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Part I. Introduction
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Chapter 1. About This Documentation

This guide was produced by the Evergreen Documentation Interest Group (DIG), consisting of numerous volunteers from many different organizations. The DIG has drawn together, edited, and supplemented pre-existing documentation contributed by libraries and consortia running Evergreen that were kind enough to release their documentation into the creative commons. Please see the Attributions section for a full list of authors and contributing organizations. Just like the software it describes, this guide is a work in progress, continually revised to meet the needs of its users, so if you find errors or omissions, please let us know, by contacting the DIG facilitators at docs@evergreen-ils.org.

This guide to Evergreen is intended to meet the needs of anybody who uses Evergreen’s Public Catalog, particularly library workers in public services roles. It is organized into Parts, Chapters, and Sections addressing key aspects of the software.

Copies of this guide can be accessed in PDF and HTML formats from http://docs.evergreen-ils.org/.
Chapter 2. About Evergreen

Evergreen is an open source library automation software designed to meet the needs of the very smallest to the very largest libraries and consortia. Through its staff interface, it facilitates the management, cataloging, and circulation of library materials, and through its online public access interface it helps patrons find those materials.

The Evergreen software is freely licensed under the GNU General Public License, meaning that it is free to download, use, view, modify, and share. It has an active development and user community, as well as several companies offering migration, support, hosting, and development services.

The community’s development requirements state that Evergreen must be:

• Stable, even under extreme load.

• Robust, and capable of handling a high volume of transactions and simultaneous users.

• Flexible, to accommodate the varied needs of libraries.

• Secure, to protect our patrons’ privacy and data.

• User-friendly, to facilitate patron and staff use of the system.

Evergreen, which first launched in 2006 now powers over 544 libraries of every type – public, academic, special, school, and even tribal and home libraries – in over a dozen countries worldwide.
Part II. Using the Public Access Catalog
Chapter 3. Basic Search

From the OPAC home, you can conduct a basic search of all materials owned by all libraries in your Evergreen system.

This search can be as simple as typing keywords into the search box and clicking the Search button. Or you can make your search more precise by limiting your search by fields to search, material type or library location.

The Homepage contains a single search box for you to enter search terms. You can get to the Homepage at any time by clicking the Another Search link from the leftmost link on the bar above your search results in the catalogue, or you can enter a search anywhere you see a search box.

You can select to search by:

- **Keyword**: finds the terms you enter anywhere in the entire record for an item, including title, author, subject, and other information.
- **Title**: finds the terms you enter in the title of an item.
- **Journal Title**: finds the terms you enter in the title of a serial bib record.
- **Author**: finds the terms you enter in the author of an item.
- **Subject**: finds the terms you enter in the subject of an item. Subjects are categories assigned to items according to a system such as the Library of Congress Subject Headings.
- **Series**: finds the terms you enter in the title of a multi-part series.

To search an item copy call number, use **Advanced Search: Numeric**

## Formats

You can limit your search by formats based on MARC fixed field type:

- **All Books**
- **All Music**
• Audiocassette music recording
• Blu-ray
• Braille
• Cassette audiobook
• CD Audiobook
• CD Music recording
• DVD
• E-audio
• E-book
• E-video
• Equipment, games, toys
• Kit
• Large Print Book
• Map
• Microform
• Music Score
• Phonograph music recording
• Phonograph spoken recording
• Picture
• Serials and magazines
• Software and video games
• VHS

Libraries

If you are using a catalogue in a library or accessing a library’s online catalogue from its homepage, the search will return items for your local library. If your library has multiple branches, the result will display items available at your branch and all branches of your library system separately.
Chapter 4. Advanced Search

Advanced searches allow users to perform more complex searches by providing more options. Many kinds of searches can be performed from the Advanced Search screen. You can access by clicking Advanced Search on the catalogue Homepage or search results screen.

The available search options are the same as on the basic search. But you may use one or many of them simultaneously. If you want to combine more than three search options, use Add Search Row button to add more search input rows. Clicking the X button will close the search input row.

Sort Results

By default, the search results are in order of greatest to least relevance, see Order of Results. In the sort results menu you may select to order the search results by relevance, title, author, or publication date.

Search Library

The current search library is displayed under Search Library drop down menu. By default it is your library. The search returns results for your local library only. If your library system has multiple branches, use the Search Library box to select different branches or the whole library system.

Limit to Available

This checkbox is at the bottom line of Search Library. Select Limit to Available to limit results to those titles that have items with a circulation status of "available" (by default, either Available or Reshelving).

Exclude Electronic Resources

This checkbox is below Limit to Available. Select Exclude Electronic Resources to limit results to those bibliographic records that do not have an "o" or "s" in the Item Form fixed field (electronic forms) and overrides other form limiters.

This feature is optional and will not appear for patrons or staff until enabled.

To display the Exclude Electronic Resources checkbox in the advance search page and search results, set the ctx.exclude_electronic_checkbox setting in config.tt2 to 1.
Search Filter

You can filter your search by Item Type, Item Form, Language, Audience, Video Format, Bib Level, Literary Form, Search Library, and Publication Year. Publication year is inclusive. For example, if you set Publication Year Between 2005 and 2007, your results can include items published in 2005, 2006 and 2007.

For each filter type, you may select multiple criteria by holding down the CTRL key as you click on the options. If nothing is selected for a filter, the search will return results as though all options are selected.

Search Filter Enhancements

Enhancements to the Search Filters now makes it easier to view, remove, and modify search filters while viewing search results in the Evergreen OPAC. Filters that are selected while conducting an advanced search in the Evergreen OPAC now appear below the search box in the search results interface.

For example, the screenshot below shows a Keyword search for "violin concerto" while filtering on Item Type: Musical sound recording and Shelving Location: Music.
In the search results, the Item Type and Shelving Location filters appear directly below the search box.

Each filter can be removed by clicking the X next to the filter name to modify the search within the search results screen. Below the search box on the search results screen, there is also a link to Refine My Original Search, which will bring the user back to the advanced search screen where the original search parameters selected can be viewed and modified.

**Numeric Search**

If you have details on the exact item you wish to search for, use the Numeric Search tab on the advanced search page. Use the drop-down menu to select your search by ISBN, ISSN, Bib Call Number, Call Number (Shelf Browse), LCCN, TCN, or Item Barcode. Enter the information and then click the Search button.

