

Sitka Evergreen Policy & Best Practices Manual

Sitka Evergreen Policy & Best Practices Manual:

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Part I. Introduction

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Chapter 1. About Policy and Best-Practice Documents

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

There are two parts to this manual:

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

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

Chapter 2. Revisions

The *Sitka Evergreen Policy Manual* was first published in July 2010. Below are subsequent content changes in reverse chronological order. Minor changes including spelling corrections and formatting changes are excluded.

Revision date	Editor(s)	Description
Aug 26, 2010	TJ, JB	New chapter on PLSB annual reports
July 20, 2010	SD, TJ, JB	Initial publication

Part II. Approved Policy

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Chapter 3. Privacy Policy

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

Short Version

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

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

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

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

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

Member libraries will make all reasonable efforts to:

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

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

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

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

Detailed Version

1. Our Commitment to Privacy

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

2. What is Personal Information

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

3. Collection of personal information

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

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

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

Patrons who do not wish to be contacted about library services and programs or for fundraising purposes may choose to opt-out.

7. How personal information is used

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

8. Disclosure of personal information

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

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

Examples of where personal information may be disclosed include:

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

9. Disclosure of personal information to another Member library

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

10. How personal information is kept secure

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

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

Technological security measures protect personal information once it reaches Member computer hardware. However; security cannot protect information while it is in transit over the internet unless the information is collected

by a secure online web form. Information sent in email messages is not secure. You are encouraged to consider this when sending personal information via email.

12. Retention of personal information

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

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

13. Accuracy of personal information

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

14. How to access or correct your personal information

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

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

15. Children's personal information

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

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

16. Family members' personal information

Some libraries offer "group" notices to families. In such a case, information such as items borrowed, fines owed, etc., for multiple family members are sent to a single person in the household, or "head of the household. This constitutes a disclosure of the other household members' personal information and Member libraries will only provide information in this way if the patrons whose information is to be disclosed provide their written consent. This includes the consent of children 12 years of age and older.

17. Changes to this Privacy Policy

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

18. Who to contact about Member library privacy policies

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

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

You may contact the Information and Privacy Commissioner at:

Office of the Information and Privacy Commissioner

for British Columbia

PO Box 9038, Stn. Prov. Govt.

Victoria, B.C. V8W 9A4

Tel: 250.387.5629 (Victoria)

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

Email: info@oipc.bc.ca

Website: www.oipc.bc.ca

Chapter 4. Circulation Policies

BC OneCard Policies & Procedures

Approved by the Interim Board of Directors, BC Libraries Cooperative

September 16, 2009

Covering Note

Covering note for Circulation policy documents approved 16 September, 2009

- Sitka's Evergreen instance is intended to feature a shared patron database. From both a database integrity and a service perspective, it is important that each Sitka patron be represented in the shared database by only 1 patron record. As the number of Sitka sites grow, the occurrences of cross-Sitka site traffic are going up; these occurrences are driving the need for consortial policy and workflow to enable high levels of customer service while simultaneously ensuring database integrity.
- Specifically, consortial policy and procedures for the handling of non-resident patrons complement the existing "opt-in" functionality in Sitka's Evergreen. Since the very first Sitka sites went live in late 2007, custom patron "opt-in" programming has been in place on Sitka's Evergreen to satisfy the requirements of BC's FOIPPA legislation as it relates to a shared patron database. The opt-in code fires the first time a Sitka patron visits any Sitka library other than their home library. In doing so, it solicits informed patron consent for staff at the library to retrieve the patron's information.
- The Circulation Working Group, with additional input from the North Coast Library Federation, worked with the Sitka Team to develop the following interim Sitka BCOneCard policy. Along with this interim policy comes the following operational approach: primarily from a service perspective - all Sitka-site library staff are able to edit patron records as necessary, assuming that a patron has "opted in" for service at their library.

BC OneCard Policy/Procedure

Definitions

Sitka library. See list of Sitka member libraries at <http://sitka.bclibraries.ca/implementations/current-sitka-libraries/>

Non-Sitka library. All other BC public libraries

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

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

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

- a Sitka library
- a non-Sitka library

Policy

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

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

Loan Limits

- At a minimum, Sitka libraries will allow BC OneCard customers to borrow five books. ('Books' also refers to special format audiobooks normally loaned to registered print-disabled customers).
- Other limits – Determined by lending library/appropriate library federation policy (Many libraries/Federations treat BC OneCard patrons as regular patrons, with full borrower privileges).

