



Back to School Session
PrairieCat Update
September 12, 2023

Welcome and Introductions

Please introduce yourself in the chat

- Your name
- Your school library's name
- How long have you been working at the school library?

Agenda

12:30 – 1:00 PM | PrairieCat Basics for Union List | Magda

1:00 – 1:30 PM | PrairieCat Updates | Liz

1:30 – 2:00 PM | Vega Discover Update | Liz

2:00 – 2:30 PM | Circulation Reminders | Melissa

2:30 – 3:00 PM | Cataloging and Item Entry FAQ | Sandy

3:00 – 3:30 PM | RAILS Services for School Libraries | Dan

Session Slides and Resources on the event detail page:

<https://support.prairiecat.info/events/prairiecat-back-school-session-2023-09-12>

Upcoming Events

PrairieCat Events

Wed, Sept 20, 2023 | [PrairieCat New Directors Welcome](#) | Virtual

Fri, Sept 29, 2023 | [PUG Day](#) | In Person

RAILS Events

Thurs, Sept 14, 2023 | [eRead Illinois Introduction to Boundless for Schools](#) | Virtual – Session Recorded

Wed, Sept 27, 2023 | [Data Networking in School Libraries Meeting](#) | Virtual

Wed, Oct 4, 2023 | [No More Neutral: How to Champion the Right to Read](#) | Virtual

Wed, Sept 20, 2023 | Illinois School Library Workers Symposium | Registration Closed



Quick System Status: ● Sierra ● Encore ● eCommerce



Help Desk



PrairieCat staff are available to assist employees of member libraries.

Phone: (877) 542-7257

Contact Help Desk

News

PrairieCat Closed - Labor Day

We will be closed on Monday Sept. 4th in Observance of Labor Day. No phone or one line support will be available...

Calendar

PrairieCat Back to School Session

Tue, Sep 12 2023, 12:30pm - 3:30pm
[Learn More](#)

Members

PrairieCat Users Group (PUG) Day

Friday, September 29, 2023

In-person event at Waubensee Community

PrairieCat Website

support.prairiecat.info

PrairieCat Help Desk

When to Call | Critical issue | 877.542.7257

Addressed during business hours and after hours on-call support

- A service is down (Sierra, Ecommerce, Encore etc.)
- Circulation is impacted
- Unable to perform key job functions

When to Open a Ticket | Standard issue | Submit a help desk ticket

Addressed during business hours

- Questions and troubleshooting
- Report issue
- System changes (for example, IP address changes)
- Integrating new services
- Report request

support.prairiecat.info/help

Reminders Help Desk

No user accounts

- No need to sign in or remember a password
- No account restrictions on submitting a ticket

View open ticket with email and ticket number

Can no longer submit a ticket directly by email


- Use new ticket portal


Updated website with links and known issues


Ticket Portal

- This is the main hub of the new system
- Submit and Track tickets here
 - Submitting tickets through the Forms on the support site remains the same
- Access this by going to the direct website or the Support Site and clicking a link



 [Support Center Home](#)

 [Open a New Ticket](#)

 [Check Ticket Status](#)

Welcome to the Support Center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

[Open a New Ticket](#)

[Check Ticket Status](#)

helpdesk.prairiecat.info

Submitting a Ticket


- Submit your details
 - Including Phone number
- Choose your Help Topic
 - Associated Team will be notified
- Select your Library
 - Start typing the Library name to pull it up
- Fill out your issue
 - Please include as much detail as possible including examples, record numbers, etc.


The screenshot shows the 'Open a New Ticket' page on the PrairieCat website. At the top, there is a navigation bar with the PrairieCat logo and links for 'Support Center Home', 'Open a New Ticket', and 'Check Ticket Status'. Below the navigation bar, the page title 'Open a New Ticket' is displayed in blue. A message states: 'Please fill in the form below to open a new ticket.'


