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Updated February 1, 2024

BC Libraries Cooperative Support Advisory - Sitka's Evergreen Services Restored

Hello everyone,

All Evergreen services have now been fully restored.

Thank you to all the sites who reported issues.

We apologize for the interruption to services and any inconvenience it may have caused.

Updated January 31, 2024

BC Libraries Cooperative Support Advisory - Sitka's Evergreen Outage 01/31/2024

Evergreen is continuing to experience intermittent slowness due to server issues. Techs are working to identify the issue and fully restore services.

Libraries may find Sitka's Evergreen slow or unresponsive.

Further updates will be posted as we have more information on when services will be fully restored.

We apologize for the inconvenience and thank you for your patience as we resolve this issue.

Updated January 31, 2024

BC Libraries Cooperative Support Advisory - Sitka's Evergreen Outage 01/31/2024

Evergreen is currently experiencing intermittent slowness due to server issues. Techs are working to restore services as soon as possible.

Libraries may find Sitka's Evergreen slow or unresponsive at the moment.

Further updates will be posted as we have more information on when services will be restored.

We apologize for any inconvenience and thank you for your patience as we resolve this issue.

Updated January 18, 2024

BC Libraries Cooperative Support Advisory - Annual Statistics for Public Libraries

BC Public Libraries

The 2023 Sitka Statistics Reports for the Public Libraries Branch annual survey are now ready for all Sitka public libraries in BC. Find and download your spreadsheet here:

<https://bc.libraries.coop/support/sitka/llb-reports/>

Website statistics are included for LibPress libraries.

Additional information on the work can be found here:

http://docs.libraries.coop/policy/_annual_reports_for_public_libraries_branch_bc.html

The preparation of these reports is funded by the BC Public Libraries Branch.

Manitoba Public Libraries

Instructions for gathering statistics for the Manitoba Public Library Services Branch's annual survey can be found here:

http://docs.libraries.coop/policy/_annual_reports_for_manitoba_public_library_services_branch_plsb.html

These are the same templates as last year. We recommend double checking to ensure you're using the most current templates.

Information on using the reporter in Sitka's Evergreen can be found here:

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

Website statistics for LibPress libraries can be found here:

<https://help.libraries.coop/libpress/1-the-basics/1-3-matomo-statistics/current-libpress-statistics/>

All Other Libraries

Co-op Support recommends setting up recurring monthly reports for statistics that you need to report on annually. Report templates for circulation statistics, collection size and make up, patron counts, and more can be found in the shared Sitka templates.

http://docs.libraries.coop/sitka/_shared_sitka_templates.html#_what_8217_s_in_sitka_templates

Updated January 16, 2024

BC Libraries Cooperative Support Advisory - New Year, New Hours, New Passwords

As we start off the new year here are a few things to check and update.

Closed dates – Make sure all the statutory holidays for 2024 and any other closures you have planned are entered so Evergreen can assign correct due dates.

(http://docs.libraries.coop/sitka/_closed_dates_editor.html)

Library Hours – Are your hours changing for 2024? Make sure to update your hours of operation in Evergreen match your current hours. This is especially important if you've changed which days of the week you're open. (http://docs.libraries.coop/sitka/_organizational_units.html#operation-hour)

Library Staff Passwords – Do you remember when you last changed the password for your Evergreen staff account? Co-op Support recommends changing your password at least once a year.

(http://docs.libraries.coop/policy/_access_to_sitka_8217_s_evergreen.html#_passwords)

You can change your password through the staff client or My Account in the public catalogue.

(http://docs.libraries.coop/sitka/_resetting_staff_account_password.html)

Are you a local system administrator? While you can't edit your own account in the staff client you can use the new Send Password Reset Link found on the Edit tab to reset your password. (You must already have an email address in your account for this to work.)

Don't forget to also update the passwords for any generic staff accounts used by multiple staff.

Not sure how to change your password? Watch our updated video on managing passwords.

(<https://youtu.be/YoB-JG6Y9Sk>)

Updated January 4, 2024

BC Libraries Cooperative Support Advisory - Continuing Training in January

Last chance to register for Reports for Beginners: Fun with Sitka Templates

Start off the new year with an introduction to the Evergreen reporter. Whether you're completely new to the reporter or looking for a refresher on running reports and best practices this session is for you.

The Thursday session will be recorded and posted publicly to our Youtube channel.

Register now for Reports for Beginners: Fun with Sitka Templates webinar -
<https://bc.libraries.coop/support/continuing-training/>

Registration closes at the end of the day Friday, January 5th.

Updated December 19, 2023

BC Libraries Cooperative Holiday Closure - Monday Dec 25th to Tuesday Jan 2nd

Co-op Support will be closed for the holiday break starting Monday, December 25th. Regular support will resume Tuesday, January 2nd 2024.

Our ticketing system and support voicemail will NOT be monitored during this closure. Emergency telephone support is not affected by this seasonal closure. If you are unable to access Evergreen, your LibPress site is down, or authentication of 3rd party services is down please call us at 1-888-848-9250 and select option 9 to be connected to an on-call tech. All other support inquiries will be followed up when we re-open in January.

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Get Ready for 2024

Closed dates - Make sure all of the statutory holidays for 2024 and any other closures you know about are entered so Evergreen can assign correct due dates.

(http://docs.libraries.coop/sitka/_closed_dates_editor.html)

Library Hours - Take a moment to check that your hours of operation in Evergreen match your current hours. (http://docs.libraries.coop/sitka/_organizational_units.html#operation-hour)

Library Staff Accounts - Review the current staff accounts at your library (http://docs.libraries.coop/sitka/_searching_for_library_staff_accounts.html). Renew any staff accounts that are close to expiring and close accounts for anyone no longer working at your library (http://docs.libraries.coop/sitka/_closing_library_staff_accounts.html).

Acquisitions Year End - If you're a library using the acquisitions module with a January to December fiscal year it's time to start thinking about year end. Review the check list and clean up any data ahead of running year end in January.

(http://docs.libraries.coop/acquisitions/_acquisitions_year_end.html)

Have questions or requests? Don't wait to contact Co-op Support.

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

will resume Tuesday, January 2nd 2024.

Our ticketing system and support voicemail will NOT be monitored during this closure. Emergency telephone support is not affected by this seasonal closure. If you are unable to access Evergreen, your LibPress site is down, or authentication of 3rd party services is down please call us at 1-888-848-9250 and select option 9 to be connected to an on-call tech. All other support inquiries will be followed up when we re-open in January.

BC Libraries Cooperative Support Advisory - Continuing Training in January

Start off the new year with an introduction to the Evergreen reporter in our Reports for Beginners: Fun with Sitka Templates webinar. Whether you're completely new to the reporter or looking for a refresher on running reports and best practices this session is for you.

The Thursday session will be recorded and posted publicly to our Youtube channel.

Register now for Reports for Beginners: Fun with Sitka Templates webinar - <https://bc.libraries.coop/support/continuing-training/>

Registration closes at the end of the day Friday, January 5th.

Updated November 8, 2023

BC Libraries Cooperative Support Advisory - Co-op Support Closure

The BC Libraries Cooperative will be closed on Monday, November 13th in lieu of Saturday, November 11th for Remembrance Day.