**Expert Search**

If you are familiar with MARC cataloging, you may search by MARC tag in the Expert Search option on the left of the screen. Enter the three-digit tag number, the subfield if relevant, and the value or
text that corresponds to the tag. For example, to search by publisher name, enter 260 b Random House. To search several tags simultaneously, use the Add Row option. Click Submit to run the search.

Use the MARC Expert Search only as a last resort, as it can take much longer to retrieve results than by using indexed fields. For example, rather than running an expert search for "245 a Gone with the wind", simply do a regular title search for "Gone with the wind".
Chapter 5. Boolean operators

Classic search interfaces (that is, those used primarily by librarians) forced users to learn the art of crafting search phrases with Boolean operators. To a large extent this was due to the inability of those systems to provide relevancy ranking beyond a "last in, first out" approach. Thankfully, Evergreen, like most modern search systems, supports a rather sophisticated relevancy ranking system that removes the need for Boolean operators in most cases.

By default, all terms that have been entered in a search query are joined with an implicit AND operator. Those terms are required to appear in the designated fields to produce a matching record: a search for golden compass will search for entries that contain both golden and compass.

Words that are often considered Boolean operators, such as AND, OR, and NOT, are not special in Evergreen: they are treated as just another search term. For example, a title search for golden and compass will not return the title Golden Compass.

However, Evergreen does support Boolean searching for those rare cases where you might require it, using symbolic operators as follows:

Table 5.1. Boolean symbolic operators

<table>
<thead>
<tr>
<th>Operator</th>
<th>Symbol</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>AND</td>
<td>&amp;&amp;</td>
<td>a &amp;&amp; b</td>
</tr>
<tr>
<td>OR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NOT</td>
<td>-term</td>
<td>a -b</td>
</tr>
</tbody>
</table>
Chapter 6. Search Tips

Evergreen tries to approach search from the perspective of a major search engine: the user should simply be able to enter the terms they are looking for as a general keyword search, and Evergreen should return results that are most relevant given those terms. For example, you do not need to enter author’s last name first, nor do you need to enter an exact title or subject heading. Evergreen is also forgiving about plurals and alternate verb endings, so if you enter dogs, Evergreen will also find items with dog.

The search engine has no stop words (terms are ignored by the search engine): a title search for *to be or not to be* (in any order) yields a list of titles with those words.

• Don’t worry about white space, exact punctuation, or capitalization.

  1. White spaces before or after a word are ignored. So, a search for [golden compass] gives the same results as a search for [golden compass].

  2. A double dash or a colon between words is reduced to a blank space. So, a title search for golden:compass or golden — compass is equivalent to golden compass.

  3. Punctuation marks occurring within a word are removed; the exception is _. So, a title search for gol_den com_pass gives no result.

  4. Diacritical marks and solitary & or | characters located anywhere in the search term are removed. Words or letters linked together by . (dot) are joined together without the dot. So, a search for gol||den & comp.ass is equivalent to golden compass.

  5. Upper and lower case letters are equivalent. So, Golden Compass is the same as golden compass.

• Enter your search words in any order. So, a search for compass golden gives the same results as a search for golden compass. Adding more search words gives fewer but more specific results.

  • This is also true for author searches. Both David Suzuki and Suzuki, David will return results for the same author.

• Use specific search terms. Evergreen will search for the words you specify, not the meanings, so choose search terms that are likely to appear in an item description. For example, the search luxury hotels will produce more relevant results than nice places to stay.

• Search for an exact phrase using double-quotes. For example “golden compass”.

  • The order of words is important for an exact phrase search. golden compass is different than compass golden.

  • White space, punctuation and capitalization are removed from exact phrases as described above. So a phrase retains its search terms and its relative order, but not special characters and not case.
• Two phrases are joined by and, so a search for "golden compass" "dark materials" is equivalent to golden compass and dark materials.

• Truncation Words may be right-hand truncated using an asterisk. Use a single asterisk * to truncate any number of characters. (example: environment* agency)
Chapter 7. Search Methodology

Stemming

A search for dogs will also return hits with the word dog and a search for parenting will return results with the words parent and parental. This is because the search uses stemming to help return the most relevant results. That is, words are reduced to their stem (or root word) before the search is performed.

The stemming algorithm relies on common English language patterns - like verbs ending in ing - to find the stems. This is more efficient than looking up each search term in a dictionary and usually produces desirable results. However, it also means the search will sometimes reduce a word to an incorrect stem and cause unexpected results. To prevent a word or phrase from stemming, put it in double-quotes to force an exact search. For example, a search for parenting will also return results for parental, but a search for "parenting" will not.

Understanding how stemming works can help you to create more relevant searches, but it is usually best not to anticipate how a search term will be stemmed. For example, searching for gold compass does not return the same results as golden compass, because -en is not a regular suffix in English, and therefore the stemming algorithm does not recognize gold as a stem of golden.

Order of Results

By default, the results are listed in order of relevance, similar to a search engine like Google. The relevance is determined using a number of factors, including how often and where the search terms appear in the item description, and whether the search terms are part of the title, subject, author, or series. The results which best match your search are returned first rather than results appearing in alphabetical or chronological order.

In the Advanced Search screen, you may select to order the search results by relevance, title, author, or publication date before you start the search. You can also re-order your search results using the Sort Results dropdown list on the search result screen.
Chapter 8. Search Results

The search results are a list of relevant works from the catalogue. If there are many results, they are divided into several pages. At the top of the list, you can see the total number of results and go back and forth between the pages by clicking the links that say Previous or Next on top or bottom of the list. You can also click on the adjacent results page number listed. These page number links allow you to skip to that results page, if your search results needed multiple pages to display. Here is an example:

Brief information about the title, such as author, edition, publication date, etc. is displayed under each title. The icons beside the brief information indicate formats such as books, audio books, video recordings, and other formats. If you hover your mouse over the icon, a text explanation will show up in a small pop-up box.

Clicking a title goes to the title details. Clicking an author searches all works by the author. If you want to place a hold on the title, click Place Hold beside the format icons.

On the top right, there is a Limit to Available checkbox. Checking this box will filter out those titles with no available copies in the library or libraries at the moment. Usually you will see your search results are re-displayed with fewer titles.