The form is divided into several sections:


- Contact Information:** Includes fields for 'Email Address *', 'Full Name *', and 'Phone Number *' (with an 'Ext:' field).
- Help Topic:** A dropdown menu with 'Logins' selected.
- Ticket Details:** Includes a 'Please Describe Your Issue' section with a 'Library *' dropdown menu (set to '— Select —') and an 'Issue Summary *' text area. Below the text area is a rich text editor toolbar with icons for undo, redo, bold, italic, underline, link, unlink, list, and image. The text area contains the placeholder text: 'Details on the reason(s) for opening the ticket.' Below the text area is a dashed box with the text: 'Drop files here or choose them'.
- Priority Level:** A dropdown menu with '— Select —' selected.
- Patron Barcode or ID:** A text input field.
- Item Barcode or ID:** A text input field.
- Bibliographic ID:** A text input field.
- OCLC #:** A text input field.



 [Support Center Home](#)

 [Open a New Ticket](#)

 [Check Ticket Status](#)

 Support ticket request created

Elizabeth Smith,

Thank you for contacting us.

A support ticket request has been created and a representative will be getting back to you shortly if necessary.

Support Team

Support Ticket Opened [#594503]



PrairieCat Support <help@prairiecat.info>
To Elizabeth Smith

Hello Elizabeth,

A request for support has been created and assigned #594503 - Test - Disregard. A representative will follow-up with you as soon as possible. You can [view this ticket's progress online](#).



If you wish to provide additional comments or information regarding the issue, please reply to this email or [view your ticket's progress online](#).

Email Confirmation with Ticket Number

Checking Ticket Status

- You can check by clicking the link in the new ticket notice email
- You can also click the Check Ticket Status button and enter your email and ticket number
- Either option will bring you to the history of the ticket and you can also respond from there



[Support Center Home](#)

[Open a New Ticket](#)

[Check Ticket Status](#)

Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.

Email Address:

Ticket Number:



If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

RESPOND DIRECTLY IN EMAIL

Re: Test - Disregard [#594503]



PrairieCat Support <help@prairiecat.info>
To: Elizabeth Smith

Hello Elizabeth,

This ticket will be closed, please only respond if you need further assistance with this issue.

Thank You

Elizabeth Smith
Training and Outreach Coordinator
PrairieCat
Phone: 877.542.7257 x6019
elizabeth.smith@prairiecat.org
<https://support.prairiecat.info>



We hope this response has sufficiently answered your questions. If not, please do not send another email. Instead, reply to this email or [view your ticket](#)

RESPOND VIA TICKET THREAD IN HELP DESK



[Sign Out](#)

[Support Center Home](#)

[Open a New Ticket](#)

[View Ticket Thread](#)

[Test - Disregard #594503](#)

[Print](#)

[Edit](#)

Basic Ticket Information

Ticket Status: Closed
Department: Vega Discovery
Create Date: 9/8/23 10:52 AM

User Information

Name: Elizabeth Smith
Email: elizabeth.smith@prairiecat.org
Phone:

Ticket Details

Library: Alleman High School

Elizabeth Smith posted 9/8/23 10:52 AM

Test Ticket Details Summary

Created by **Elizabeth Smith** 9/8/23 10:52 AM

Closed by **Elizabeth Smith** with status of Closed 9/8/23 11:03 AM

Elizabeth Smith posted 9/8/23 11:04 AM

Test - reopen ticket

Reopened by elizabeth.smith@prairiecat.org 9/8/23 11:04 AM

Elizabeth Smith posted 9/8/23 11:06 AM

Responding to ticket from help desk.

Elizabeth Smith posted 9/8/23 11:08 AM

This ticket will be closed, please only respond if you need further assistance with this issue.