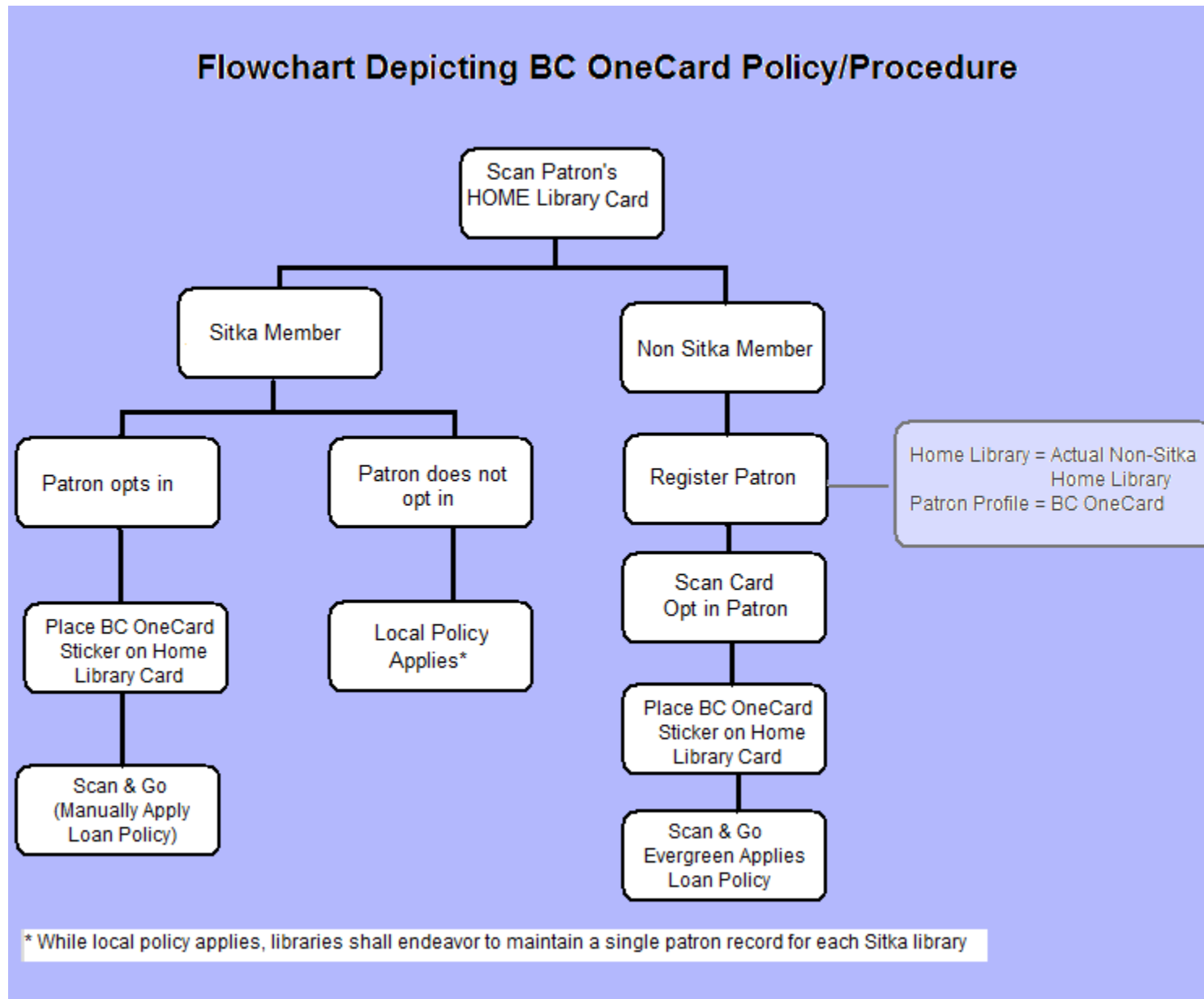
Fines & Overdues

- Fine rates are determined by lending library/appropriate library federation policy.
- The BC OneCard borrower is responsible for any charges owing to the lending library.