When enabled, under the Limit to Available checkbox, there is an Exclude Electronic Resources checkbox. Checking this box will filter out materials that are cataloged as electronic in form.

The Sort by dropdown list is found at the top of the search results, beside the Show More Details link. Clicking an entry on the list will re-sort your search results accordingly.

Facets: Subjects, Authors, and Series
At the left, you may see a list of Facets of Subjects, Authors, and Series. Selecting any one of these links filters your current search results using that subject, author, or series to narrow down your current results. The facet filters can be undone by clicking the link a second time, thus returning your original results before the facet was activated.

Availability
The number of available copies and total copies are displayed under each search result's call number. If you are using a catalogue inside a library or accessing a library’s online catalogue from its homepage, you will see how many copies are available in the library under each title, too. If the library belongs to a multi-branch library system you will see an extra row under each title showing how many copies are available in all branches.

You may also click the Show More Details link at the top of the results page, next to the Limit to available items check box, to view each search result’s copies' individual call number, status, and shelving location.

**Viewing a record**
Click on a search result’s title to view a detailed record of the title, including descriptive information, location and availability, current holds, and options for placing holds, add to my list, and print/email.

Violin concerto
Penderecki, Krzysztof. 1933- (Author).

Electronic resources

Available copies Current holds

- 26 copies at Example Consortium. 1 current held with 31 total copies.

<table>
<thead>
<tr>
<th>Location</th>
<th>Call Number / Copy Notes</th>
<th>Sodc Code</th>
<th>Shelving Location</th>
<th>Status</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example Branch 1</td>
<td>780 B92 (Text)</td>
<td>CDNC040000628</td>
<td>Stacks</td>
<td>Available</td>
<td>-</td>
</tr>
<tr>
<td>Example Branch 1</td>
<td>780 B92 (Text)</td>
<td>CDNC041000028</td>
<td>Stacks</td>
<td>Available</td>
<td>-</td>
</tr>
<tr>
<td>Example Branch 1</td>
<td>ML 2533 B34 C92 (Text)</td>
<td>CDNC04000128</td>
<td>Stacks</td>
<td>Checked out 65/12/2015</td>
<td></td>
</tr>
<tr>
<td>Example Branch 1</td>
<td>ML 2533 B34 C92 (Text)</td>
<td>CDNC041000128</td>
<td>Stacks</td>
<td>Available</td>
<td>-</td>
</tr>
<tr>
<td>Example Branch 1</td>
<td>ML 2533 B34 C92 (Text)</td>
<td>CDNC042000128</td>
<td>Stacks</td>
<td>Available</td>
<td>-</td>
</tr>
<tr>
<td>Example Branch 1</td>
<td>ML 2533 B34 C92 (Text)</td>
<td>CDNC043000128</td>
<td>Stacks</td>
<td>Available</td>
<td>-</td>
</tr>
<tr>
<td>Example Branch 1</td>
<td>ML 2533 B34 C92 (Text)</td>
<td>CDNC044000128</td>
<td>Stacks</td>
<td>Available</td>
<td>-</td>
</tr>
<tr>
<td>Example Branch 2</td>
<td>780 A92 (Text)</td>
<td>CDNC050000728</td>
<td>Stacks</td>
<td>Available</td>
<td>-</td>
</tr>
<tr>
<td>Example Branch 2</td>
<td>780 A92 (Text)</td>
<td>CDNC051000728</td>
<td>Stacks</td>
<td>Available</td>
<td>-</td>
</tr>
<tr>
<td>Example Branch 2</td>
<td>ML 1263F92 (Text)</td>
<td>CDNC050000228</td>
<td>Stacks</td>
<td>Checked out 64/28/2015</td>
<td></td>
</tr>
</tbody>
</table>

Show more copies

Record details
- Physical Descriptions: 1 sound disc (37 min.); 33 1/3 rpm, stereo.
- Publisher: New York, NY.: Columbia [Records], 1879.

Content descriptions
General Note: Program notes by M.A. Feldman.

Search for related items by subject
Subject: Concertos (Violin)

Search for related items by series
- Columbia Masterworks
Chapter 9. Details

The record shows details such as the cover image, title, author, publication information, and an abstract or summary, if available.

Near the top of the record, users can easily see the number of copies that are currently available in the system and how many current holds are on the title.

If there are other formats and editions of the same work in the database, links to those alternate formats will display. The formats used in this section are based on the configurable catalog icon formats.

The Record Details view shows how many copies are at the library or libraries you have selected, and whether they are available or checked out. It also displays the Call number and Copy Location for locating the item on the shelves. Clicking on Text beside the call number will allow you to send the item’s call number by text message, if desired. Clicking the location library link will reveal information about owning library, such as address and open hours.

Below the local details you can open up various tabs to display more information. You can select Reviews and More to see the book’s summaries and reviews, if available. You can select Shelf Browser to view items appearing near the current item on the library shelves. Often this is a good way to browse for similar items. You can select MARC Record to display the record in MARC format. If your library offers the service, clicking on Awards, Reviews, and Suggested Reads will reveal that additional information.

Copies are sorted by (in order): org unit, call number, part label, copy number, and barcode.

Placing Holds
Holds can be placed on either title results or search results page. If the item is available, it will be pulled from the shelf and held for you. If all copies at your local library are checked out, you will be placed on a waiting list and you will be notified when items become available.

On title details page, you can select the Place Hold link in the upper right corner of the record to reserve the item. You will need your library account user name and password. You may choose to be notified by phone or email.

In the example below, the phone number in your account will automatically show up. Once you select the Enable phone notifications for this hold checkbox, you can supply a different phone number for this hold only. The notification method will be selected automatically if you have set it up in your account references. But you still have a chance to re-select on this screen. You may also suspend the hold temporarily by checking the Suspend box. Click the Help beside it for details.

You can view and cancel a hold at anytime. Before your hold is captured, which means an item has been held waiting for you to pick up, you can edit, suspend or activate it. You need log into your patron account to do it. From your account you can also set up a Cancel if not filled by date for your hold. Cancel if not filled by date means after this date, even though your hold has not been fulfilled you do not need the item anymore.

**Place Hold**

*Harry Potter and the goblet of fire / by J.K. Rowling ; illustrations by Mary GrandPré.*

Pickup location: Example Branch 1

Notify when hold is ready for pickup?