Emergency support will continue to be available. If you are unable to log into Evergreen, your website is down, or authentication of your digital resources is not working please call 1-888-848-9250 and select option 9 for emergency support.

BC Libraries Cooperative Support Service Advisory - Post Upgrade Update

Thank you to everyone who has reported issues or sent in questions about Evergreen 3.11. Staff are working to resolve a couple of outstanding issues in booking and acquisitions; all other reported issues have been resolved.

Wondering how to use the new features? Check out our new features videos <https://www.youtube.com/playlist?list=PLdwlgwBNnH4oP7gl6vmZEOHgMhJr-R4eV>

Please continue reporting new issues if you encounter them. To help us serve you better please do the following:

Clear your cache (you do not need to clear your cookies)
(http://docs.libraries.coop/sitka/_troubleshooting.html#_clear_cache)

Check that the library staff account has the correct working location(s)
(http://docs.libraries.coop/sitka/_library_staff_accounts.html#_working_locations)

Check the Known Bugs list <https://bc.libraries.coop/support/sitka/evergreen-bugs-projects/>

Contact Support at sitka@bc.libraries.coop if the above doesn't resolve the issue. Please follow the guidelines for submitting support requests and make sure to include relevant screenshots and

barcodes. <https://bc.libraries.coop/support/guidelines-for-support-requests/>

Updated October 22nd, 2023

BC Libraries Cooperative Support Service Advisory - Welcome to Evergreen 3.11

The Sitka Team has successfully upgraded to version 3.11 of the Evergreen ILS.

You MUST clear your browser cache before logging into Evergreen to clear any cached data from Evergreen 3.9: http://docs.libraries.coop/sitka/_troubleshooting.html#_clear_cache

Wondering what has changed? See our New Features Playlist:

https://www.youtube.com/playlist?list=PLdwlgwBNnH4oSaT0d1i-1OiDWqS_HYT0u

Sitka's Evergreen Documentation has been updated for version 3.11 and is now available at:
<http://docs.libraries.coop/sitka/>

Should you discover any issues, please do the following:

Clear your cache (http://docs.libraries.coop/sitka/_troubleshooting.html#_clear_cache)

Check the Known Bugs list <https://bc.libraries.coop/support/sitka/evergreen-bugs-projects/>

Check the relevant Sitka documentation

Contact Co-op Support at sitka@bc.libraries.coop if the above doesn't resolve the issue. Please follow the guidelines for submitting support requests and make sure to include relevant screenshots and barcodes - <https://bc.libraries.coop/support/guidelines-for-support-requests/>

See the 3.11 Upgrade Webpage for more information:

<https://bc.libraries.coop/support/sitka/evergreen-3-11-upgrade/>

Thank you to everyone for your support during this upgrade.

Updated October 17th, 2023

BC Libraries Cooperative Support Service Advisory - Reminder Sitka's Evergreen 3.11 Upgrade

The Evergreen server will be unavailable from 9:00 PM PDT Saturday October 21 to 5:00 AM PDT Monday October 23, 2022. While the Evergreen web client will be unavailable, most 3rd party resources will continue to authenticate for patrons.

If your library will be open on Sunday October 22nd, please note that the Offline Circulation module will not work while our servers are down. Please plan to use alternative methods for circulation tracking.

On October 23th (or October 24th if your library is closed Mondays) you MUST clear your browser cache before logging into Evergreen to ensure cached data from 3.9 is cleared:

http://docs.libraries.coop/sitka/_troubleshooting.html#_clear_cache

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

resources.

Updated October 11th, 2023

BC Libraries Cooperative Support Service Advisory - Reminder Sitka's Evergreen 3.11 Upgrade

The Evergreen server will be unavailable from 9:00 PM PDT Saturday October 21 to 5:00 AM PDT Monday October 23, 2022. While the Evergreen web client will be unavailable, most 3rd party resources will continue to authenticate for patrons.

If your library will be open on Sunday October 22nd, please note that the Offline Circulation module will not work while our servers are down. Please plan to use alternative methods for circulation tracking.

On October 23th (or October 24th if your library is closed Mondays) you **MUST** clear your browser cache before logging into Evergreen to ensure cached data from 3.9 is cleared:

http://docs.libraries.coop/sitka/_troubleshooting.html#_clear_cache

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

Updated September 26th, 2023

BC Libraries Cooperative Support Advisory - Upgrade to Evergreen 3.11 and Co-op Support Closure

Upgrade to Evergreen 3.11

We're upgrading in October! The Evergreen server will be unavailable from **9:00 PM PDT Saturday October 21 to 5:00 AM PDT Monday October 23, 2023**. While the Evergreen web client will be unavailable, 3rd party resources will continue to authenticate for patrons.

Find more information about the upgrade on our Evergreen 3.11 Upgrade page -

<https://bc.libraries.coop/support/sitka/evergreen-3-11-upgrade/>

Curious about what will change once the upgrade is complete? Check out our resources for Evergreen 3.11.

Evergreen 3.11 Preview page - <https://bc.libraries.coop/support/sitka/evergreen-3-11-preview/>

New Features in Sitka's Evergreen 3.11 playlist -

https://www.youtube.com/playlist?list=PLdwlgwBNnH4oSaT0d1i-1OiDWqS_HYT0u

Co-op Support Closure

The BC Libraries Cooperative will be closed on **Monday, October 2nd** in lieu of Saturday, September 30 for the National Day for Truth and Reconciliation. Co-op staff will honour the day through personal reflection, education and participation in events in their local communities.

Emergency support will continue to be available. If you are unable to log into Evergreen, your website is down, or authentication of your digital resources is not working please call 1-888-848-9250 and select option 9 for emergency support.

Updated September 6th, 2023

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Continuing Training

Want to know what changes the upgrade will bring? Don't forget to sign up for What's New in Evergreen 3.11 to explore the new features and updates that will be coming. Registration closes at the end of the day Friday, September 8th.

Register now for What's New in Evergreen 3.11 - <https://bc.libraries.coop/support/continuing-training/>

Not able to make the webinar? Stay tuned for new features videos coming later in September.

Updates and resources for the upgrade can be found on our Evergreen 3.11 Upgrade page - <https://bc.libraries.coop/support/sitka/evergreen-3-11-upgrade/>

Check back often as we'll be adding more resources ahead of the October upgrade.

Updated August 10th, 2023

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Continuing Training

Does your library use the acquisitions module in Evergreen? Don't miss your chance to preview the changes coming to acquisitions and have an opportunity to ask questions.

Join us on August 24th and be the first to learn about new settings, bug fixes, and the updated interfaces for purchase orders, line items, and loading MARC record files into acquisitions.

Register now for Purchasing Power - Improvements to Acquisitions webinar - <https://bc.libraries.coop/support/continuing-training/> (This webinar is intended for libraries who are already subscribed to the add-on acquisitions module.)

Registration closes at the end of the day tomorrow Friday, August 11th.

Updated July 27th, 2023

BC Libraries Cooperative Support Advisory - Reminder: Recurring Reports on Former Staff Accounts To be Stopped

Co-op Support will stop all recurring reports for former staff accounts **tomorrow**.

If expected recurring monthly reports for your library don't run on August 1st please contact Co-op Support at sitka@bc.libraries.coop for assistance.