Procedure

- Patron presents home library card for scanning.
- If the patron is in the Evergreen database, and if the patron agrees to "opt in" at the privacy prompt, their account can be accessed by their home library card. Do **not** issue a BC OneCard. Place a BC OneCard sticker on their home library card.
- If the patron is in the Evergreen database, and if the patron does not agree to "opt in" at the privacy prompt, lending library policy will determine service options while endeavouring to maintain a single patron record for each Sitka library member.
- If the patron is **not** in the Evergreen database, use the patron's home library card as the barcode and complete the patron registration form as per your local policy. Do not issue a BC OneCard. Ensure the Home Library selected in Evergreen is the patron's actual non-Sitka home library and add a BC OneCard sticker to the patron's library card. From the Check Out screen, scan the patron's card and opt him/her in. Inform the patron of applicable BC OneCard/lending library/library federation borrowing limits, fines, and loan policy

Figure 4.1. Flowchart depicting BC OneCard policy/procedure



Procedure scenarios - Patron exists in Sitka already

- Patron presents a BC library card.
- Scan into F1 (Circulation>Check Out Items)
- Patron record is found, Sitka opt in screen presented.
- Opt in? Yes or no.
- If yes, patron can now use your library and your rules according to his existing profile are applied. i.e. if PL-Adult at existing Sitka library, is a PL-Adult at your library with your rules for PL-Adult applied. If you need to apply local BC One card rules to this patron, this must be done manually at point of circulation.

- Affix BCOne Card sticker to existing card.
- If patron does not agree to opt in, local decision and policy applies to how you will treat this patron

Procedure scenarios -Patron does not exist in Sitka and you make him a BC One card patron

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

Non Sitka library codes. See list of BC library codes at <http://www.eln.bc.ca/view.php?id=1069/>

Hold/Search Policy (Interim)

**Approved by the Interim Board of Directors, BC Libraries Cooperative
Wednesday, April 15, 2009**

In the Interim, while Federation based policy is in development, patron opac searches will scope only to their home library/library system by default, unless member libraries specify otherwise. Patron-initiated holds will be filled first by the home library/library system and then by other Sitka libraries, where agreements exist (e.g. Federation, reciprocal borrowing or service agreements); By default, holds placed on another library's material will be held at the owning library for pickup unless and until a delivery mechanism exists under the relevant agreement. Where agreements do not exist between Sitka libraries, and between Sitka libraries and non-Sitka libraries, traditional ILL should be used (Outlook)

Fines Payment

September 2008

In the interim, Sitka sites do not accept payment of fines owed at other Sitka sites. To be reviewed pending availability of online payment functionality and/or direction from the BC Libraries Cooperative.

Return of Items

September 2008

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

Patron de-duplication

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

A "Master Patron Record" incorporates all active transactions on a patron record at the time a library is migrating onto Sitka's database, and where possible, it also defines any existing relationships a patron has with other Sitka libraries.

Operational Procedures:

1. During migration, the Sitka team will only de-duplicate those patron records that appear with an identical barcode at two or more libraries
2. In determining which of two or more duplicate records in (1.) should be the "Master Patron Record," the Team will use the record belonging to the library showing the most recent circulations to that patron.
3. For all other duplicate patron records (those with different barcodes appearing at two or more Sitka libraries), further refinement to a patron's record will be managed by library staff in the Evergreen client using the Merge Patrons function on the patron search screen, along with the Patron Deletion tool.

Chapter 5. Cataloguing Policy

Approved by the Interim Board of Directors, BC Libraries Cooperative
July 23, 2009

Cataloguing Working Group Policy Document Cover Letter

July 24, 2009
Edel Toner-Rogala, Chair,
BC Libraries Cooperative Board of Directors

Hello Edel,

As Chair of the Sitka Cataloguing Working Group I am pleased to submit our Sitka Cataloguing Policy document to you. At our July 23, 2009 meeting the Cataloguing Working Group recommended unanimously that this document was ready to be submitted to the Board.

The purpose of this document is to support Sitka consortia libraries in their commitment to creating a database of high-quality bibliographic records for collective use. These bibliographic records are the shared property of the BC Libraries Cooperative regardless of the holdings attached. Maintaining the quality and integrity of each bibliographic record is an interest and a responsibility we all share. Our recommendation to the Board is that this Sitka Cataloguing Policy document be used by Sitka consortia libraries as their working document for cataloguing in the Sitka database.

I also want to bring to your attention that the Cataloguing Working Group is currently exploring options for a mentoring program. We would like to include the Board's input in this discussion of a mentoring program for Evergreen cataloguers with a dual nature of support needed:

- informal access to cataloguing expertise which would be voluntary by consortia members;
- more formal on-site support for retrospective clean-up of sub-standard records (i.e. by secondment and/or travel reimbursement).