- [x] Yes, by Email
  
  Email Address: jane@yahoo.com

- [x] Yes, by Phone
  
  Phone Number: 617-123-4567

[Submit] [Cancel]

**Permalink**

The record summary page offers a link to a shorter permalink that can be used for sharing the record with others. All URL parameters are stripped from the link with the exception of the locg and copy_depth parameters. Those parameters are maintained so that people can share a link that displays just the holdings from one library/system or displays holdings from all libraries with a specific library’s holdings floating to the top.
SMS Call Number

If configured by the library system administrator, you may send yourself the call number via SMS message by clicking on the Text link, which appears beside the call number.

Available copies

- 26 copies at Example Consortium.

Current holds

- 1 current hold with 31 total copies.

<table>
<thead>
<tr>
<th>Location</th>
<th>Call Number / Copy Notes</th>
<th>Barcode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example Branch 1</td>
<td>780 B92 (Text)</td>
<td>CONC40000628</td>
</tr>
<tr>
<td>Example Branch 1</td>
<td>780 B92 (Text)</td>
<td>CONC41000628</td>
</tr>
<tr>
<td>Example Branch 1</td>
<td>ML 2533 B34 C92 (Text)</td>
<td>CONC40000128</td>
</tr>
<tr>
<td>Example Branch 1</td>
<td>ML 2533 B34 C92 (Text)</td>
<td>CONC41000128</td>
</tr>
<tr>
<td>Example Branch 1</td>
<td>ML 2533 B34 C92 (Text)</td>
<td>CONC42000128</td>
</tr>
<tr>
<td>Example Branch 1</td>
<td>ML 2533 B34 C92 (Text)</td>
<td>CONC43000128</td>
</tr>
</tbody>
</table>

Carrier charges may apply when using the SMS call number feature.

Going back
When you are viewing a specific record, you can always go back to your title list by clicking the link Search Results on the top right or left bottom of the page.

Subject: *Concertos (Violin)*

### Search for related items by series
- *Columbia Masterworks*

[AWARDS, REVIEWS, & SUGGESTED READS](#)

[SHELF BROWSER](#)

[MARC RECORD](#)

[Search Results](#)

Showing Item 1 of 25  [Next ➤](#)

You can start a new search at any time by entering new search terms in the search box at the top of the page, or by selecting the Another Search or Advanced Search links in the left-hand sidebar.
Chapter 10. Search URL

When performing a search or clicking on the details links, Evergreen constructs a GET request url with the parameters of the search. The url for searches and details in Evergreen are persistent links in that they can be saved, shared and used later.

Here is a basic search URL structure:

[hostname]/eg/opac/results?query=[search term]&qtype=keyword&fi%3Aitem_type=&locg=[location id]

**locg Parameter**

This is the id of the search location. It is an integer and matches the id of the location the user selected in the location drop down menu.

**qtype Parameter**

The qtype parameter in the URL represents the search type values and represent one of the following search or request types:

- Keyword
- Title
- Journal Title
- Author
- Subject
- Series
- Bib Call Number

These match the options in the search type drop-down box.

**Sorting**

The sort parameter sorts the results on one of these criteria.

- **sort=pubdate** (publication date) - chronological order
- **sort=titlesort** - Alphabetical order
- **sort=authorsort** - Alphabetical order on family name first
To change the sort direction of the results, the sort parameter value has the ".descending" suffix added to it.

- `sort=titlesort.descending`
- `sort=authorsort.descending`
- `sort=pubdate.descending`

In the absence of the sort parameter, the search results default to sorting by relevance.
Chapter 11. My Account

Logging In

Logging into your account from the online catalog:

1. Open a web browser and navigate to your Evergreen OPAC.
2. Click My Account.
3. Enter your Username and Password.
   - By default, your username is your library card number.
   - Your password is a 4 digit code provided when your account was created. If you have forgotten your password, contact your local library to have it reset or use the the section called Password Reset tool.
4. Click Login.
   - At the first login, you may be prompted to change your password.
   - If you updated your password, you must enter your Username and Password again.
5. Your Account Summary page displays.

To view your account details, click one of the My Account tabs.

To start a search, enter a term in the search box at the top of the page and click Search!

If using a public computer be sure to log out!

Password Reset

To reset your password:

1. click on the Forgot your password? link located beside the login button.
2. Fill in the Barcode and User name text boxes.
3. A message should appear indicating that your request has been processed and that you will receive an email with further instructions.
4. An email will be sent to the email address you have registered with your Evergreen library. You should click on the link included in the email to open the password reset page. Processing time may vary.

You will need to have a valid email account set up in Evergreen for you to reset your password. Otherwise, you will need to contact your library to have your password reset by library staff.

5. At the reset email page you should enter the new password in the New password field and re-enter it in the Re-enter new password field.

6. Click Submit.

7. A message should appear on the page indicating that your password has been reset.

8. Login to your account with your new password.

**Account Summary**

In the My Account → Account Summary page, you can see when your account expires and your total number of items checked out, items on hold, and items ready for pickup. In addition, the Account Summary page lists your current fines and payment history.

**Items Checked Out**

Users can manage items currently checked out, like renew specific items. Users can also view overdue items and see how many renewals they have remaining for specific item.

As of Evergreen version 2.9, sorting of selected columns is available in the Items Checked Out and Check Out History pages. Clicking on the appropriate column heads sorts the contents from "ascending" to "descending" to "no sort". (The "no sort" restores the original list as presented in the screen.) The sort indicator (an up or down arrow) is placed to the right of the column head, as appropriate.

Within Items Checked Out → Current Items Checked Out, the following column headers can be sorted: Title, Author, Renewals Left, Due Date, Barcode, and Call Number.

Within Items Checked Out → Check Out History, the following column headers can be sorted: Title, Author, Checkout Date, Due Date, Date Returned, Barcode, and Call Number.

To protect patron privacy, the Check Out History will be completely blank unless the patron has previously opted in under the Account Preferences tab, in the Search and History Preferences area.
Holds

From My Account, patrons can see Items on Hold and Holds History and manage items currently being requested. In Holds → Items on Hold, the content shown can be sorted by clicking on the following column headers: Title, Author, and Format (based on format name represented by the icon).