Closed by **Elizabeth Smith** with status of Closed 9/8/23 11:08 AM

Compliance Reminder

Responsibilities of Member Libraries

- Complying with PrairieCat policies and procedures as detailed in the IGA, Bylaws, General Policy Manual, Circulation Policies and Procedures Manual, and Technical Services Policies and Procedures Manual
- Twice a year, Administrative Council reviews member compliance report regarding:
 - **OCLC membership**
 - **Adding items to PrairieCat**
 - **Lending materials on PrairieCat**
 - **Item Entry Certification**

Training | TalentLMS

Totals

- 50 Courses Available
- Self-paced, review courses at anytime
- Visit prairiecat.talentlms.com to log in or signup for an account.

The screenshot shows the PrairieCat website homepage. At the top left is the PrairieCat logo. At the top right are navigation links: HOME, COURSE CATALOG, SIGNUP, and LOGIN with an arrow. The main header area features the text "Welcome to PrairieCat" and "Self-Paced Training | Available 24/7". Below this is a large illustration of a laptop on a wooden desk with a green coffee cup and a hand holding a mouse. The laptop screen displays the TalentLMS interface with a "GET STARTED" button. Below the illustration is the "Featured Courses" section, which includes the subtext "Get Started with the Basics" and three course cards, each with a red circular icon and the word "Essentials".

Training | TalentLMS

- Item Entry Certification
- Review details: <https://support.prairiecat.info/item-entry-certification>



Technical Services / Sierra Cataloging: Item Entry

PrairieCat Matching (TS001)

Welcome! This is the first course in a series of 7 courses required to become Item Entry Certified. Upon successful completion of the Item Entry Series and a signed Sierra Tech Login Approval form from your supervisor (course TS006), you...



Technical Services / Sierra Cataloging: Item Entry

Item Entry - Basics (TS002)

This course is designed to show the basics of the cataloging function in Sierra and the different types of records you'll be encountering while doing item entry work. Video approximately 9 min. It is recommended to download/review...



Technical Services / Sierra Cataloging: Item Entry

Item Entry - Anatomy of Item Record (TS003)

This course is designed to show the anatomy of an item record with explanations of each field within. Video approximately 15 min. It is recommended to download/review associated files/documents prior to watching video. This course is...



Technical Services / Sierra Cataloging: Item Entry

Item Entry - Call Number Standardization (TS004)

This course is designed to provide the background of the standardization of the item record's call number. Video approximately 6 min. It is recommended to download/review associated files/documents prior to watching video. This course is...