Updated July 25, 2023

BC Libraries Cooperative Support Advisory - Rogers and Fido have been removed from the list of SMS carriers for text notifications

The Rogers email-to-SMS gateway is no longer working for sending texts to patrons. We have contacted them, and they have indicated they will no longer be maintaining this service. Patrons whose mobility service provider is Rogers or Fido must now choose email or phone for their hold notifications.

SMS notifications in Evergreen rely on the SMS-to-email gateway which some carriers, like Rogers, have stopped supporting or do not provide information for. Co-op Support removes carriers which no longer work from Evergreen as we become aware of them as they cause issues for our mail server.

Updated July 17, 2023

BC Libraries Cooperative Development Advisory - Sitka's Evergreen Annual Upgrade

BC Libraries Co-op Support is pleased to announce that we will upgrade Sitka's Evergreen in October 2023. We expect the Evergreen server will be unavailable, from **9:00 PM PDT Saturday October 21 to 5:00 AM PDT Monday October 23, 2023**.

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

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

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

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

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

Updated July 12, 2023

BC Libraries Cooperative Support Advisory - Reminder: Recurring Reports Clean Up

All libraries should use the report template "Reports Run In Specified Time Period By Specified Library" to see what reports are being run at their library. To see your current reports we recommend specifying June 1st to June 30th as your time period. (This template can be found under Shared Folders → Templates → Sitka_templates → Local Administration. Please ensure you clone the template into your own folders before running it.)

Libraries should ensure that all recurring reports are being run from current library staff accounts and that the template owner username is not Sitka_templates.

Co-op Support will stop all recurring reports for former staff accounts on July 28th. Please ensure you have set up any needed new recurring reports before this date.

Updated June 13, 2023

BC Libraries Cooperative Support Advisory - Recurring Reports Clean Up

Co-op Support has identified two current issues with recurring reports:

1. Some libraries have recurring reports running that they cannot access as the reports are being run by accounts for former staff members.
2. Some libraries have recurring reports running directly from Sitka templates which is causing issues for Co-op Support's management of these templates.

We recommend all libraries use the template "Reports Run In Specified Time Period By Specified

Library” to see what reports are being run at their library. To see your current reports we recommend specifying May 1st 2023 to May 31st 2023 as your time period.

This template can be found under Shared Folders → Templates → Sitka_templates → Local Administration. Please ensure you clone the template into your own folders before running it.

Recurring reports that are no longer needed can be stopped by deleting the report definitions and output. For more information see:

http://docs.libraries.coop/sitka/_maintaining_reporter_data.html#_deleting_report_definitions_and_output

Co-op Support will stop all recurring reports for former staff accounts on **July 28th**. Please ensure you have set up any needed new recurring reports before this date.

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

Updated May 31, 2023

BC Libraries Cooperative Support Advisory - Cataloguing Policy Documentation Updated and Expanded

BC Libraries Cooperative Support is pleased to announce a significant update to our documentation on Sitka's cataloguing policy.

http://docs.libraries.coop/policy/_cataloguing_policy.html

The updated documentation clarifies and, in some cases, codifies our existing cataloguing policy.

All library staff with cataloguing access **MUST** read the updated policy and ensure it is followed when cataloguing in Sitka's Evergreen.

Information on the permission groups which give access to cataloguing can be found here:

http://docs.libraries.coop/policy/_cataloguing_permissions.html

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

Updated May 25, 2023

BC Libraries Cooperative Support Advisory - Updated Annual Statistics for BC Public Libraries

It has been brought to our attention that there was an error in the 2022 Sitka Statistic reports. The reports published in January counted active patrons with circulations in the last two years but they should count active patrons with circulations in the last three years.

The 2022 Sitka Statistics Reports for the Public Libraries Branch annual survey have been updated and published here - <https://bc.libraries.coop/support/sitka/llb-reports/>

Additional information on the work can be found here:

http://docs.libraries.coop/policy/_annual_reports_for_public_libraries_branch_bc.html

Updated May 11, 2023

3rd Party Service Integration with Sitka's Evergreen

Thinking of investing in new services or products for your patrons that will authenticate against Evergreen? Don't forget to fill out the 3rd Party Service Integration With Sitka's Evergreen survey first so Co-op staff can assess whether the service or product can be securely integrated with Sitka's Evergreen. Libraries should expect it to take **3 to 6 months** for this assessment to be completed from the time the survey is submitted. Co-op staff cannot begin the assessment until we have the information from the survey.

Sitka's 3rd Party Service Integration policy can be found here:

http://docs.libraries.coop/policy/_3rd_party_service_integration.html

The 3rd Party Service Integration With Sitka's Evergreen survey can be found here:

<https://survey.libraries.coop/917743?lang=en>

Updated May 1, 2023

BC Libraries Cooperative Support Advisory - Database Server Upgrade

The primary database server for Sitka's Evergreen has been successfully upgraded to Postgres 14.

There are no changes to any Evergreen functionality.

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

BC Libraries Cooperative Support Advisory - Database Server Upgrade

The BC Libraries Cooperative will be updating our database servers to a new version of postgres during the scheduled systems maintenance window on Sunday, April 30th.

The Evergreen server will be unavailable, from 9:00 PM PDT Sunday April 30th to 4:00 AM PDT Monday May 1st. The web staff client and public catalogue will be unavailable, but authentication of 3rd party services will continue, and your patrons' access to digital resources will not be affected by the migration.

Please note that this is a database upgrade and not an Evergreen upgrade. There will be no changes to any Evergreen functionality.

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

Updated April 4, 2023

BC Libraries Cooperative Support Advisory - Last Chance to Register for Those Flummoxing Fixed Fields

Register now for Those Flummoxing Fixed Fields. Learn how bad data in fixed fields affects catalogue searches and how records display (or don't!) to your patrons. Join us as we unravel the mysteries of the fixed fields and help you help make the catalogue better.

We're trying something new this time! The Thursday session will be recorded and posted publicly to our Youtube channel.

Register now for Those Flummoxing Fixed Fields - <https://bc.libraries.coop/support/continuing-training/>

Registration closes at the end of the day Thursday, April 6th.

Updated March 14, 2023

BC Libraries Cooperative Support Advisory - Continuing Training in April

Join us in April when we bring back our popular continuing training session Those Flummoxing Fixed Fields. Learn how bad data in fixed fields affects catalogue searches and how records display (or don't!) to your patrons. Join us as we unravel the mysteries of the fixed fields and help you help make the catalogue better.

We're trying something new this time! The Thursday session will be recorded and posted publicly to our Youtube channel.

Register now for Those Flummoxing Fixed Fields - <https://bc.libraries.coop/support/continuing-training/>

Registration closes at the end of the day Thursday, April 6th.

Updated March 9, 2023

BC Libraries Cooperative Support Advisory - Managing Library Staff Accounts

Over the last few months we've seen an increase in tickets related to managing library staff accounts so we wanted to share some tips.

Working Locations

When creating a new library staff account always make sure you add a working location to tell Evergreen what library or branch(es) the account should work at. Library staff accounts without working locations won't work in the staff client.