Actions include:

- Suspend - set a period of time during which the hold will not become active, such as during a vacation
- Activate - manually remove the suspension
- Cancel - remove the hold request

Edit options include:

- Change pick up library
- Change the Cancel unless filled by date, also known as the hold expiration date
- Change the status of the hold to either active or suspended.
- Change the If suspended, activate on date, which reactivates a suspended hold at the specified date

To edit items on hold:

1. Login to My Account, click the Holds tab.
2. Select the hold to modify.
3. Click Edit for selected holds.
4. Select the change to make and follow the instructions.

To protect patron privacy, the Holds History will be completely blank unless the patron has previously opted in under the Account Preferences tab, in the Search and History Preferences area.

Account Preferences
From here you can manage display preferences including your Personal Information, Notification Preferences, and Search and History Preferences. Additional static information, such as your Account Expiration Date, can be found under Personal Information.

For example:

- Personal Information
  - change password - allows patrons to change their password
  - change email address - allows patrons to change their email address.
- Notification Preferences
  - Notify by Email by default when a hold is ready for pickup?
  - Notify by Phone by default when a hold is ready for pickup?
  - Default Phone Number
- Search and History Preferences
  - Search hits per page
  - Preferred pickup location
  - Keep history of checked out items?
  - Keep history of holds?

Turning off the Keep history of checked out items? or Keep history of holds? features will permanently delete all entries in the relevant patron screens. After this is unchecked, there is no way for a patron to recover those data.

After changing any of these settings, you must click Save to store your preferences.

**Patron Messages**

The Patron Message Center provides a way for libraries to communicate with patrons through messages that can be accessed through the patron’s OPAC account. Library staff can create messages manually by adding an OPAC visible Patron Note to an account. Messages can also be automatically generated through an Action Trigger event. Patrons can access and manage messages within their OPAC account. See Circulation - Patron Record - Patron Message Center for more information on adding messages to patron accounts.

Viewing Patron Messages in the OPAC
Patrons will see a new tab for Messages in their OPAC account, as well as a notification of Unread Messages in the account summary.

Patrons will see a list of the messages from the library by clicking on the Messages tab.

Patrons can click on a message Subject to view the message. After viewing the message, it will automatically be marked as read. Patrons have the options to mark the message as unread and to delete the message.
Patron deleted messages will still appear in the patron’s account in the staff client under Other → Message Center.
Chapter 12. My Lists

The My Lists feature replaces the bookbag feature that was available in versions prior to 2.2. The My Lists feature is a part of the Template Toolkit OPAC that is available in version 2.2. This feature enables you to create temporary and permanent lists; create and edit notes for items in lists; place holds on items in lists; and share lists via RSS feeds and CSV files.

There is now a direct link to My Lists from the My Account area in the top right part of the screen. This gives users the ability to quickly access their lists while logged into the catalog.

Create New Lists

1) Log in to your account in the OPAC.

2) Search for titles.

3) Choose a title to add to your list. Click Add to My List.
4) Scroll up to the gray row on top of the Search Results. Click View My List

5) Items are added to a temporary list. Your temporary list appears at the bottom of the screen.

6) The Actions for these items menu on the right side of the screen demonstrates the actions that you can apply to this list. You can place holds on items in your temporary list; remove items from the list; or move selected items to a permanent list.

To place a hold or remove items from the list, check the box adjacent to the title of the item, and select the desired function.

To move selected items into an existing list, check the box adjacent to the title, and highlight the list in which you will store the item.

7) If you do not want to place the item into an existing list, you can create a new list to contain the item. Enter the name of the new list, and, if desired, enter a description.

8) Click Submit.

9) The new list appears beneath the temporary list.

10) Select the title(s) of the items that you want to add to the list, and click Actions for these items. Select the permanent list that you created from the drop down menu.

11) Click Go.

12) Your existing lists appear. Click on a list to view the items in the list. You can sort the items in the permanent list. You can also add, edit, and remove notes.
13) Click Edit to add or edit a note.

14) Enter desired notes, and click Save Notes.

15) You can keep your list private, or you can share it. To share your list, click Share, and click the orange RSS icon to share through an RSS reader. You can also click HTML View to share your list as an HTML link.

You can also download your list into a CSV file by clicking Download CSV.

16) When you no longer need a list, click Delete List.

**Local Call Number in My Lists**

When a title is added to a list in the TPAC, a local call number will be displayed in the list to assist patrons in locating the physical item. Evergreen will look at the following locations to identify the most relevant call number to display in the list:

1) Physical location - the physical library location where the search takes place

2) Preferred library - the Preferred Search Location, which is set in patron OPAC account Search and History Preferences, or the patron’s Home Library

3) Search library - the search library or org unit that is selected in the OPAC search interface

The call number that is displayed will be the most relevant call number to the searcher. If the patron is searching at the library, Evergreen will display a call number from that library location. If the patron is not searching at a library, but is logged in to their OPAC account, Evergreen will display a call number from their Home Library or Preferred Search Location. If the patron is not searching at the library and is not signed in to their OPAC account, then Evergreen will display a call number from the org unit, or library, that they choose to search in the OPAC search interface.

The local call number and associated library location will appear in the list:
My Lists Preferences

Patrons can adjust the number of lists or list items displayed in a page. This setting can be found under the Account Preferences tab, in the My Lists Preferences section.
Chapter 13. Catalog Browse

Abstract

Catalog Browse enables you to browse bibliographic headings available in your catalog. You can click the hyperlinked bibliographic headings to retrieve catalog records that contain these headings. Also, if a given bibliographic heading is linked to an authority record, and if that authority is linked to another one via the first authority’s See and See Also tags, the additional variants of (e.g.) an author’s name will appear in your search results.

Use Catalog Browse

1. To access this feature, navigate to the catalog search page, and click the link, Browse the Catalog. By default, you can browse by title, author, subject, or series. System administrators can revise this list by editing the file at the location opac(parts/qtype_selector.tt2, and they can even make use of custom indices based on definitions in the database’s config.metabib_field table.

2. Enter a term or part of a term to browse. Evergreen will retrieve a list of bibliographic headings that match your query. Click the Back and Forward buttons to page through your results. To limit your browse results to a specific branch or copy location group, select the appropriate unit from the drop down menu, and click Go.

3. Select a link from the search results. Each linked heading displays the number of bibliographic records associated with the heading. Appropriate information from linked authority records, if any, appears below the main entry heading.