Points of discussions include:

- It would be helpful to survey existing Sitka libraries to see if there are staff willing to fill a mentoring role
- the need to cover travel and/or reduction in Evergreen/Sitka recurring annual fee.
- PLSB consultants may have a role?
- Could we include the Federations in this?

I understand that the next meeting of the BC Libraries Cooperative Board is being held on Tuesday July 28, 2009. I am available to participate via telephone if needed.

Sincerely,

Maureen

Maureen Davidson
Chair, Cataloguing Working Group
College of the Rockies Library
Email: davidson@cotr.bc.ca

Telephone: 250-489-8288

Tracey Therrien , Smithers Public Library; Samuel Richmond , Vancouver Public Library; Lauren Stara, Whistler Public Library; Kevin Kierans, Thomson Nicola Regional District Library; Valerie McKeen , Powell River Public Library; Sharon Herbert, Project Manager Sitka

Purpose

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

With recommendations from the Sitka Cataloguing Working Group, the BC Libraries Cooperative sets standards for these records. This Cataloguing Policy is reflected in the training provided by the Sitka Support Team and supplemented by Sitka Evergreen User Documentation located at <http://coconut.pines.bclibrary.ca:21080/docbook/Sitka/current/html/index.html>.

Member libraries that repeatedly struggle to comply with established policies and procedures may be required to undertake further training and/or a mentoring period. Cataloguing privileges may be suspended during this process. If a library continues to fail to meet cataloguing standards, cataloguing rights may be revoked.

Administration

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

As errors in cataloguing have the potential to affect staff and public access across the consortium, four skill levels have been designated so that only staff with sufficient skills and training may perform specific tasks. Once a member library has received cataloguing training as part of their migration to Evergreen, the Sitka Support Team, in consultation with the Chief Librarian at each member library, will identify staff members who are authorized to perform tasks at each level.

Who Does What?

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

Table 5.1. Sitka Cataloguing Skill Levels

Skill level	Tasks that may be performed
Basic	Searching for exact matches and attaching holdings in Sitka database and Z39.50
Intermediate	All Basic level tasks <i>plus</i> :

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

Cataloguing Procedures

For member libraries, there are many benefits to sharing a database of high-quality bibliographic records for collective use. Staff will learn to think consortially, with the resources of several libraries at their disposal instead of relying on the local technical services staff alone. Cataloguing workflows will change, with Sitka being the primary source of copy cataloguing for many libraries.

Staff should always check the Sitka database first before searching Z39.50 targets for bibliographic records.

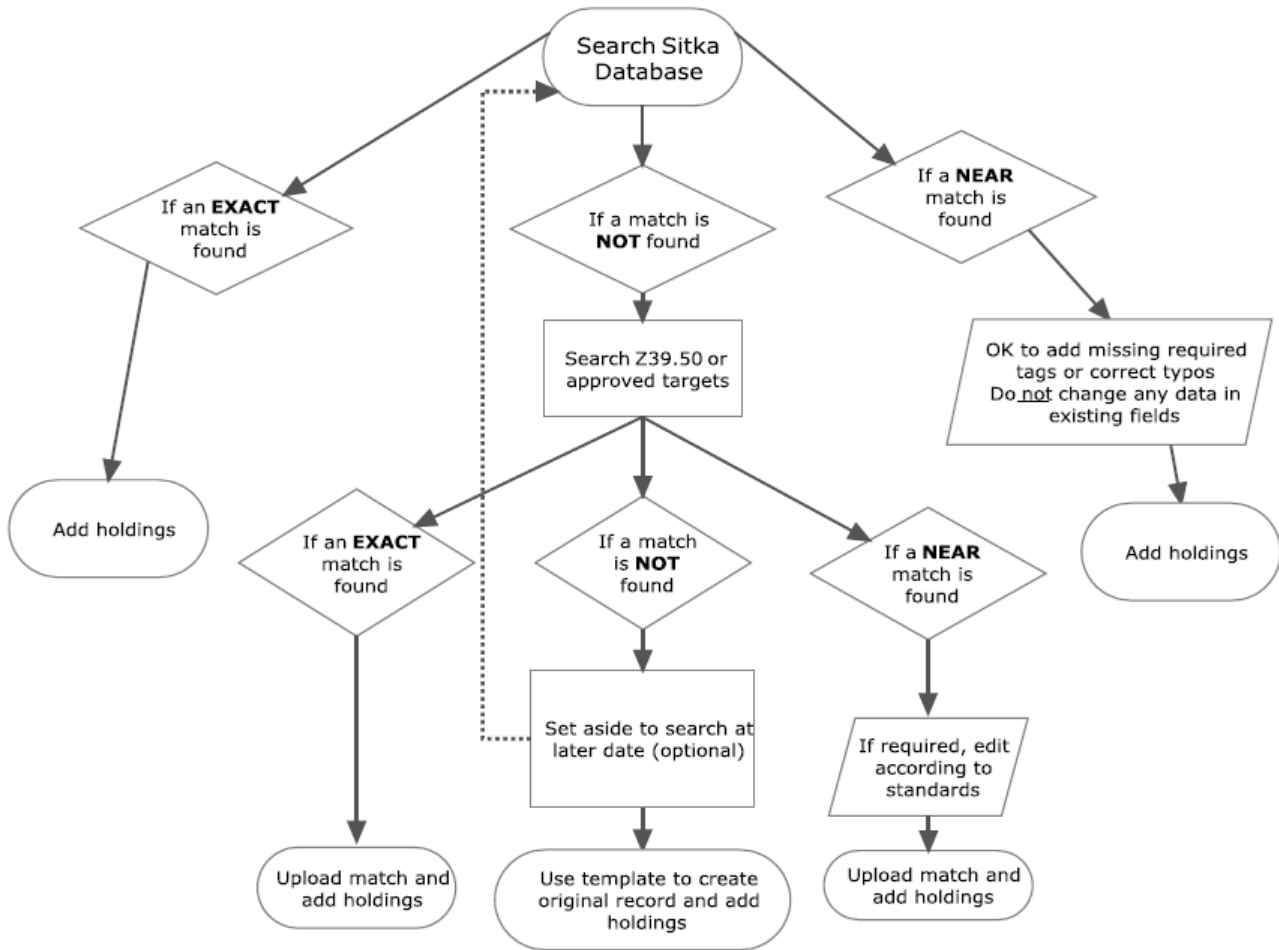
In order to ensure the integrity of this shared database, the procedures outlined in this section must be followed by all staff and volunteers who perform cataloguing tasks in Evergreen. The Chief Librarian at each member library is responsible for ensuring that staff and volunteers follow these procedures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



