Co-op Support recommends posting a message on your website to alert patrons to the current situation. If you use LibPress for your website Co-op Support can update it for you if you don't have easy access to do so yourself.

*Sample text for your website that you can modify to suit your emergency situation.*

The YOUR LIBRARY is temporarily closed due to X. Holds and interlibrary loan requests cannot be placed at this time. Due dates for your items have been extended and fines will not be charged.  
Please do not return items to the library. While we're closed our digital library remains available  
LINK TO APPLICABLE RESOURCES. Thank you for keeping the library items at home until further notice.

Co-op Support also recommends a banner on your public catalogue. For libraries using Evergreen's public catalogue Co-op Support can add the banner for you. Libraries using a discovery layer may need to contact their vendor for assistance.

*Sample text for your banner that you can modify to suit your emergency situation.*

The YOUR LIBRARY is temporarily closed. For more information see our website (this is a link

to your website). While we're closed our digital library remains available [LINK TO APPLICABLE RESOURCES](#). Please keep the library items at home until further notice.

If the closure is going to be a long closure Co-op Support can also turn off email notifications for courtesy and overdue notices to ensure your patrons don't receive them while the library is closed.

When you have a re-opening date for your library Co-op Support can set up a temporary additional courtesy notice to go out more than 3 days before the item is due and include information about when the library is re-opening and how patrons should handle returns. For example, we can set up a courtesy notice to go out 7 days ahead of the due date with information that the library will be re-opening on X date for these hours and that patrons can start returning items to the drop box or in the library on or after that date.

## 13.5. Re-Opening Your Library

The steps to re-open your library will depend on which features/functions you turned off.

1. Ensure the *End Date* for your final Emergency Closure is the day before you re-open.
2. Ask Co-op Support to update your public catalogue banner with information on your re-opening or remove the banner altogether.
3. Update your website with information on your re-opening.
4. Ask Co-op Support to turn local holds and ILC holds back on. These can be turned on separately if you wish to delay restarting ILC.
5. If applicable, let other libraries know to start sending your items home.
6. Ask Co-op Support to turn email notifications back on.
7. Ask Co-op Support to add a temporary additional courtesy notice which includes re-opening details.

Please contact [Co-op Support](#) if you have any questions about re-opening your library.

# Chapter 14. Data Management

## 14.1. Introduction

Libraries generate a lot of data. Evergreen can only report on data that is being collected and stored in the database. It's important to ensure that data you need is being entered consistently and that your staff know what data to collect and where in Evergreen to enter it. If data is missing or incorrect it can cause problems for your patrons using the library, your staff helping your patrons, and any statistics your library collects and may need to report on.

To protect your patrons you should only be collecting the information necessary to provide your services to them. Co-op Support recommends reviewing what data your library currently collects and considering whether you're collecting unnecessary data or not collecting needed data; both can be true.

The best practices outlined in this chapter are intended to assist libraries in collecting and managing their library's data in Sitka's Evergreen in a consistent manner. This includes recommendations on local policies to create, features and functions in Evergreen that can be used, and report templates that can be run to catch incorrect or missing data.

## 14.2. Getting Started

When embarking on a data management project there is some set up and potential staff training involved.

Co-op Support recommends starting with the following:

1. Determine what data should be collected.
  - a. This includes data that must be collected, that could be collected, and data that shouldn't be collected.
2. Document what data should be collected and what values should be used for things like patron profiles, circulation modifiers, etc.
3. In Evergreen set up templates and customizations to aid in consistent data collection.
4. Set up recurring reports in Evergreen to report out on things that should be checked on a regular basis.
5. Ensure applicable staff know how to use the interfaces in Evergreen designed to track potential issues such as Hopeless Holds and the Transit List.
6. Ensure your staff know your policies and procedures for handling your data.

It's very easy to pick the wrong circulation modifier or patron profile or statistical category value by accident; having policies, procedures, templates, and recurring reports in place with staff aware of them should help significantly to cut down on future incorrect or missing data.

## 14.3. Checklist

The intervals given here are general recommendations. Libraries may find that certain tasks should be run more or less frequently at their library.

### 14.3.1. Ongoing Tasks

- Clear your [holds shelf](#)
- Correct incorrect fixed fields as you come across them to ensure bibliographic records have [correct icons and appear as expected in search results](#)
- Check your [holds pull list](#)
- [Close staff accounts](#) when staff leave the library

### 14.3.2. Monthly Tasks

- Run and review reports for the following and resolve issues revealed:
  - [Current Collection](#)
  - [Items Without Circulation Modifiers](#)
  - [Items in an Unavailable Item Status - damaged, lost, missing, etc.](#)
  - [Patron Profiles](#)

Reports can be set up as recurring reports or run as needed.

#### NOTE

If you want to set up recurring reports but monthly is too frequent for your library, consider setting the recurrence interval to **4 Month(s)** (quarterly) or **6 Month(s)** (biannually).

### 14.3.3. Quarterly Tasks

- [Search for library staff accounts](#) and confirm they are up to date and are only for current staff
- Delete pre-catalogued items that have a status of Cataloguing
- Resolve any [Hopeless Holds](#)
- Check the [Transit List](#) for items that have been in transit longer than normal
- Check for [patrons with negative balances](#) and resolve as appropriate

### 14.3.4. Annual Tasks

- Enter known [Closed dates](#) for the year
- Review your library [contact details, addresses, and hours of operation](#)
- Review your [library settings](#)
- Review your [circulation policies](#)
- Review [hold policies](#)

- Review your [group penalty thresholds](#)
- Review your [shelving locations](#)
- Review your [patron statistical categories](#) and associated values
- Review your [item statistical categories](#) and associated values
- Review cataloguing templates ([holdings](#), [MARC](#)) to ensure they are up to date and staff are using the same templates
- Review your [patron notifications](#)
- Review [receipt templates](#) on relevant workstations
- Review the logo and colours used for your [public catalogue](#)
- Review the [reports run by your library](#) and the templates used
- Review any [3rd party services](#) and ensure discontinued services are reported to Co-op Support if they authenticated against Evergreen.

