Lakeland Library Cooperative
Bibliocore Known Issues and Helpful Tips

Check this document often for up-to-date information on known issues and helpful tips for your catalog. Current full public launch was June 1, 2021.

Links to articles in the Partner Portal require a login and password. Ask your supervisor or reach out to LLC Tech Help Desk.

Known Issues:

Titles I can…Facet: E-resources show as both "available online" AND "borrow and take home": This is due to there being "item records" linked to those ematerials bibs in Sierra. **This is an ongoing project, see next item.**

Overdrive check availability: When users first view Overdrive ematerials, the Placeahold button is always offered first, and users must click on the "check availability" link under the title. This is due to items with the status of "Click Link Above" linked to those records in Sierra. The Lakeland staff goal is to delete those "physical" item records and at the same time retain the needed scoping of the Overdrive records for each library in our two Overdrive groups. **This is an ongoing project.**

Helpful Tips and other information:

Borrowing History: Bibliocore does not natively store borrowing history, it uses the information stored in the Sierra database for a specific patron. With the Sierra 5.3 upgrade, users can now opt in to saving their borrowing history from their accounts in Bibliocore. However, it works the same as the Reading History does in Sierra, opting in will keep borrowing history for items checked out from the point of opt in. It will not be possible to go back and pickup past reading history. Borrowers that opt out, will loose all previous Reading History which will not be able to be retrieved.

Borrowing History: Sorting options, Some users can, others can't:

From the Bibliocommons Knowledge Base: Various sorting options are available until you have 100 titles in your Borrowing History. Because the information isn't stored by BiblioCommons, the information needs to be read from the ILS, sorted on the fly and displayed. If your Borrowing History page contained thousands of titles, the page load time would be unacceptably slow.

Adding titles to your Completed shelf provides you with more flexibility. In addition to sorting, you can exclude titles you don't want, and filter the shelf, making it easier to find a specific title.

Users can add Borrowing History titles to their completed shelf by clicking on the "Completed" button to the right of the titles they want to add to this shelf.

List Import: The list import from Sierra is not working. The Sierra RESTAPI does not give 3rd party access to patron lists. This feature will not work until Innovative Interfaces adds the endpoint to the RESTAPI.

Search Other Resources in Advanced Search does not offer the Lakeland Catalog as an option:
Advanced Search is considered a much more thorough search, so Core automatically takes Broaden and External Search out of the equation when Advanced Search is used. The link for the Lakeland catalog is located in the footer at the bottom of the search result page.

Configuring In-House Workstations: Some libraries lock down in-house workstations for Catalog searching only. Refer to this article for advice on configuring those workstations:

https://partnerportal.bibliocommons.com/hc/en-us/articles/200223059-Configuring-Terminals-in-the-Library

Creating Staff Picks Lists for display to patrons: https://partnerportal.bibliocommons.com/hc/en-us/articles/200226409-Creating-Staff-Picks-and-Featured-Languages-Pages

Common questions: https://partnerportal.bibliocommons.com/hc/en-us/articles/202260570

Can we turn off carousel content from outside of Lakeland for our library?
Yes, each Lakeland library has a choice of featuring the carousels with only LLC shared system content or leaving the content at the default setting which displays content from all Bibliocommons customers. For examples of local content only, check the following catalogs: http://garybyker.bibliocommons.com or http://loutit.bibliocommons.com, or http://croton.bibliocommons.com. If other libraries wish to have this configuration setting changed for their library, the library director or the designated representative for that library should open a ticket with tech-help@llcoop.org making that request.

How is the Recent Staff Lists carousel populated? How do I get our library's lists to show there?
https://partnerportal.bibliocommons.com/hc/en-us/articles/360000712346-How-the-Recent-Staff-Lists-Carousel-Is-Populated

When will my new items show up in Bibliocore? How often does it sync with Sierra?
Hourly
BiblioCommons synchs with your ILS approximately once an hour to respond to changes in your ILS. The hourly synch generally handles the addition bibliographic and other record types, updates to existing records, changes of item status, and hold counts. What's included in the hourly synch process differs by ILS.
Nightly
Additional to the hourly synch process, the nightly synch process makes sure BiblioCore is fully up to date. This process is sometimes referred to as the nightly corrections process.
Depending on the ILS, the nightly synch process handles bibliographic record deletions, updates, and additions, as well as some administrative changes, and other changes that do not regularly update timestamps on records.

User to User Messaging: This feature was sunsetted in the most recent Bibliocore software release and is no longer offered to users.

Community Tags: Logged in users can create community tags. After logging in, users can add items to their shelves (For Later, In Progress and Completed). Once items have been added to one of those shelves, the option to create a community tag is available. There is not an option to create community tags from the search results pages.

Facebook Link in List Sharing: There was a question about sharing Staff Pick lists to Facebook and the lack of a Facebook "icon" with the other sharing options. The Bibliocommons response was that they have removed the Facebook sharing option because of security concerns. However, all Staff Pick lists have permalinks that can be copied and pasted to Facebook pages.

Serials Records (c-records) not scoping: Bibliocommons does not scope serials module checkin records. The display in the subscription tab on those records is normal.

Different types of searches have different default sorts giving the appearance of different search results:
For example, if you enter a keyword search for "new ebooks" Bibliocore will conduct a search using the filters "ebook" and "past 180 days". The default sort for this search is by date acquired.

If you use the Advanced Search screen and select "ebook", then use the filter for the "past 180 days" your results list will be sorted by relevance, displaying the same titles as in the first search, but in a different order.

You can change the sorting criteria used for any type of search by clicking the "Sort By" button at the top of the search results.

Change is Tough: https://partnerportal.bibliocommons.com/hc/en-us/articles/200715585-Change-is-Tough-User-Comments-Illustrating-Transition

Marketing:

Add Widgets for Bibliocore to your library's website:
https://partnerportal.bibliocommons.com/hc/en-us/articles/202007130-Integrating-Your-Catalog-and-Website-with-Widgets
You will also find the code directly on an information page on your catalogs:
http://[yoursubdomain].bibliocommons.com/info/integration

Launch Information Helps:
https://partnerportal.bibliocommons.com/hc/en-us/articles/360028045412-Developing-a-Launch-Strategy

https://partnerportal.bibliocommons.com/hc/en-us/articles/203499724-BiblioCore-Marketing-Examples-Bookmarks

https://partnerportal.bibliocommons.com/hc/en-us/articles/202232740-Twelve-Tips-for-Using-Your-Catalog-Effective-Efficient-and-Fun-