(http://docs.libraries.coop/sitka/_library_staff_accounts.html#_working_locations)

Passwords

If you forget or want to change the password for your library staff account there are multiple ways to reset it. (http://docs.libraries.coop/sitka/_resetting_staff_account_password.html)

All libraries should follow the password guidelines laid out in Sitka's Evergreen Policy & Best Practices Manual to help keep Sitka's Evergreen secure. Passwords should not be saved in the browser.

(http://docs.libraries.coop/policy/_access_to_sitka_8217_s_evergreen.html#_passwords)

Closing Staff Accounts

When a staff member leaves your library, their account should be closed in a timely manner to ensure only current staff have access to Sitka's Evergreen.

(http://docs.libraries.coop/sitka/_closing_library_staff_accounts.html)

If the leaving staff member was using shared generic library staff accounts then make sure to change those passwords so that only current staff know them.

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

Updated March 3, 2023

BC Libraries Cooperative Support Advisory - Last Chance to complete the Training Resources Feedback Survey

If you haven't already, please take a few minutes before the end of today and fill out our Sitka's Evergreen Training Resources Feedback Survey: <https://survey.libraries.coop/554798?lang=en>

The feedback we gather in this survey will help us plan for 2023 and beyond.

Please share this survey with any staff at your library that use Sitka's Evergreen.

Thank you to everyone who has already participated; your feedback is greatly appreciated.

Updated March 1, 2023

BC Libraries Cooperative Support Advisory - Cover Images are back!

Content Cafe is back online and cover images are back in the public catalogue and staff client.

Updated February 24, 2023

BC Libraries Cooperative Support Advisory - Content Cafe is temporarily down

Content Café, which is Sitka's cover art supplier, is currently down and so cover art is not displaying in the public catalogue or the staff client.

We are waiting for an update from Baker & Taylor who provide the Content Café service.

Updated February 22, 2023

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Updated Documentation

We've recently updated Sitka's Evergreen Documentation to improve the instructions for two significant Evergreen features.

Reports - https://docs.libraries.coop/sitka/_reports.html

Highlights include:

- how to find out which staff have reporter permissions (https://docs.libraries.coop/sitka/_accessing_the_reporter.html)
- tips and recommendations on maintaining your reporter data (https://docs.libraries.coop/sitka/_maintaining_reporter_data.html)
- a brand new section on the Report Template Editor (https://docs.libraries.coop/sitka/_report_template_editor.html)
- more information on the Evergreen database for those interested in modifying and creating report templates (https://docs.libraries.coop/sitka/_the_evergreen_database.html)

Holds - https://docs.libraries.coop/sitka/_holds.html

Highlights include:

- a brand new section on working with holds which includes information not previously captured in the documentation (https://docs.libraries.coop/sitka/_holds.html#_working_with_holds)
- updated content and screenshots for managing holds (https://docs.libraries.coop/sitka/_managing_holds.html)
- more detailed instructions on how to clear holds from your holds shelf

(https://docs.libraries.coop/sitka/_holds_shelf.html)

- expanded documentation on hopeless holds
(https://docs.libraries.coop/sitka/_hopeless_holds.html) and hold policies
(https://docs.libraries.coop/sitka/_hold_policies.html)

Co-op Support strives to keep our documentation up to date and user friendly. If you're not finding the information you need or if documentation is unclear or doesn't match what you see in Sitka's Evergreen please let us know by submitting a ticket to sitka@bc.libraries.coop so we can improve it.

Help us shape our training offerings and resources for 2023 and beyond. If you haven't already, please take a few minutes before March 3rd and fill out Sitka's Evergreen Training Resources Survey: <https://survey.libraries.coop/554798?lang=en>

Updated February 15, 2023

BC Libraries Cooperative Support Advisory - Training Resources Survey Reminder

Co-op Support is looking for your feedback!

The BC Libraries Cooperative is gathering feedback on our current training and resources for Sitka's Evergreen to help us plan for 2023 and beyond.

If you haven't already, please take a few minutes before March 3rd and fill out our Sitka's Evergreen Training Resources Survey: <https://survey.libraries.coop/554798?lang=en>

Please share this survey with other staff at your library that use Sitka's Evergreen.

Thank you to everyone who has already participated; your feedback is greatly appreciated.

Updated February 13, 2023

BC Libraries Cooperative Support Advisory - Sitka's Evergreen Successfully Rolled Up to Version 3.9.1

BC Libraries Cooperative Support is pleased to announce that we have successfully rolled up to Evergreen version 3.9.1.

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

Updated February 10, 2023

BC Libraries Cooperative Support Advisory - Reminder : Sitka's Evergreen to be Rolled Up to Version 3.9.1

This is just a reminder that Sitka's Evergreen will be rolling up to Evergreen version 3.9.1 on February 12th. Evergreen, the public catalogue, and authentication for 3rd party services will be briefly unavailable after hours on Sunday February 12th.

This roll up allows us to apply a number of bug fixes to our instance of Evergreen and move to an official point release.

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

Updated February 8, 2023

BC Libraries Cooperative Support Advisory - Sitka's Evergreen will be Rolled Up to Version 3.9.1

Sitka's Evergreen will be rolling up to Evergreen version 3.9.1 during the scheduled systems maintenance window on Sunday February 12th. It is expected that Evergreen and all associated services will be briefly unavailable after hours on Sunday February 12th. This includes the public catalogue and authentication for 3rd party services such as Overdrive.

This roll up allows us to apply a number of bug fixes to our instance of Evergreen and move to an official point release.

Significant bug fixes include: Staff can no longer delete shelving locations that contain non-deleted items Items with alerts can now be captured for holds if in a shelving location with "Hold Capture Requires Verification" set to Yes The title and descriptions of lists in the public catalogue can once again be edited Public catalogue will now prompt patrons to update their hold notification information when they update their notification preferences

The annual Evergreen upgrade, which will bring new features and more bug fixes is scheduled for October 2023. More information about the annual upgrade, including specific dates, will be communicated in the spring.

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

Updated February 2, 2023

BC Libraries Cooperative Support Advisory - Search Term highlighting has been disabled in the staff client and public catalogue

Due to issues with search term highlighting, we've disabled it temporarily.

This change affects the staff client and the public catalogue.

Search terms will no longer be highlighted in the search results.

Updated February 1, 2023

BC Libraries Cooperative Support Advisory - Sitka Business Function Group Meeting Today

Join us today at 11:00am PST (12:00pm MST/1:00pm CST/2:00pm EST) for the Sitka Business Function Group.

The Zoom link for the meeting is: <https://us02web.zoom.us/j/83861448338>

(The agenda includes additional options for those needing to dial-in via phone or mobile)

Agenda is:

<https://bc.libraries.coop/wp-content/uploads/2023/01/Sitka-BFG-Agenda-February-1-2023-1.pdf>

Looking forward to seeing you!

Updated January 26, 2023

BC Libraries Cooperative Support Advisory - Sitka Business Function Group Meeting

Here is the agenda for the next Sitka Business Function Group call on Wednesday, February 1, 2023 at 11:00am PST (12:00pm MST/1:00pm CST/2:00pm EST) -

<https://bc.libraries.coop/wp-content/uploads/2023/01/Sitka-BFG-Agenda-February-1-2023-1.pdf>

We'll aim to keep the meeting to one hour in duration.