### 14.3.5. Cleaning Up Your Existing Data

As you work through this checklist you may find a significant amount of data clean up is needed for your existing data. This can be a daunting task and Co-op Support recommends deciding what is of priority to the library and then working through it as staff have capacity.

For example, you may decide that resolving hopeless holds is a high priority for your library so that patrons aren't waiting months for holds that are never going to come.

## 14.4. Recommendations

### 14.4.1. Local Library Policies and Procedures

Libraries should maintain local lists of:

- [circulation modifiers](#) used by the library and what type of item specific modifiers should be used for.
- information to be collected in the patron account
- information that specifically should not be collected in the patron account
- [patron main \(profile\) permissions groups](#) used by the library and which how to decide which one to use for a patron
- any other information where library staff need to know what specific values to select or what information is important to collect

### 14.4.2. Templates

Evergreen has a number of templates that can be set up to save staff time and help keep data consistent:

- [Holdings Templates](#)

- [Library Specific MARC Templates](#)
- [MARC Batch Import Templates](#)
- [Load MARC Order Records Templates - Acquisitions Module](#)
- [Serial Item Templates](#)
- [Prediction Pattern Templates](#)
- [Receipt Templates](#)

### 14.4.3. Working with Your Collection

Regularly running a report on your current collection enables you to see at a glance where data issues may lie. You can use the report template [Title & Item Count by Shelving Location and Circulation Modifier](#) to run a monthly report that shows a snapshot of your collection.

With this report you're able to see at a glance if you have items without circulation modifiers and if you have items with circulation modifier/shelving location combinations that don't make sense for your library. You can then run additional reports to discover what items need to be reviewed and possibly updated. Report templates found in the *Item List by Item Attributes* folder are especially helpful. This folder is found under *Shared Folders* → *Templates* → *Sitka\_templates* → *Collection*.

- [Circ Modifier: Copies with Selected Circ Modifiers](#)
- [Items Without Circulation Modifiers](#)
- [Shelving Location: Items with Selected Shelving Location](#)
- [Shelving Location and Circ Modifier: Items with Selected Shelving Location and Circ Modifier](#)

You can use the output from these reports to easily batch edit items through Item Status. Instructions on loading report files through Item Status can be found in the section called [Upload from File \(Choose file\)](#) in Sitka's Evergreen Documentation.

Co-op Support strongly recommends setting up and using [holdings templates](#) when cataloguing items. If you have multiple cataloguers we recommend setting up templates on one cataloguers account and then sharing them with any other cataloguers. Holdings templates are commonly used to automatically apply values for shelving locations, circulation modifier, age hold protection, loan duration, and statistical categories.

Co-op Support also recommends library staff set their [Holdings Editor Preferences](#). This allows staff to hide item attributes not used by their library. Staff are less likely to enter values in a field not used if it's not visible in the Holdings Editor.

### 14.4.4. Working with Your Patrons

The following best practices will help with consistent data collection for patron accounts:

- Customize the drop down for the [Main \(Profile\) Permission Group](#) field in the patron account.
- [Customize the display fields](#) for the patron account.
- Set applicable [patron statistical categories](#) as required to ensure values are filled in.

- Ensure *Free Text* is set to false for [patron statistical categories](#) where consistent values are needed.

### 14.4.5. Public Catalogue

At least once a year library staff should check the logo and colours used on their public catalogue to make sure they are current and match what is used on your website. If your library has additional links beside your logo they should be checked as well to ensure they are still current.

In Sitka's Evergreen Documentation, the [section called Public Catalogue Customizations](#) outlines what can be customized in your public catalogue.

Please contact [Co-op Support](#) if your public catalogue needs to be updated.

### 14.4.6. Reporting

In Sitka's Evergreen Documentation, the [section called Maintaining Reporter Data](#) outlines best practices for handling reporter data.

Local system administrators should:

- periodically run a report using the template [Reports Run In Specified Time Period By Specified Library](#) to see what reports are being run at their library.
- ensure reports aren't being run directly off of Sitka templates.
- ensure reports aren't being run from accounts for former staff members.
- check to see if there are newer templates available after every Evergreen upgrade.

## 14.5. Safeguarding Your Data

Library staff accounts and authentication accounts for 3rd party services permit access to Evergreen and all the data for your library contained within.

### 14.5.1. Library Staff Accounts

Co-op Support strongly recommends:

- encouraging all staff to update their passwords on a regular basis and ensure passwords are kept private.
- checking that staff have the appropriate level of permissions for the tasks they need to perform and updating their main (profile) permission group if they have a higher level of access than needed.
- tracking who has [additional access](#) to reports and the acquisitions module.
- [reviewing your staff accounts](#) to ensure only staff currently working at the library have access to the library system.

#### NOTE

If you see staff accounts with the name Sitka please leave them be. These are troubleshooting accounts used by Co-op Support.

## Integrated 3rd Party Services <sup>^^^^^^^</sup>^^

If you cancel a subscription or retire a piece of hardware, like a self check, that authenticates through Evergreen please let Co-op Support know as soon as possible. This enables us to remove accounts associated with the service so that your patrons' information is no longer available to the vendor.

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## Index