4. To return to your list of results, click the browser’s back button or Browse the Catalog. Evergreen will return you to your previous position in your list of results.

Administration

A new global flag warns users when they are entering a browse term that begins with an article. Systems administrators can create a regular expression to configure articles matched with specific indices that would prompt a warning for the user. By default, this setting is not enabled.

1. To enable this feature, click Administration → Server Administration → Global Flags.

2. Double click Map of search classes to regular expressions to warn user about leading articles.

3. Make changes, and click Save.
Chapter 14. TPAC Metarecord Search and Metarecord Level Holds

Metarecords are compilations of individual bibliographic records that represent the same work. This compilation allows for several records to be represented on a single line on the TPAC search results page, which can help to reduce result duplications.

Advanced Search Page

Selecting the Group Formats and Editions checkbox on the Advanced Search page allows the user to perform a metarecord search.

Administrators can also configure the catalog to default to a Group Formats and Editions search by enabling the relevant config.tt2 setting on the server. Setting this option will pre-select the checkbox on the Advanced Search and Search Result Pages. Users can remove the checkmark, but new searches will revert to the default search behavior.

Search Results Page

Within the Search Results page, users can also refine their searches and filter on metarecord search results by selecting the Group Formats and Editions checkbox.
The metarecord search results will display both the representative metarecord bibliographic data and the combined metarecord holdings data (if the holdings data is OPAC visible).

The number of records represented by the metarecord are displayed in parenthesis next to the title.

The formats contained within the metarecord are displayed under the title.

For the metarecord search result, the Place Hold link defaults to a metarecord level hold.

To place a metarecord level hold:
1. Click the Place Hold link.

2. Users who are not logged into their accounts will be directed to the Log in to Your Account screen, where they will enter their username and password. Users who are already logged into their accounts will be directed to the Place Hold screen.

3. Within the Place Hold screen, users can select the multiple formats and/or languages that are available.

4. Continue to enter any additional hold information (such as Pickup Location), if needed.

5. Click Submit.

Place Hold

Harry Potter and the goblet of fire / by J.K. Rowling ; illustrations by Mary GrandPré.

Select your desired format(s). If none are selected, any available formats may be used.

- Blu-ray
- Book
- CD Audiobook
- Large Print Book

Select your desired language(s). If none are selected, any available languages may be used.

- English

Selecting multiple formats will not place all of these formats on hold for the user. For example, a user cannot select CD Audiobook and Book and expect to place both the CD and book on hold at the same time. Instead, the user is implying that either the CD format or the book format is the acceptable format to fill the hold. If no format is selected, then any of the available formats may be used to fill the hold. The same holds true for selecting multiple languages.

Advanced Hold Options

When users place a hold on an individual bibliographic record they will see an Advanced Hold Options link within the Place Hold screen. Clicking the Advanced Hold Options link will take the users into the metarecord level hold feature, enabling them to select multiple formats and/or languages.

Place Hold


Advanced Hold Options

Pickup location: Example Branch 3

Notify when hold is ready for pickup?

- [ ] Yes, by Email
  
  No configured Email address. See "My Account" for setting your Email address.

- [x] Yes, by Phone
  
  Phone Number:

Submit  Cancel
Metarecord Constituent Records Page

The TPAC now includes a Metarecord Constituent Records page, which displays a listing of the individual bibliographic records grouped within the metarecord. Access the Metarecord Constituent Records page by clicking on the metarecord title on the Search Results page.

This will allow the user to view the results for grouped records.
Show Holds on Bib

Within the staff client, Show Holds on Bib for a metarecord level hold will take the staff member into the Metarecord Constituent Records page.

Global Flag: OPAC Metarecord Hold Formats Attribute

To utilize the metarecord level hold feature, the Global Flag: OPAC Metarecord Hold Formats Attribute must be enabled and its value set at mr_hold_format, which is the system’s default configuration.
Chapter 15. Bibliographic Search Enhancements

Enhancements to the bibliographic search function enable you to search for records that were created, edited, or deleted within a date range. You can use the catalog interface or the record feed to search for records with specific date ranges.

Note that all dates should be formatted as YYYY-MM-DD and should be included in parentheses.

Use the Catalog to Retrieve Records with Specified Date Ranges:

Search by Create Date or Range

To find records that were created on or after a specific date, enter the term, create_date, and the date in the catalog search field. For example, to find records that were created on or after April 1, 2013, enter the following into the catalog search field:

create_date(2013-04-01)

To find records that were created within a specific date range, enter the term, create_date, followed by comma-separated dates in parentheses. For example, to find records that were created between April 1, 2013 and April 8, 2013, enter the following into the catalog search field:

create_date(2013-04-01,2013-04-08)

Search by Edit Date or Range

To find records that were edited on or before a specific date, enter the term, edit-date, and the date in the catalog search field. The date should be preceded by a comma. For example, to find records that were edited on or before April 1, 2013, enter the following into the catalog search field:

edit_date(,2013-04-01)

To find records that were edited on or after a specific date, enter the term, edit_date, and the date in the catalog search field. For example, to find records that were edited on or after April 1, 2013, enter the following into the catalog search field:

edit_date(2013-04-01)

To find records that were edited within a specific range, enter the term, edit_date, followed by comma-separated dates in parentheses. For example, to find records that were edited between April 1, 2013 and April 8, 2013, enter the following into the catalog search field:

edit_date(2013-04-01,2013-04-08)
Search by Deleted Status

To search for deleted records, enter in your catalog search field the term, edit_date, the date that you want to search, and the term, #deleted. For example, to find records that were deleted on or after April 1, 2013, enter the following into the catalog search field:

edit_date(2013-04-01)#deleted

To find records that were deleted within a specific range, enter the term, edit_date, followed by comma-separated dates in parentheses. For example, to find records that were deleted between April 1, 2013 and April 8, 2013, enter the following into the catalog search field:

edit_date(2013-04-01,2013-04-08)#deleted

Use a Feed to Retrieve Records with Specified Date Ranges:

You can use a feed to retrieve records that were created, edited, or deleted within specific date ranges by adding the dates to the catalog’s URL. You can do this manually, or you can write a script that would automatically retrieve this information.