The Zoom link for the meeting is: <https://us02web.zoom.us/j/83861448338>

(The agenda includes additional options for those needing to dial-in via phone or mobile)

We're grateful to David Christensen from Manitoba PLSB for subbing in as our Chair for this meeting.

Looking forward to seeing you next week!

Updated January 16, 2023

BC Libraries Cooperative Support Advisory - Training Resources Feedback Survey and New Continuing Training

Co-op Support is looking for your feedback!

The BC Libraries Cooperative is gathering feedback on our current training and resources for Sitka's Evergreen to help us plan for 2023 and beyond.

Please take a few minutes and fill out this survey by *Friday, March 3rd* -

<https://survey.libraries.coop/554798?lang=en>

Please share this survey with other staff at your library that use Sitka's Evergreen.

New continuing training!

Join us in February for On the List: Holds Management in Evergreen. This webinar will look at best practices for your hold workflows as well as delve into hold groups and hopeless holds.

Register now for On the List: Holds Management in Evergreen -

<https://bc.libraries.coop/support/continuing-training/>

Registration closes at the end of the day *Friday, February 3rd*.

Updated January 11, 2023

Sitka Business Function Group Meeting - February 1st at 11:00am PT

Thanks very much to everyone who was able to respond to the poll. The best date for most for the Sitka Business Function Group Meeting (via Zoom) is Wednesday, February 1st, 11am-noon Pacific Time.

We'll share the agenda about a week in advance, but we're planning to include updates on Decolonizing Description, the planned February feature "roll-up", and continuing training opportunities.

Please mark your calendars, including the Zoom details copied below and we look forward to seeing you on February 1st!

Topic: Sitka Business Function Group Meeting - February 2023

Time: Feb 1, 2023 11:00 AM Pacific Time (US and Canada)

Join Zoom Meeting: <https://us02web.zoom.us/j/83861448338>

Meeting ID: 838 6144 8338

Dial by your location

+1 647 558 0588 Canada
+1 778 907 2071 Canada
+1 780 666 0144 Canada
+1 204 272 7920 Canada
+1 438 809 7799 Canada
+1 587 328 1099 Canada
+1 647 374 4685 Canada

Meeting ID: 838 6144 8338

Find your local number: <https://us02web.zoom.us/u/kzA8zwRBA>

Updated January 4, 2023

Sitka Business Function Group Poll

We're hoping to have a Sitka Business Function Group call in early February.

Please take a moment to reply to this quick poll before end of day on Friday, January 6th to let us know your availability: <https://doodle.com/meeting/participate/id/boVG7wNa>

We'll follow up asap after the poll closes to firm up the date and to provide more details.

Wishing you all a safe and restful holiday!

Sharon Herbert and the Sitka Team

Updated January 3, 2023

BC Libraries Cooperative Support Advisory - 3rd Party Service Integration with Sitka's Evergreen

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

While vendors of 3rd party services may give the impression that integrating their services with the library's ILS (Sitka's Evergreen) should be "easy" or straightforward this is most often not the case.

New services and products need to be assessed by Co-op staff to determine if they can be securely integrated with Sitka's Evergreen. Libraries should expect it to take 3 to 6 months for this assessment to be completed from the time the request is submitted.

Once a product is assessed and it's determined that it can be integrated with Sitka's Evergreen the

timeline for implementing the product depends on several factors including Co-op staff availability, support from the vendor, and the library's IT support expertise and availability.

If you are thinking of purchasing a new service that needs to integrate with Sitka's Evergreen please review our 3rd party integration policy

(http://docs.libraries.coop/policy/_3rd_party_service_integration.html) and complete the 3rd Party Service Integration With Sitka's Evergreen survey (<https://survey.libraries.coop/917743?lang=en>).

Updated December 20, 2022

BC Libraries Cooperative Support Advisory - Co-op Support will be closed Monday Dec 26th to Monday January 2nd

Co-op Support will be closed for the holiday break starting Monday, December 26th. Regular support will resume Monday, January 2nd 2023.

Our ticketing system and support voicemail will NOT be monitored during this closure. Emergency telephone support is not affected by this seasonal closure. If you are unable to access Evergreen, your LibPress site is down, or authentication of 3rd party services is down please call us at 1-888-848-9250 and select option 9 to be connected to an on-call tech. All other support inquiries will be followed up when we re-open in January.

Updated December 5, 2022

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Get Ready for 2023

Closed dates - Make sure all of the statutory holidays for 2023 and any other closures you know about are entered so Evergreen can assign correct due dates.

(http://docs.libraries.coop/sitka/_closed_dates_editor.html)

Library Hours - Take a moment to check that your hours of operation in Evergreen match your current hours. (http://docs.libraries.coop/sitka/_organizational_units.html#operation-hour)

Library Staff Accounts - Review the current staff accounts at your library (http://docs.libraries.coop/sitka/_searching_for_library_staff_accounts.html). Renew any staff accounts that are close to expiring and close accounts for anyone no longer working at your library (http://docs.libraries.coop/sitka/_closing_library_staff_accounts.html).

Circulation Policies - Planning to change how items circulate? Contact Co-op Support now regarding any changes you hope to have in place for January.

(http://docs.libraries.coop/sitka/_circulation_policies.html#_changing_your_circulation_policies)

Acquisitions Year End - If you're a library using the acquisitions module with a January to December fiscal year it's time to start thinking about year end. Review the check list and clean up any data ahead of running year end in January.

(http://docs.libraries.coop/acquisitions/_acquisitions_year_end.html)

Have questions or requests? Don't wait to contact Co-op Support.

Co-op Support will be closed for the holiday break starting Monday, December 26th. Regular support will resume Monday, January 2nd 2023.

Our ticketing system and support voicemail will NOT be monitored during this closure. Emergency telephone support is not affected by this seasonal closure. If you are unable to access Evergreen, your LibPress site is down, or authentication of 3rd party services is down please call us at 1-888-848-9250 and select option 9 to be connected to an on-call tech. All other support inquiries will be followed up when we re-open in January.

Updated November 22, 2022

BC Libraries Cooperative Support Advisory - Cover Images are back!

Content Cafe is back online and cover images are back in the public catalogue and staff client.

Updated November 21, 2022

BC Libraries Cooperative Support Advisory - Content Cafe is temporarily down

Content Café, which is Sitka's cover art supplier, is currently down and so cover art is not displaying in the public catalogue or the staff client.

We are waiting for an update from Baker & Taylor who provide the Content Café service.

Updated October 11, 2022

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Continuing Training

Join us in November for a look at editing report templates. This session will look at adding and removing display fields and filters in report templates as well as some tips on how to make your report output more user friendly for staff.

Register now for More Than Just Cloning: Editing Report Templates -
<https://bc.libraries.coop/support/continuing-training/>

Attendees to this session should already have a basic understanding of using the reports module, including how to clone Sitka templates. Videos that cover the basics of the reports module can be found here: <https://www.youtube.com/playlist?list=PLdwlgwBNnH4pg4MFwQK1nU8BDDBazZdav>

Updated August 22, 2022

BC Libraries Cooperative Support Advisory - Post Upgrade Update

Thank you to everyone who has reported issues or sent in questions about Evergreen 3.9. Here are a few things that have come up that we think everyone should be aware of.

