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Updated April 8, 2024

BC Libraries Cooperative Support Advisory - Support Closure

Co-op Support will be closed on Wednesday April 17 & Thursday April 18th while staff participate in an important Co-op staff meeting. Regular support will resume Friday, April 19th 2024.

Emergency telephone support is available. 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 on Friday, April 19th.

Updated April 3, 2024

BC Libraries Cooperative Support Advisory - Moving our Servers

The Co-op recently announced plans to move all operations from our physical hardware to new cloud based servers. See the announcement here - <https://bc.libraries.coop/news/moving-servers/>

What does this mean for Sitka & Sitka's Evergreen?

Moving 15 years worth of technology and services is a big job, especially as we aim to do so with little-to-no interruptions of service. Many of the Co-op's technical efforts will be focused on the cloud migration so we will not be upgrading Sitka's Evergreen this year. Our next upgrade will be scheduled for late Spring 2025.

Sitka's Evergreen move to the cloud is planned for the weekend of October 19-21. We expect the servers will be down for the majority of this weekend which means the Evergreen staff client and public catalogue will be unavailable. Authentication of 3rd party services is expected to continue during this weekend. More details will be sent as we know more.

Other Co-op services that interact with Sitka's Evergreen will be moving between now and October.

Updated April 2, 2024

BC Libraries Cooperative Support Advisory - New Videos Available

Co-op Support is pleased to announce new videos available now on our YouTube channel.

Want to know more about using item or patron statistical categories? Check out our new playlist Sitka's Evergreen – Statistical Categories

<https://www.youtube.com/playlist?list=PLdwlgwBNnH4q5jI538NqQjRpypRzPSmXP>

Missed the latest webinar More Than Just Cloning: Editing Report Templates or want to see it again? You can now learn all about editing report templates at a time convenient for you -

<https://youtu.be/vwrlt8O3J8c>

Don't forget we have other continuing training webinars recorded and available to view including Reports for Beginners: Fun with Sitka Templates - <https://www.youtube.com/playlist?list=PLdwlwBNnH4q9cGZ9VXh131RRteFo7ddC>

Updated March 25, 2024

BC Libraries Cooperative Support Advisory - Email notices now available in HTML format

Email notification templates can now be formatted in HTML. This means that we can add hyperlinks to patron notification emails.

If you are interested in updating your email notification templates to be formatted in HTML, please submit a ticket to Co-op Support before April 26, 2024 with the subject "Email Notification Updates".

For guidance on what to include in your ticket to facilitate us making these changes, please see: http://docs.libraries.coop/sitka/_notifications_action_triggers.html#_changing_your_notifications_action_triggers

Your local system administrators can now view the notification/action trigger templates for your library, though only Co-op Support can make changes. For instructions on viewing your notifications/action triggers see: http://docs.libraries.coop/sitka/_notifications_action_triggers.html#_viewing_your_notifications_action_triggers

Please contact Co-op Support if you have any questions.

Updated March 7, 2024

BC Libraries Cooperative Support Advisory - Sitka Business Function Group meeting

We're planning the next Sitka Business Function Group meeting (via Zoom) for May. Please take a moment to complete this poll so we can find a date and time that will work best for most: <https://doodle.com/meeting/participate/id/e93MPYJb>

The poll will close on **March 13th at 5:00pm Pacific**.

We're planning to provide updates in the May meeting on several projects and initiatives, including: plans for the next Sitka upgrade, updates on Decolonizing Description, Accessibility and continuing training sessions, as well as information on some Co-op projects.

If you have other topics you'd like us to include on the agenda, please contact Co-op Support at sitka@bc.libraries.coop

Updated March 5, 2024

BC Libraries Cooperative Support Advisory - Continuing Training in March

Last chance to register for More Than Just Cloning: Editing Report Templates!

Have you got the hang of cloning report templates and want to learn how to do more? 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 <https://bc.libraries.coop/support/continuing-training/>

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

This webinar will assume attendees know how to clone templates, run reports, and are familiar with the existing Sitka templates. To ensure you get the most out of this session we encourage you to review our existing resources and make sure you're comfortable with the basics of using Evergreen's reporter. A recording of the Reports for Beginners: Fun with Sitka Templates webinar can be found on our YouTube channel <https://youtu.be/9dLAn27T0qU>

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

Updated February 21, 2024

BC Libraries Cooperative Support Advisory - Continuing Training in March

Ready for the next level of reporting? Join us in March for the continuing training webinar More Than Just Cloning: Editing Report Templates.

Have you got the hang of cloning report templates and want to learn how to do more? 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 <https://bc.libraries.coop/support/continuing-training/>

This webinar will assume attendees know how to clone templates, run reports, and are familiar with the existing Sitka templates. To ensure you get the most out of this session we encourage you to review our existing resources and make sure you're comfortable with the basics of using Evergreen's reporter. A recording of the Reports for Beginners: Fun with Sitka Templates webinar can be found on our YouTube channel <https://youtu.be/9dLAn27T0qU>

Updated February 16, 2024

BC Libraries Cooperative Support Advisory - Evergreen International Online Conference

This year the annual Evergreen International Conference is virtual and takes place April 22 -24! Interested in learning more about Evergreen and the Evergreen community? Registration is open and early bird pricing (\$60 USD) runs until March 1st.

<https://evergreen-ils.org/conference/2024-evergreen-international-online-conference/>

The conference schedule can be found here:

<https://evergreen-ils.org/conference/2024-evergreen-international-online-conference/2024-conference-schedule/>

The Evergreen Hackfest will be held April 25th and is a free event. Interest group meetings will be taking place throughout the day. These will include the Acquisitions Interest Group, Cataloging Interest Group, Reports Interest Group, the Student Success Working Group and more.

Recordings from past conferences can be found here:

<https://www.youtube.com/@EvergreenLibrarySystem/playlists>

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=PLdwlglwBNnH4oP7gl6vmZEOHgMhJr-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-10iDWqS_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/j/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>).

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