To manually retrieve records that were created, edited, or deleted within a specific date, enter the terms and dates as specified above within the search terms in the URL. For example, to retrieve records created on or after April 1, 2013, enter the following in your URL:

http://test.esilibrary.com/opac/extras/opensearch/1.1/-/html-full?searchTerms=create_date(2013-04-01)&searchClass=keyword

To retrieve deleted records, replace the # with %23 in your URL.
Chapter 16. Binary MARC21 Feeds

Evergreen’s OpenSearch service can return search results in many formats, including HTML, MARCXML, and MODS. As of version 2.4, it can also return results in binary MARC21 format.

When making an HTTP request to an Evergreen system using the OpenSearch API, you must include the term "marc21" in the appropriate location within the URL to retrieve a feed of MARC21 records in a binary format. The following example demonstrates the appropriate form of the URL:

http://test.esilibrary.com/opac/extras/opensearch/1.1/-/marc21?searchTerms=create_date%282013-04-01%29&searchClass=keyword

You can add this term manually to the URL produced by a catalog search, or you can create a script that would retrieve this information automatically.
Chapter 17. Library Information Pages

The branch name displayed in the copy details section of the search results page, the record summary page, and the kids catalog record summary page will link to a library information page. This page is located at http://hostname/eg/opac/library/<SHORTNAME> and at http://hostname/eg/opac/library/<ID>.

Evergreen automatically generates this page based on information entered in Administration → Server Administration → Organizational Units (actor.org_unit).

The library information page displays:

• The name of the library
• Opening hours
• E-mail address
• Phone number
• Mailing address
• The branch’s parent library system

An Evergreen site can also display a link to the library’s web site on the information page.

To display a link:

1. Go to Administration → Local Administration → Library Settings Editor.

2. Edit the Library Information URL setting for the branch.

If you set the URL at the system level, that URL will be used as the link for the system and for all child branches that do not have its own URL set. Enter the URL in the following format: http://example.com/about.html.

An Evergreen site may also opt to link directly from the copy details section of the catalog to the library web site, bypassing the automatically-generated library information page. To do so:

1. Add the library’s URL to the Library Information URL setting as described above.

2. Go to Administration → Local Administration → Library Settings Editor.

3. Set the Use external "library information URL" in copy table, if available setting to true.

The library information pages publish schema.org structured data, as do parts of the OPAC bibliographic record views, which can enable search engines and other systems to better understand your libraries and their resources.
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Part III. Kids OPAC
Chapter 18. Introduction

The Kids OPAC (KPAC) is a public catalog search that was designed for children and teens. Colorful menu items, large buttons, and simple navigation make this an appealing search interface for kids. Librarians will appreciate the flexible configuration of the KPAC. Librarians can create links to canned search results for kids and can apply these links by branch. The KPAC uses the same infrastructure as the Template Toolkit OPAC (TPAC), the adult catalog search, so you can easily extend the KPAC using the code that already exists in the TPAC. Finally, third party content, such as reader reviews, can be integrated into the KPAC.
Chapter 19. Choose a Skin

Two skins, or design interfaces, have been created for the KPAC. The KPAC was designed to run multiple skins on a single web server. A consortium, then, could allow each library system to choose a skin for their patrons.

Default Skin:

In this skin, the search bar is the focal point of the top panel and is centered on the screen. The search grid appears beneath the search bar. Help and Login links appear at the top right of the interface. You can customize the appearance and position of these links with CSS. After you login, the user name is displayed in the top right corner, and the Login link becomes an option to Logout.

Alternate Monster Skin:

In this skin, the search bar shares the top panel with a playful monster. The search grid appears beneath the search bar. Help and Login links appear in bold colors at the top right of the interface although you can customize these with CSS. After you login, the Login button disappears.
Chapter 20. Search the Catalog

You can search the catalog using only the search bar, the search grid, or the search bar and the collection drop down menu.

Search using the Search Bar

To search the catalog from the home page, enter text into the search bar in the center of the main page, or enter text into the search bar to the right of the results on a results page. Search indices are configurable, but the default search indices include author, title and (key)word.

You can use this search bar to search the entire catalog, or, using the configuration files, you can apply a filter so that search queries entered here retrieve records that meet specific criteria, such as child-friendly copy locations or MARC audience codes.

Search using the Grid

From the home page, you can search the catalog by clicking on the grid of icons. An icon search can link to an external web link or to a canned search. For example, the icon, Musical Instruments, could link to the results of a catalog search on the subject heading, Musical instruments.

The labels on the grid of icons and the content that they search are configurable by branch. You can use the grid to search the entire catalog, or, using the configuration files, you can apply a filter so that search queries entered here retrieve records associated with specific criteria, such as child-friendly copy locations or MARC audience codes.

You can add multiple layers of icons and searches to your grid:
Search using the Search Bar and the Collection Drop Down Menu

On the search results page, a search bar and drop down menu appear on the right side of the screen. You can enter a search term and into the search bar and select a collection from the drop down menu to search these configured collections. Configured collections might provide more targeted searching for your audience than a general catalog search. For example, you could create collections by shelving location or by MARC audience code.
Using any search method, the search results display in the center of the screen. Brief information displays beneath each title in the initial search result. The brief information that displays, such as title, author, or publication information, is configurable.

For full details on a title, click More Info. The full details displays the configured fields from the title record and copy information. Click Show more copies to display up to fifty results. Use the breadcrumbs at the top to trace your search history.
Clifford's first Christmas
by Endwell, Norman.

Report errors in this documentation using Launchpad.
Chapter 21. Place a Hold

From the search results, click the Get it! link to place a hold.

The brief information about the title appears, and, if you have not yet logged in, the Get It! panel appears with fields for username and password. Enter the username and password, and select the pick up library. Then click Submit. If you have already logged into your account, you need only to select the pick up location, and click Submit.
A confirmation of hold placement appears. You can return to the previous record or to your search results.
HOLD SUCCESSFUL!

Your request for Clifford's first Christmas was successful. You will be notified when your item is ready for pickup. You will be able to pick your item up at Algona-Pacific.
Chapter 22. Save Items to a List

You can save items to a temporary list, or, if you are logged in, you can save to a list of your own creation. To save items to a list, click the Get it button on the Search Results page.

Select a list in the Save It! panel beneath the brief information, and click Submit.
A confirmation of the saved item appears. To save the item to a list or to manage the lists, click the My Lists link to return to the list management feature in the TPAC.
Chapter 23. Third Party Content

Third party content, such as reader reviews, can be viewed in the Kids OPAC. The reviews link appears adjacent to the brief information.