Library Staff Accounts Do all of your library staff accounts have working locations? Accounts without working locations will encounter issues logging into Evergreen, accessing the staff catalogue, cataloguing items, registering patrons and more. Make sure all of your staff have working locations!
http://docs.libraries.coop/sitka/_library_staff_accounts.html#_working_locations

Cataloguing at Multi-Branch Locations If you do centralized cataloguing at your library your cataloguers must have all applicable branches set as working locations or they won't be able to create holdings for all your locations.
http://docs.libraries.coop/sitka/_library_staff_accounts.html#_working_locations

Unified Holdings Editor In Evergreen 3.9 the unified holdings editor is turned off by default and can be turned on individually for staff through the Holdings Editor Preferences.

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

Pull List for Hold Requests We are currently working with developers to resolve issues around size and printing orientation. In the meantime a workaround is to download the pull list as a CSV file and open and print it through a program like Excel.

http://docs.libraries.coop/sitka/_pull_list_for_hold_requests.html#_print_or_export_pull_list_for_hold_requests

Report Templates Templates related to patron notes, alerts, and blocks have been updated. Make sure you have the newest templates when running reports on this data. This is also a great opportunity to check the Sitka Templates to make sure all your cloned templates are based off of the most recent templates.

Wondering how to use the new features?

<https://youtube.com/playlist?list=PLdwlgwBNnH4r5hUb0EkOYmSv4kLv5QaL7>

Let us know if you notice any new issues. To help us serve you better please do the following:

- Clear your cache (http://docs.libraries.coop/sitka/_troubleshooting.html#_clear_cache)
- Check that the library staff account has the correct working location(s) (http://docs.libraries.coop/sitka/_library_staff_accounts.html#_working_locations)
- Check the Known Bugs list <https://bc.libraries.coop/support/sitka/evergreen-bugs-projects/>
- Check the relevant Sitka documentation
- Contact Support at sitka@bc.libraries.coop if the above doesn't resolve the issue. Please follow the guidelines for submitting support requests and make sure to include relevant screenshots and barcodes - <https://bc.libraries.coop/support/guidelines-for-support-requests/>
- Make sure you're reporting issues as they occur. We can't start investigating an issue until we know about it.

Updated August 14, 2022

BC Libraries Cooperative Support Advisory - Welcome to Evergreen 3.9

The Sitka Team has successfully upgraded to version 3.9 of the Evergreen ILS.

You **MUST** clear your browser cache before logging into Evergreen to clear any cached data from Evergreen 3.7: http://docs.libraries.coop/sitka/_troubleshooting.html#_clear_cache

Wondering what has changed? See our New Features Playlist:

<https://youtube.com/playlist?list=PLdwlgwBNnH4r5hUb0EkOYmSv4kLv5QaL7>

Sitka's Evergreen Documentation has been updated for version 3.9 and is now available at:

<http://docs.libraries.coop/sitka/>

Please note, the traditional catalogue is no longer available. An overview of searching in the staff catalogue can be seen here: <https://youtu.be/PGiYGKJuOnU>

Should you discover any issues, please do the following:

- Clear your cache (http://docs.libraries.coop/sitka/_troubleshooting.html#_clear_cache)
- Check the Known Bugs list <https://bc.libraries.coop/support/sitka/evergreen-bugs-projects/>

- Check the relevant Sitka documentation
- Contact Support at sitka@bc.libraries.coop if the above doesn't resolve the issue. Please follow the guidelines for submitting support requests and make sure to include relevant screenshots and barcodes - <https://bc.libraries.coop/support/guidelines-for-support-requests/>

See the 3.9 Upgrade Webpage for more information: <https://bc.libraries.coop/evergreen-3-9/>

Thank you to everyone for your support during this upgrade.

Updated August 12, 2022

BC Libraries Cooperative Support Advisory - Reminder Sitka's Evergreen 3.9 Upgrade is this weekend

The Evergreen server will be unavailable from **9:00 PM PDT Saturday August 13 to 5:00 AM PDT Monday August 15, 2022**. While the Evergreen web client will be unavailable, 3rd party resources will continue to authenticate for patrons.

If your library will be open on **Sunday August 14th**, please note that the Offline Circulation module will not work when our servers are down. Please plan to use alternative methods for circulation tracking.

On August 15th (or August 16th if your library is closed Mondays) you **MUST** clear your browser cache before logging into Evergreen to ensure cached data from 3.7 is cleared:

http://docs.libraries.coop/sitka/_troubleshooting.html#_clear_cache

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

BC Libraries Cooperative Support Advisory - Sitka's Evergreen 3.9 Upgrade is this weekend

The Evergreen 3.9 upgrade is this weekend, please review all the important information at <https://bc.libraries.coop/evergreen-3-9/>.

The Evergreen server will be unavailable from **9:00 PM PDT Saturday August 13 to 5:00 AM PDT Monday August 15, 2022**. While the Evergreen web client will be unavailable, 3rd party resources will continue to authenticate for patrons.

If your library will be open on **Sunday August 14th**, please note that the Offline Circulation module will not work when our servers are down. Please plan to use alternative methods for circulation tracking.

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

Updated August 5, 2022

BC Libraries Cooperative Support Advisory- New Videos and Webinar Reminder

Check out our newly released videos to see what's changing in Evergreen 3.9. Including:

- A re-designed holdings editor
https://www.youtube.com/playlist?list=PLdwlgwBNnH4p14n1ZA5Wiv9J909Y_wT5R

- Library full names can now be displayed in the library selector in some interfaces. Check out our video to see how you can turn this on once the upgrade is complete on August 15th.
<https://www.youtube.com/watch?v=pgDPrt3J-MM>

Don't miss your chance to register for "Navigating a New Course: Using the New Course Reserves Module". Registration closes at the end of the day Wednesday August 17th.

Are you an academic library ready to implement Evergreen's new course reserves module? Join us August 25th at 11:00am PT for "Navigating a New Course: Using the New Course Reserves Module". This one hour webinar will demonstrate both the staff and patron views of the new course reserves module. Register now - <https://bc.libraries.coop/support/continuing-training/>

All are welcome, but this webinar is intended for academic libraries with course reserve collections to manage and will focus on that workflow.

Updated July 28, 2022

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

The Evergreen 3.9 new features videos playlist is now available:
<https://youtube.com/playlist?list=PLdwlgwBNnH4r5hUb0EkOYmSv4kLv5QaL7>

Current information about the upgrade can be found here: <https://bc.libraries.coop/evergreen-3-9/>

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

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

Updated July 21, 2022

BC Libraries Cooperative Support Advisory - Evergreen 3.9 New Features + Offline Circulation

Wondering what will be different in Evergreen 3.9? We pulled together some of the new features and bug fixes coming with Evergreen 3.9 and posted them to our 3.9 preview page. This is not an exhaustive list, but will give you an idea of what is coming.
<https://bc.libraries.coop/evergreen-3-9-preview/>

See some of the new features in action on our New Features playlist -
<https://www.youtube.com/playlist?list=PLdwlgwBNnH4r5hUb0EkOYmSv4kLv5QaL7>

Check back as we'll be adding more videos leading up to the upgrade in August.