Refer to the [Glossary of Terms](#) for definitions

Cataloguing Flowchart

Figure 5.1. Cataloguing Flowchart



Minimum Requirements For a Match in the Sitka Database or Z39.50 Targets

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

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

1. Always search the Sitka database first to find a match conforming to the minimum requirements.
2. If no match is found after searching the Sitka database, search the approved Z39.50 targets. These same fields also represent the minimum requirement for a match when searching Z39.50 targets.
3. If more than one matching record is found, follow the instructions in the section called “Characteristics of a “Best” MARC Record in the Sitka Database” to choose the best record.
4. If an item has a different binding, but is nearly identical in content and pagination, and if copies originate from the same publisher, then the record may be considered a match. For each new binding, an additional 020 tag

must be added consisting of the ISBN and an edition statement (e.g. paperback, library binding, etc. if different from the bibliographic record's edition statement).

For more detailed information on determining a match, we recommend reviewing OCLC's [Field by Field Guidelines for New Records](#)

"Near" Match When Searching the Sitka Database

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

Table 5.2. Searching the Sitka Database

Issues with Sitka Record	Possible Actions	Task/Action
Obvious typo - text or coding	Change	Should be corrected by cataloguing staff with appropriate qualifications
Pre-publication record	Add	Should be updated by cataloguing staff with appropriate qualifications
Substandard or brief record	Change, Add, or Merge	Should be improved to best record standard by cataloguing staff with appropriate qualifications
Enhance an "exact" match record by adding 520, 650, 655, etc.	Change, Add, or Overlay	<i>Optional</i> - by cataloguing staff with appropriate qualifications

"Near" Match When Searching Z39.50 Targets

When searching Z39.50 targets in Sitka, library staff may find a record that closely matches the item in hand, but which may require varying levels of change/correction or addition. The following chart should be used in conjunction with the [Skills Level chart](#) to determine what actions may be taken for a “near” match in the Z39.50 search.

Table 5.3. Searching Z39.50

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

Original Cataloguing

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

Sitka cataloguing templates are provided to assist library staff in complying with this standard. These templates are based on [the section called "Characteristics of a "Best" MARC Record in the Sitka Database"](#)

For instructions on original cataloguing and cataloguing templates, please refer to the [Cataloguing training documents](#).

