

UPGRADE EDITION

EVERGREEN INDIANA

Before

WHEN WILL EVERGREEN GO DOWN?

The Evergreen Indiana server will be down for a software upgrade after 10pm on November 22, and all day November 23 and 24. Access to the web client, classic catalog, and Aspen catalogs will be unavailable. Jeremy will notify you via email when the web client is back up and accessible. Please do not access the web client (even if you can log in) until we receive the all clear!

ACCESS TO ECONTENT

Normally during down time patrons cannot access digital content like Hoopla and Overdrive. However, you can contact your rep at Hoopla to request a temporary "override" to allow access while the system is down. For OverDrive, only a few libraries are able to request continued access when Evergreen is down. Please contact your rep for more information.

During

CHECK OUT + IN HOUSE

We recommend only using the Check Out and In-House functions while in Offline Mode. Use of the other functions may result in undesirable complications.



JUST IN CASE...EXPORT TRANSACTIONS

We heard from some other Evergreen consortia that it is a good idea to use the Export Transactions function at the end of the day in case the Offline cache is deleted accidentally. You may even wish to export the transactions occasionally and then perform a final one at the end of the day. This is because Offline Mode is dependent on your browser's cache. If it is cleared, you will very likely lose those transactions.

After

WHEN CAN WE LOG BACK IN?

Jeremy will notify everyone via the Support & Update listservs when the web client is back up and accessible. Please do not access the web client (even if you can log in) until we receive the all clear!

CLEAR CACHE, NOT COOKIES!

It is very likely that access to or functions within the web client will be altered. It is recommended that after the web client is upgraded and released to access that you perform a complete clear cache of Evergreen Indiana. Go to Chrome's Settings > Privacy & Permissions > Delete Browsing Data. **Only select Cached images and files.** Make sure all others options are unchecked. Yes, this will clear the cache for your entire browser - not just Evergreen.

CHECKING IN RETURNED MATERIAL

Since we do not recommend using the checkin function in Offline Mode, do we check in returned material before or after we process the transactions from Offline Mode? It can go either way, but it might be easier to check in returned material *after* a LocalAdmin or Circ1 staff person has processed the transactions.

*Offline
mode*

To review Offline Circulation/Mode, you can view the [most recent recording on our Training YouTube channel](#), or read the [documentation available in the EI Knowledgebase](#).

CLOSED FOR THANKSGIVING

The Indiana State Library, Evergreen Admin Office, and InfoExpress will be closed on November 28 and 29 for the holiday. There will be no deliveries or pickups on those days.

NO NEWSLETTERS NOV 22 & 29

We are taking a mini-break from newsletters the next two weeks! We will return to our normally-scheduled programming on December 6.