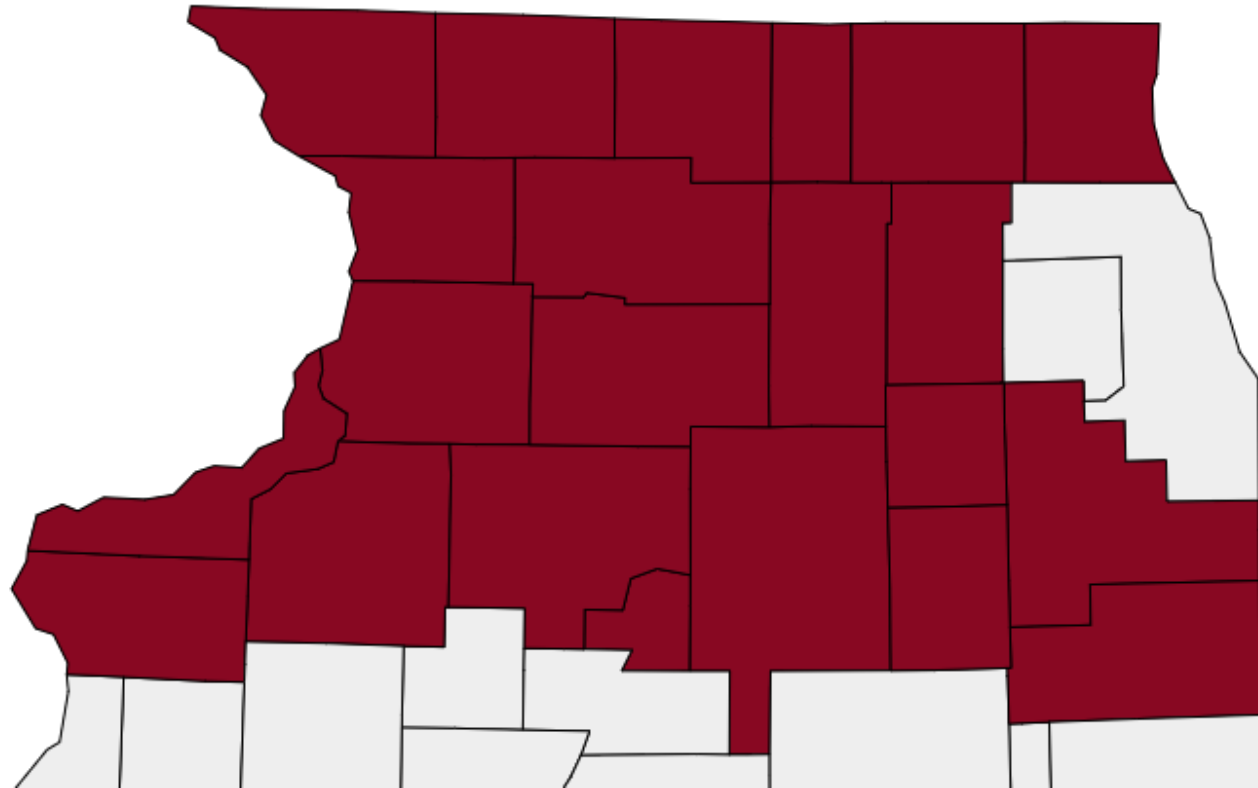


Technical Services / Sierra Cataloging: Item Entry

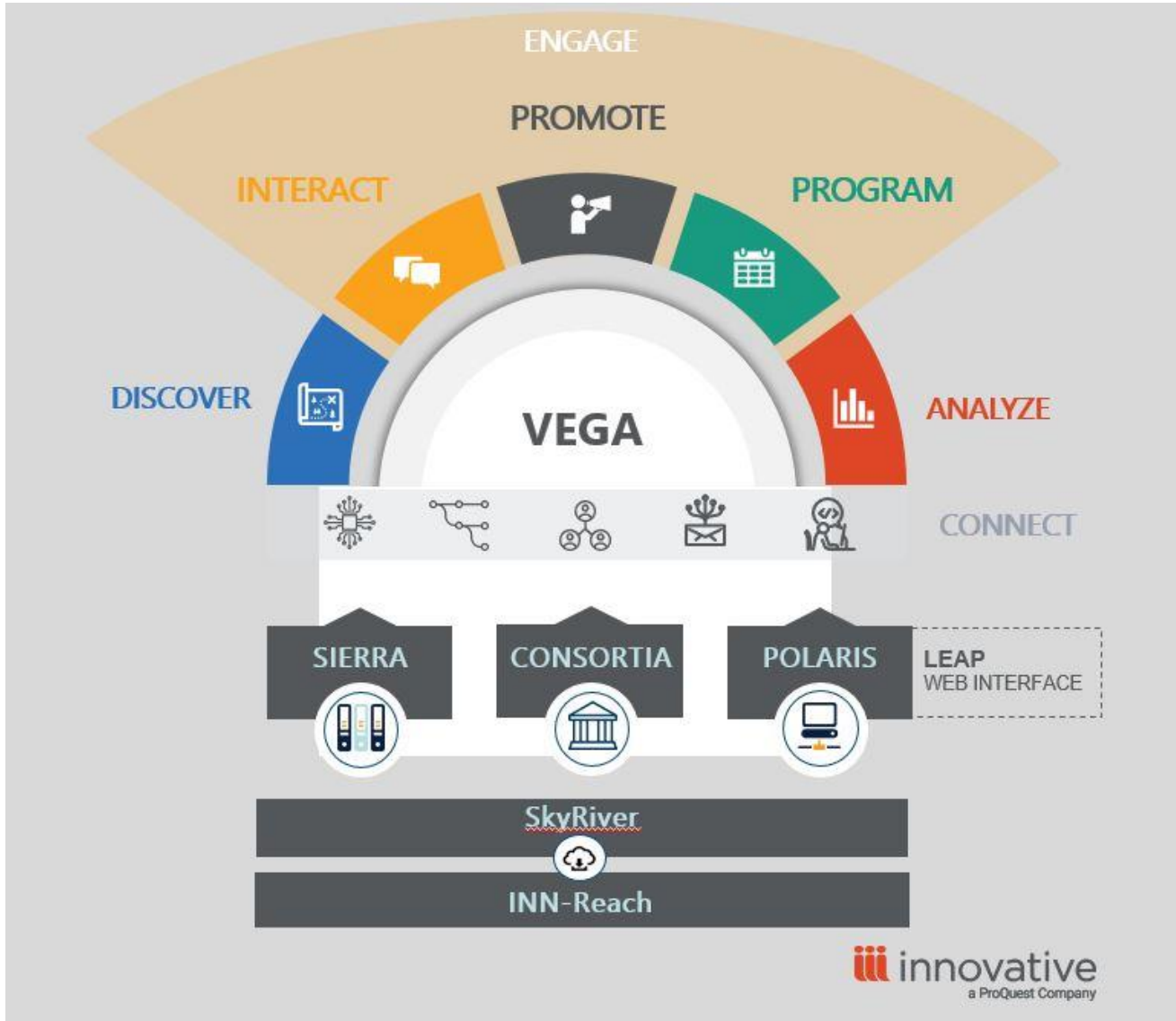
Item Entry - Volume Records (TS005)