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

Table 5.4. Characteristics of a "Best" MARC Record

Fields?	MARC tags/subfields	Instructions to Member Library Cataloguers
Standard Numbers	010 LCCN 020 ISBN 022 ISSN 028 or 037 Publisher control numbers	Include as many relevant standard numbers as possible
Classification Numbers	05X 082 090 092	When choosing between available records, add the record with both LC and DDC classification numbers
Title/Statement of responsibility	245 \$a title \$c statement of responsibility \$h GMD	When choosing between available records, add the record that has added title fields, e.g. 246, 740, etc. Use GMD standard List Two from AACR2 Rule 1.1C1. For non-standard terms such as DVD, MP3, etc. use 300 Physical Description for more details
Edition Statement/ Special information	25X	When choosing between available records, add the record with the fullest and most accurate 25X tag(s)
Publication information	260 \$a place of publication \$b publisher \$c publication year	When choosing between available records, add the record with the fullest and most accurate 260 tag \$c is not used in records for active serials
Physical description of item	300 \$a extent \$b illustrations \$c dimensions \$e accompanying material	When choosing between available records, add the record with the fullest and most accurate 300 tag \$b \$c \$e to be added where applicable
Series information	440 490	When choosing between available records, add the record containing a 490 series statement with accompanying 800 or 830 (Current LC standard)
Notes area	5XX	When choosing between available records, add the record with the most 5XX tags

Fields?	MARC tags/subfields	Instructions to Member Library Cataloguers
		Local notes should be added in the 590 tag and must include the Canadian Library Identifier Code in \$5 538 (System Requirements) should be included where relevant for nonprint materials
Subject headings	6XX	When choosing between available records, add the record with authoritative subject headings Local subject headings should be used only to designate special collections and should be added in 69X tags

Evergreen User Documentation

Refer to Sitka User Documentation on Cataloguing at <http://coconut.pines.bclibrary.ca:21080/docbook/Sitka/current/html/index.html>.

Frequently Asked Questions

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

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

Examples:

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

2. How will serials/magazines be catalogued?

An Evergreen serials module is currently in development. Until it is implemented, each member library will maintain its own bibliographic records for serials. The recommended procedure for cataloguing serials is to give each magazine issue its own volume and copy record.

3. How do I request more Z39.50 targets to be added to Evergreen?

In order to ensure that Z39.50 targets meet the standards designated for a “best” record, the Cataloguing Working Group will review all requests before recommending addition to Sitka. Member libraries should submit their Z39.50 target requests to Sitka Support, who will forward them to the Cataloguing Working Group for review.

4. What is the preferred method to enter TV Series on DVD?

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

5. What is the best way to enter “on order” records?

The best method is to search the Sitka database for a match first and add a dummy barcode in the holdings of the existing record, and set the status to “on order”. If there is no match in the Sitka database, search for a record within Z39.50 targets, import it into Evergreen and add a dummy barcode in the holdings of the record, and set the status to “on order”.

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

If an item has a different binding, but is nearly identical in content and pagination, and if copies originate from the same publisher, then the record may be considered a match. The only additional action besides adding ISBN is to add an edition statement in parentheses to the 020 -ISBN field, e.g. paperback, library binding, etc. if different from the bibliographic record’s edition statement.

7. Will we lose any local data in the bibliographic record when joining Sitka?

Where feasible, as a member library’s legacy system bibliographic records are added to the Sitka database, the Sitka Support Team may be able to run processes at the time of the migration in order to preserve specific local data. These processes may include some or all of the following:

General Material Designation (GMD)

- Incoming records with customized GMDs: move the 245\$h from the incoming record and add to 590 \$a, adding 590 \$5 with Canadian Library Identifier Code. Add the appropriate GMD from AACR2 List Two in the 245\$h where applicable.
- Incoming records will be run against AACR2 List Two GMDs. Anything that deviates will be moved to 300 tags, normalizing to reduce duplication, e.g. uppercase everything, remove leading and trailing punctuation. Add a vertical bar between 300 entries to provide a separator between repeat 300 tag descriptions displayed in the PAC.

Series Information

- Nonstandard series information will be preserved in a 590 tag accompanied by the Canadian Library Identifier Code in \$5.

Subject Headings

- Local subject headings in a 690 tag will be appended to the existing master record. The Sitka team will strive to move local subject headings in other 6XX tags to an appropriate location during the migration process.

Notes

- Use 590\$a for local notes, with Canadian Library Identifier Code in 590 \$5

Glossary of Terms

Approved targets These are Z39.50 target databases that have been approved for inclusion in Evergreen by the Cataloguing Working Group on the basis of meeting the “best” record standard.

