Sitka Evergreen 2.0 Upgrade Status Report - May 16, 2011

The upgrade to Version 2.0 of Evergreen completed successfully at about 4:30 am on Monday, April 18 - several hours in advance of the earliest Sitka library opening. This was a significant project involving months of planning and preparation by all members of the Sitka team. In order to implement all of the new functionality available in 2.0, behind the scenes, the team upgraded the Evergreen database, the operating system, several hardware components and more, not to mention the Evergreen software itself. The team also received invaluable assistance in testing Version 2.0 from library staff at College of the Rockies, Fort Nelson, Thompson-Nicola Regional District and Whistler.

While the volume of issues reported in the weeks following the launch is fairly typical for a major ILS upgrade, we recognize that some library staff and users have experienced inconvenience and frustration as a result. Our top priority is to work toward resolution of major unresolved issues. We thank all library staff for their continued patience and support and look forward to rolling out more new features in the coming months!

Resolved issues:

- Some printing issues *(several sites)*

- Circ modifiers displaying multiple times *(all sites)*

- ISBN search on Advanced Quick Search *(all sites)*

- Holds pull list display *(all sites)*

- Searching words with apostrophes *(all sites)*

- Max fines item renewal issue *(some sites)*

- Titles not appearing in My Account if 100/700 MARC tags are missing *(all sites)*

195
Number of RT tickets submitted

128
Number of RT tickets resolved

In the 2 weeks post-launch

Issues being investigated by Sitka:

- Some printing issues related to the new printer context setting *(several sites)*

- Problems deleting holdings *(all sites)*

- Negative balance (credit) on some patrons' accounts *(several sites)*

- Fines being forgiven and voided when backdating check-in *(a few sites)*

- LSA accounts can't change their own expiration dates *(all sites).* Note that all LSA accounts have been set to expire in 2050 as a temporary workaround to this problem.

- ISBN search for opac non-visible items in the staff client

Known bugs under investigation by Equinox

- Item status is not visible in alternate view on low resolution monitors

- Unable to scroll across record summary information in cataloguing record merge

- Inconsistencies in date format