Click the Reviews link to view reader reviews from a third party source. The reader reviews open beneath the brief information.
Harry Potter and the deathly hallows
by Rowling, J. K.

Add a review for this!

Reader rating: 4.55 out of 5 (183 reviews, 234 ratings)

Harry Potter and the deathly hallows
Author: J. K. Rowling ; illustrations by Mary GrandPré.

Rate this item: ★★★★★

0 out of 183 users would recommend this to a friend.

The best one yet
By: memyselfandi
Issaquah, Washington (US)

The Deathly Hallows is by far, the best one yet. Full of action, adventure, and well timed comic relief. Loved the series so much I'm now reading it to my daughter. She's gone up 2 1/2 grade levels in reading in one year and I have to give some

Summaries and reviews from other publications appear in separate tabs beneath the copy information.
Burdened with the dark, dangerous, and seemingly impossible task of locating and destroying Voldemort's remaining Horcruxes, Harry, feeling alone and uncertain about his future, struggles to find the inner strength he needs to follow the path set out before him.

- **Baker & Taylor**
  Burdened with the dark, dangerous, and seemingly impossible task of locating and destroying Voldemort's remaining Horcruxes, Harry, feeling alone and uncertain about his future, struggles to find the inner strength he needs to follow the path set out before him. At a time when the forces of evil seem to be gaining the upper hand, Harry comes of age in the wizarding world, and must take on and defeat Voldemort—or be killed himself.

- **Baker & Taylor**
  The seventh and final book of the blockbuster Harry Potter series follows the wizard's last year at Hogwarts School of Witchcraft and Wizardry. 12,000,000 first printing.
Chapter 24. Configuration Files

Configuration files allow you to define labels for canned searches in the icon grid, determine how icons lead users to new pages, and define whether those icons are canned searches or links to external resources. Documentation describing how to use the configuration files is available in the Evergreen repository.
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Chapter 25. Adding OpenSearch to Firefox browser

OpenSearch is a collection of simple formats for the sharing of search results. More information about OpenSearch can be found on their [website](#).

The following example illustrates how to add an OpenSearch source to the list of search sources in a Firefox browser:

1. Navigate to any catalog page in your Firefox browser and click on the top right box’s dropdown and select the option for Add "Example Consortium OpenSearch". The label will match the current scope.

2. At this point, it will add a new search option for the location the catalog is currently using. In this example, that is CONS (searching the whole consortium).

3. Enter search terms to begin a keyword search using this source. The next image illustrates an example search for "mozart" using the sample bib record set.
4. You can select which search source to use by clicking on the dropdown picker.
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Chapter 26. Introduction

Evergreen follows a number of best practices to make Library data integrate with the rest of the Web. Evergreen’s public catalog pages are designed so that search engines can easily extract meaningful information about your library and collections. Evergreen is also preparing for an eventual shift toward linked open bibliographic data.
Chapter 27. Catalog data in search engines

Each record in the catalog is displayed to search engines using schema.org microdata.

Details of the schema.org mapping

• Each item is listed as a schema:Offer, which is the same category that an online bookseller might use to describe an item for sale. These Offers are always listed with a price of $0.00.

• Subject headings are exposed as schema:about properties.

• Electronic resources are assigned a schema:url property, and any notes or link text are assigned a schema:description property.

• Given a Library of Congress relator code for 1xx and 7xx fields, Evergreen surfaces the URL for that relator code along with the schema:contributor property to give machines a better chance of understanding how the person or organization actually contributed to this work.

• Linking out to related records:
  • Given an LCCN (010 field), Evergreen links to the corresponding Library of Congress record using schema:sameAs.
  • Given an OCLC number (035 field, subfield a beginning with (OCoLC)), Evergreen links to the corresponding WorldCat record using schema:sameAs.
  • Given a URI (024 field, subfield 2 = 'uri'), Evergreen links to the corresponding OCLC Work Entity record using schema:exampleOfWork.

Viewing microdata

You can learn more about how Evergreen publicizes these data by viewing them directly. The structured data linter is a helpful tool for viewing microdata.

1. Using your favorite Web browser, navigate to a record in your public catalog.

2. Copy the URL that displays in your browser’s address bar.

3. Go to http://linter.structured-data.org

4. Under the Lint by URL tab, paste your URL into the text box.

5. Click Submit
Other helpful features for search engines

- Titles of catalog pages follow a "Page title - Library name" pattern to provide specific titles in search engine results pages, browser bookmarks, and browser tabs.

- Links that robots should not crawl, such as search result links, are marked with the @rel="nofollow" property.

- Catalog pages for record details and for library descriptions express a @rel="canonical" link to simplify the number of variations of page URLs that could otherwise have been derived from different search parameters.

- Catalog pages that do not exist return a proper 404 "HTTP_NOT_FOUND" HTTP status code, and record detail pages for records that have been deleted now return a proper 410 "HTTP_GONE" HTTP status code.

- Record detail and library pages include Open Graph Protocol markup.

- Each library has its own page at http://localhost/eg/opac/library/LIBRARY_SHORTNAME that provides machine-readable hours and contact information.
Chapter 28. SKOS support

Some vocabularies used (or which could be used) for stock record attributes and coded value maps in Evergreen are published on the web using SKOS. The record attributes system can now associate Linked Data URIs with specific attribute values. In particular, seed data supplying URIs for the RDA Content Type, Media Type, and Carrier Type has been added.

This is an experimental, "under-the-hood" feature that will be built upon in subsequent releases.
Chapter 29. Sitemap generator

A sitemap directs search engines to the pages of interest in a web site so that the search engines can intelligently crawl your site. In the case of Evergreen, the primary pages of interest are the bibliographic record detail pages.

The sitemap generator script creates sitemaps that adhere to the http://sitemaps.org specification, including:

- limiting the number of URLs per sitemap file to no more than 50,000 URLs;
- providing the date that the bibliographic record was last edited, so that once a search engine has crawled all of your sites' record detail pages, it only has to reindex those pages that are new or have changed since the last crawl;
- generating a sitemap index file that points to each of the sitemap files.

See the Command Line System Administration Manual for details about running this script.
Appendix A. Attributions

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Appendix B. Admonitions

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