Canadian Library Identifier Code The MARC Code List for Organizations contains short alphabetic codes used to represent names of libraries and other kinds of organizations that need to

be identified in the bibliographic environment. This code list is an essential reference tool for those dealing with MARC records, for systems reporting library holdings, for many interlibrary loan systems, and for those who may be organizing cooperative projects on a regional, national, or international scale. For further information: <http://www.collectionscanada.gc.ca/illcandir-bin/illsear/l=0/c=1>

- Merge The process within Evergreen of transferring the volume and copy records or holds associated with a lesser-quality bibliographic record to a more complete bibliographic record.
- Near match A record that closely matches the item in hand, but which may require varying levels of change/correction, addition or in some cases merging with another record.
- Overlay The process of replacing a lesser-quality bibliographic record in Sitka, with a more complete bibliographic record from a Z39.50 target search, while preserving existing volume and copy records or holds associated with the original Sitka bibliographic record.

Part III. Best Practices

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Chapter 6. Return of multi-part items to non-home libraries

Sitka Support Team
Revised November 2011

The Recommended Best Practice

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

Chapter 7. Using Brief MARC Records for Incoming ILL

Sitka Support Team
Revised June 2010

The Issue

Pre-catalogued items (pre-cats), currently used for interlibrary loan (ILL) items at most Sitka libraries, are created at the time of the loan to the patron, and thus cannot be used to manage transit status when ILL items are received at a central location for a patron at a branch location. Further, some Sitka libraries need to use brief records for borrowed ILL items based on job descriptions and established workflows. Pre-cats do not create catalogue records in the Sitka database, but brief MARC records do. In order to facilitate workflow and maintain database integrity in a shared environment, it is recognized that policy is required on brief record standards and recommended procedures.

Possible Solutions

1. Track incoming interlibrary loan items, including transits between the receiving location and branches, outside the Evergreen system. Circulate ILL items as Evergreen pre-catalogued items at each branch as per current practice within Sitka.
2. Create a fixed set of brief bibliographic (MARC) records, with a single attached volume record, and single attached copy from a fixed set of barcodes from library's range of barcodes. Library staff will manage which barcodes are associated with which MARC record and determine optimal workflow in order to do this.

Recommended Solution

Sitka support team recommends future sites, and possibly existing sites, consider both solutions. Sitka support team will provide future libraries with information on both options and request that they make a decision at the time of migration.

Technical Note for Implementing Solution #2

This technical note will outline a proposal on how to use a fixed set of bibliographic records and Sitka support's proposed technical recommendations. The Circulation and Cataloguing Working Group, and the Business Function Group, will all have input to the proposal and recommendations, and it is expected that policy and recommended workflow will be developed as a result.

Record Requirements

We recommend the following as potential requirements for a fixed set of records to be used for ILL. Some sites may use all fields, while some may not. Some sites may input actual title and author data for each resource, while some sites may create fixed records with fixed generic bibliographic data. For example, as actual bibliographic data is retained in Outlook, a Sitka library may choose to create their ILL brief records using a generic title such as BFN Interlibrary Loan Book, where BFN is Fort Nelson's LAC code. (See Appendix for information about LAC codes)

- Bibliographic records could include the following fields and text could be in upper case to further identify as a brief record:

- 100 \$a for author's full name
- 245 \$a for title, and 245 \$b for sub-title, and *ILL* designation
- 850 \$a, or \$590a, with representation of originating library, either the LAC library code (meets the MARC standard) or a full text representation of the library's name. If using generic bibliographic data Sitka support recommends the 590 or 850 contain LAC code of library that created brief record

MARC Record											
Fixed Fields -- Record type: BKS											
Type	a	ELvl	K	Srcce	d	Audn		Ctrl		Lang	eng
BLvl	m	Form		Conf		Biog		MRec		Ctry	
		Cont		GPub		LitF		Indx			
Desc	a	Ills		Fest		DtSt	s	Date1		Date2	
LDR		00620cam a2200205Ka 4500									
008		070101s eng d									
100	1	+a RUPERT, PRINCE									
245	1	+a SITKA PILOT +b NOVEMBER 2007 ILL +c									
850		+a BPR									

An ILL MARC record template will be created by Sitka support containing final, approved fields. This template will be available by selecting *Cataloguing* → *Create New Marc Record* and choosing appropriate template from drop down menu.