If your library will be open on **Sunday August 14th** please note that the Offline Circulation module will not work when our servers are down. Please plan to use alternative methods for circulation tracking.

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

Updated July 7, 2022

BC Libraries Cooperative Support Advisory- Sitka's Evergreen Course Reserves Webinar

Are you an academic library ready to implement Evergreen's new course reserves module? Join us

August 25th at 11:00am PT for “Navigating a New Course: Using the New Course Reserves Module”. This one hour webinar will demonstrate both the staff and patron views of the new course reserves module. Register now - <https://bc.libraries.coop/support/continuing-training/>

All are welcome, but this webinar is intended for academic libraries with course reserve collections to manage and will focus on that workflow.

Updated July 4, 2022

BC Libraries Cooperative Support - Sitka's Evergreen Upgrade Webinar Reminder

Don't miss your chance to get an early look at what's coming in Evergreen 3.9. Space is still available so register now - <https://bc.libraries.coop/support/continuing-training/> Registration for the 3.9 upgrade webinars 'What's new in Evergreen 3.9?' closes on **Tuesday, July 12th at 4:00PM PT**.

Upcoming Systems Maintenance

The Evergreen servers will be offline for required hardware maintenance on **July 10th** during our Scheduled Systems Maintenance window. We expect Evergreen and some related services to be unavailable starting at 9:00pm for approximately 2 hours.

- The Evergreen staff client and public catalogue will be unavailable during this maintenance.
- The Bibliocommons catalogue will be available but patrons will be unable to login into their account and availability information may be out of date.
- Authentication of 3rd party products, such as Overdrive, is expected to work as normal.

Updated June 20, 2022

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

Co-op Support's Evergreen 3.9 upgrade page is now live at <https://bc.libraries.coop/evergreen-3-9/>

Bookmark this page and share it with other staff. We will update this page as the upgrade approaches, so make sure you check back often.

If you haven't already, make sure you take a look at the preview of your new public catalogue. Any issues with your logo, colours, or text colours must be submitted to sitka@bc.libraries.coop by Friday, July 15th. Change requests submitted after the deadline will be addressed in September.

Want to see what else is coming in Evergreen 3.9? There's still time to register for the new feature webinar happening in July. Register now for What's New in Evergreen 3.9 - <https://bc.libraries.coop/support/continuing-training/>

The Evergreen servers will be offline for required hardware maintenance on July 10th during our Scheduled Systems Maintenance window. We expect Evergreen and some related services to be unavailable starting at 9:00pm for approximately 2 hours.

- The Evergreen staff client and public catalogue will be unavailable during this maintenance.
- The Bibliocommons catalogue will be available but patrons will be unable to login into their account and availability information may be out of date.
- Authentication of 3rd party products, such as Overdrive, is expected to work as normal.

Updated June 7, 2022

BC Libraries Cooperative Support Announcement - Evergreen 3.9 New Public Catalogue Preview

Sitka's Evergreen will be upgraded to version 3.9 in August and this upgrade includes a new public catalogue. We're asking all Sitka libraries to take a look at the new public catalogue now!

With over a hundred Sitka libraries we need your help to ensure that your catalogue is ready for the upgrade. Specifically we need you to make sure your logo and colours appear as expected and that text is readable.

You can access your catalogue by going to:

<https://bc.libraries.coop/evergreen-3-9/new-public-catalogue-preview/>

It is important that you test searching, logging into My Account, and using the catalogue on mobile devices to see how your logo looks on smaller screens. You can use your normal patron account to login to My Account.

A public catalogue testing checklist can be found here: New Public Catalogue Testing Checklist - <https://bc.libraries.coop/evergreen-3-9/new-public-catalogue-testing-checklist/>

Please send any issues with your logo, colours, or text colours to sitka@bc.libraries.coop with the subject "New Catalogue Changes" by Friday, July 15th. Change requests submitted after the deadline will be addressed in September.

Testing is still ongoing so functionality in the public catalogue may change before August 15th. Please only submit tickets related to your catalogue's display as specified in the testing checklist.

Updated May 30, 2022

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Continuing Training

Join us on July 19th or 21st as we explore the new features and updates that will be coming with Evergreen 3.9. This session will cover the major changes you'll see after we upgrade in August as well as highlighting some exciting smaller changes.

Register now for What's New in Evergreen 3.9 - <https://bc.libraries.coop/support/continuing-training/>

Registration closes at the end of the day Friday, July 8th.

Not able to make the webinar? Stay tuned for the new features video coming in July 2022.

Updated May 24, 2022

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Interlibrary Connect

There are three Interlibrary Connect zones within Sitka. It's important for libraries sending interlibrary loans through Evergreen to know how ILC works and what policies apply to your zone. Detailed information is available in Sitka's Evergreen Policy & Best Practices Manual.

Key highlights:

- ILC holds should always be placed as title level holds unless multiple copies are needed for

bookclub.

(<https://bc.libraries.coop/ufaqs/how-do-i-request-extra-copies-of-a-book-via-interlibrary-connect-for-a-book-club/>)

- The check out library's circulation policies are used and the check out library collects any overdue fines.
- Notifications are generated and sent out by the check out library.
- Staff should always follow the on-screen prompts for hold and transit slips to ensure proper workflow is followed and correct statistics are collected.
- Staff should NEVER cancel a transit unless you are the lending library and will not send the item after all.
- Staff should NEVER cancel an ILC hold for another library's patron.

BC ILC (http://docs.libraries.coop/policy/_bc_inter_library_connect_policies.html)

- Holds can be patron or staff initiated.
- If the library owns the item the library's copy will always be used to fill title holds.
- Illume should only be used for ILLs from BC libraries not participating in the BC ILC zone.

Spruce ILC (http://docs.libraries.coop/policy/_spruce_inter_library_connect.html)

- Holds are staff initiated only.
- If the library owns the item the library's copy will always be used to fill title holds.
- Spruce policy for ILC holds is 1 loan with 1 renewal.
- fILL should only be used for ILLs from Manitoba libraries that are not part of Spruce.

Sea to Sky ILC

- Holds are staff initiated only.
- Evergreen will use the next available item to fill the hold, regardless of whether the library owns a copy.
- Illume should be used for ILLs from libraries not in the Sea to Sky ILC zone.

More information on interlibrary loans in Sitka's Evergreen can be found in here:

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

Updated May 16, 2022

BC Libraries Cooperative Support Advisory - Blocked Login of Expired Staff Accounts

Expired staff accounts are no longer able to log in to Sitka's Evergreen staff client. If you haven't already done so, please renew any active staff accounts that are due to expire soon.

http://docs.libraries.coop/sitka/_updating_patron_accounts.html#_renewing_a_library_card

Only Co-op Support staff can update Local System Administrator accounts. Email us at sitka@bc.libraries.coop if you have any Local System Administrator accounts that need to be renewed.

Do you have staff accounts for people that no longer work at your library? Don't forget, when someone leaves your library their staff access should be disabled in a timely manner. The steps libraries should take to close staff accounts can be found here:

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

Watch our 2 minute video on closing staff accounts here:

<https://www.youtube.com/watch?v=d-EbdpforW8>

Updated May 16, 2022

BC Libraries Cooperative Support Advisory - Authentication via SIP2 Restored

Evergreen authentication via SIP2 is now working again. Libraries with self check machines may need to restart them.