- Volume record can contain a dummy 'ILL' call number that does not need to be changed on a per-loan basis.
 - Owning library/call number will be the designated ILL branch at a library system.
- Copy is assigned a shelving location 'ILL', which is holdable, but not OPAC visible. This will prevent patrons from discovering these brief records. Shelving location can be library system specific, or a Sitka wide shelving location meant to be used by all sites using brief records for ILL.
 - Sitka support team will create the Sitka - wide shelving location with required attributes upon final formalization of policy.
 - o Copy is assigned a library system specific, or one agreed upon by Sitka consortia or library federation, circulation modifier that has correct circulation parameters associated with it.
 - o Library staff can create a cataloguing item record template with all required attributes pre-loaded, thereby facilitating data entry and consistency when creating fixed set of records.

Workflow Proposal

1. Create fixed set of brief bibliographic records, with attached volume and copy records.
2. As ILL items are received at central branch, staff key in basic bibliographic data into MARC record in capital letters and flag as *ILL* in title statement. If using generic bibliographic data this is not required.
3. Staff place a title level hold on MARC record for requesting patron.

4. Staff check item in to put it in transit to branch, or to capture hold if patron is at central branch.
5. Staff send item to branch or to holds/ILL shelf at main branch.
6. Branch staff checks in item to capture hold and contact patron.
7. Branch staff checks out item to patron.
8. Patron returns item and staff check it in to either put it in transit back to main branch, or if returned at main branch to close transaction.
9. Staff at main branch check item in to close transaction and return item to originating library.
10. As new ILL items are received staff replace existing bibliographic data (title and author) with new bibliographic data and repeat cycle. If using generic bibliographic data this step is not required.

Summary

When the ILL item is returned, none of these records are deleted. The bibliographic record is edited with the title, author, and originating library of the new item when the corresponding barcode is reused. If generic bibliographic data is used, editing is not required.

Solution #2 allows the item to be tracked from receipt, through any transfers between branches, and eliminates the need for circulation staff to key in any data when the circulation occurs.

Solution #2 is best for multi-branch libraries, or at single branch sites where circulation staff are not responsible for keying in item information.

Solution #2 allows for email notification to patron when hold is captured.



One issue with Solution #2 using actual bibliographic title and author data is that returned ILL items with outstanding fines will display on the patron record with the current title of the MARC record under which their ILL circulated. For example, if a barcode is re-used while a patron still has fines attached to that copy, patron's record will be updated and contain the new title information, not the information for the item they originally borrowed.

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

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

Appendix

LAC Code. Library and Archives Canada <http://www.collectionscanada.gc.ca/marc/040010-205-e.html>

Quick and easy list for BC available at ELN here <http://www.eln.bc.ca/view.php?id=1069>

Chapter 8. Annual Reports for PLSB

Sitka support team August 2010

The Sitka support team compiles holdings, circulation, and patron statistics for PLSB annual reports on behalf of Sitka libraries as outlined below.

- The Sitka team generates reports where data from Evergreen is required to meet current PLSB report requirements. Where reports require a combination of data from Evergreen and other sources the Sitka team will generate the Evergreen part only.
- In late January the Sitka team submits the previous year's reports and methodology to PLSB, which forwards them to individual libraries. This includes notes explaining how the figures were compiled, especially where multiple reports are required.
- Libraries review, re-compile and correct, if necessary, the statistics and submit the final reports to PLSB. Due to libraries' varied local practice and limitations in the data and/or the Evergreen reporting interface, the Sitka team might not be able to generate completely accurate statistics for certain reports. The Sitka team will do its best to get the closest results and will explain its methodology.
- The Sitka team shares the PLSB report templates under *SITKA_templates* → *PLSB* → *yyyy (year)*. These templates are created based on PLSB's requirements and for libraries' reference only, because PLSB has its own interpretation of some terms used in the reports. For other reporting needs the Sitka team recommends using templates under the main *SITKA_templates* folders (*Circulation, Holdings, Patrons* etc.) which are better described and more flexible.
- Some reports need data from the past few years. For libraries that have been on Evergreen for less time, the Sitka team reports only on the Evergreen part. Libraries are responsible for reporting relevant data from their legacy ILS. If more data is required to combine the two parts, Sitka team will help provide the data.

External resources. These external links provide more detail about reporting requirements and methodology:

- A [sample file with compiled statistics](#) similar to what Sitka Evergreen libraries will receive for review in January. The spreadsheet has several worksheets, each with notes describing reporting methodology. The sample is based on PLSB reporting requirements for 2009.
- Past PLSB public library [statistics, survey questions, and instructions](#).