We apologize for any inconvenience this caused.

Updated May 16, 2022

BC Libraries Cooperative Support Advisory - Authentication via SIP2 Unavailable

Evergreen authentication via SIP2 is currently unavailable as we work to resolve an issue with Sitka's SIP2 server. This affects all 3rd party resources that use SIP2 for authentication, including Overdrive, PC Reservations, and self check machines.

3rd party resources that authenticate via PatronAPI or barcode pattern matching are unaffected.

We apologize for any inconvenience to library patrons and are working to restore SIP2 authentication as quickly as possible.

Updated May 9, 2022

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Library Staff Accounts

Do you have staff accounts for people that no longer work at your library? Don't forget, when someone leaves your library their staff access should be disabled in a timely manner. The steps libraries should take to close staff accounts can be found here:

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

Watch our 2 minute video on closing staff accounts here:

<https://www.youtube.com/watch?v=d-EbdpforW8>

Reminder – As of May 16th 2022 expired staff accounts will no longer be able to log in to Sitka's Evergreen staff client. If you haven't already done so, please renew any active staff accounts that are due to expire soon.

http://docs.libraries.coop/sitka/_updating_patron_accounts.html#_renewing_a_library_card

Only Co-op Support staff can update Local System Administrator accounts. Email us at sitka@bc.libraries.coop if you have any Local System Administrator accounts that need to be renewed.

Updated April 25, 2022

BC Libraries Cooperative Support Advisory - Block Login of Expired Staff Accounts

As of May 16th 2022 expired staff accounts will no longer be able to log in to Sitka's Evergreen staff client.

You can review the expiry dates of all your library's staff accounts in Patron Search. Make sure you

have Privilege Expiration Date selected as a display field.

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

Please renew any active staff accounts that are due to expire soon.

http://docs.libraries.coop/sitka/_updating_patron_accounts.html#_renewing_a_library_card

Only Co-op Support staff can update Local System Administrator accounts. Email us at sitka@bc.libraries.coop if you have any Local System Administrator accounts that need to be renewed.

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

Updated April 20, 2022

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Automated Patron Notifications

Do your patrons sometimes forget to come pick up their holds? Maybe they just need another reminder.

A new customizable, Hold Expires from Hold Shelf Soon notification is now available. Contact Co-op Support to have this new notification set up for your library.

More information about hold related notifications can be found here:

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

Hold notifications aren't the only type of notification available. Evergreen can also automatically send courtesy, overdue, and patron account notifications. Did you know that Evergreen can automatically set overdue items to lost and then email your patron? Check out our updated documentation on everything related to patron notifications: <http://docs.libraries.coop/sitka/admin-notice.html>

Updated March 28, 2022

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

BC Libraries Co-op Support is pleased to announce that we will upgrade Sitka's Evergreen in August 2022. We expect the Evergreen server will be unavailable, from 9:00 PM PDT Saturday August 13 to 5:00 AM PDT Monday August 15, 2022.

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

The secure staff web client login URL will remain the same at

<https://catalogue.libraries.coop/eg/staff/login> Staff will be unable to login during the posted upgrade hours.

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

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

Updated March 14, 2022

BC Libraries Cooperative Support Advisory - Training Resource Highlights: Patrons

To help you better manage and maintain your patron accounts we've updated our patron documentation. http://docs.libraries.coop/sitka/_patron_accounts.html

Wondering what's the purpose of a particular field? Check out our new section on Patron Account Fields: http://docs.libraries.coop/sitka/_patron_account_fields.html

Did you know you can customize which fields display and are required in the patron account? Learn how here:

http://docs.libraries.coop/sitka/_patron_account_fields.html#_customizing_the_display_fields

Don't forget staff accounts are patron accounts too! Check out this section on managing library staff accounts: http://docs.libraries.coop/sitka/_library_staff_accounts.html

Welcome Site for New Directors

Co-op Support has created a new resource to provide guidance for new administrators at existing BC Libraries Cooperative libraries. While it currently focuses on Sitka over time we'll be adding content for other Co-op Services.

Check out the new welcome site here: <https://help.libraries.coop/welcome/>

To make sure this site is as useful as possible we're asking for your help, especially if you're an administrator who started working at your library after they were already on Sitka's Evergreen. Let us know if we've missed information that you wish you'd known when you started or if there are sections you think are unclear for someone new to Sitka's Evergreen. Feedback can be submitted to sitka@bc.libraries.coop with the subject "welcome site".

Updated March 9, 2022

BC Libraries Cooperative Support Service Advisory - Cannot place Call Number / Item Holds in Chrome

Chrome's latest version (99.0.4844.51) has a bug which makes it impossible to place Call Number / Item holds in the Evergreen staff client. If you are using the latest version of Chrome when you try to click either hold option in the Item Table a tooltip appears and blocks the links.

It appears that this issue will be resolved when Chrome releases version 100 at the end of the month.

In the short term we recommend using Firefox to place these holds. While the Co-op specifically supports the use of the staff client in Chrome other libraries in the wider Evergreen community use Firefox so most, if not all, functions and features should work as expected.

We'll be monitoring the investigation into this issue in the wider Evergreen community.

Updated February 7, 2022

Libraries Cooperative Support Advisory - Training Resource Highlights: Continuing Training

Last chance to register for the first continuing training session of 2022! Join us on February 22nd or 24th to learn some simple strategies for keeping patron records up to date and accurate for statistics.

Register now for Cultivating and Pruning Your Patron Records: Patron Maintenance in Evergreen - <https://bc.libraries.coop/support/continuing-training/>

Registration closes at the end of the day Friday, February 11th.

Not able to make the webinar? Stay tuned for new and updated patron account related resources coming soon.

Updated January 7, 2022

BC Libraries Cooperative Support Advisory - Training Resource Highlights

As we start the new year Co-op Support would like to remind everyone of the resources available to all Sitka libraries.

You can access all of our resources and submit support tickets from the Sitka Support page:

<https://bc.libraries.coop/support/sitka/>

Looking to get new staff started? Check out our getting started guides:

<https://help.libraries.coop/getting-started/>

Ready to try things out? Sign into the training server for a safe place to practice:

<https://bc.libraries.coop/support/sitka/training-server/>

Think someone may have asked your question before? Check out our FAQs:

<https://bc.libraries.coop/sitka-faqs/>

Run into a bug in Evergreen? Check if it's already known:

<https://bc.libraries.coop/support/sitka/evergreen-bugs-projects/>

Want to see Evergreen in action? Check out our videos: <https://bc.libraries.coop/support/sitka/videos/>

Looking for more in-depth information? Check out our manuals: Sitka's Evergreen Documentation -

<http://docs.libraries.coop/sitka/> Sitka's Evergreen Policy & Best Practices Manual -

<http://docs.libraries.coop/policy/> Sitka's Evergreen Acquisitions Documentation -

<http://docs.libraries.coop/acquisitions/>

Exciting things coming in 2022!

Sitka Business Function Group meeting - January 25th at 11:00am PT

Cultivating and Pruning Your Patron Records : Patron Maintenance in Evergreen - February 22nd and 24th

Register now - <https://bc.libraries.coop/support/continuing-training/>

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