Any questions



Member Sharing



Vega Discover

[HTTPS://PRCAT.NA2.IIVEGA.COM](https://prcat.na2.iivega.com)

Project Update

NOW

- Library staff should be using Vega Discover to get comfortable with the new catalog. Report issues or questions to help desk.
- Libraries are encouraged to try it out with their patrons, perhaps link on your website or set up on some OPAC stations in the library.

NEXT

- Complete integration of Ecommerce with VEGA Discover to allow patrons to pay fines/fees online. *Estimated* completion date is within the next 2 months.
- Complete integration of eREAD Illinois with VEGA Discover. *Estimated* completion date is within the next 3 months.
- Once VEGA Discover is the primary catalog, reading lists will be transferred from Encore to VEGA.
- Once these projects are completed, Encore will continue to be available for the remainder of the fiscal year; however, the Syndetics content (the book covers, You May Also Like suggestions, Reading level information, etc.) will not be available in Encore once VEGA is the primary catalog.

Important Resources

Vega Discover Page on PrairieCat Support Site:

<https://support.prairiecat.info/documentation/policies-procedures-documentation-online-catalog-and-patron-services>

PrairieCat Support – Help Desk: <https://helpdesk.prairiecat.info/>

Vega Admin Documentation on Showcases:

https://documentation.iii.com/vega/admin/admin/Admin_Book.htm

Vega Product Portal and Roadmap: <https://portal.productboard.com/iii/15-vega-product-portal/tabs/64-discover>

Idea Exchange

<https://ideas.iii.com/>

— INNOVATE WITH US

Vega Discover

The screenshot shows the Vega Discover interface. On the left, there is a sidebar with a 'CATEGORIES' menu containing 'All ideas' and 'My feedback'. Below this is a 'JUMP TO ANOTHER FORUM' section with a list of forums: ILS - Polaris (182 ideas), ILS - Sierra (121 ideas), INN-Reach (3 ideas), Innovative Mobile (18 ideas), Innovative Phone Alerts (4 ideas), LX Starter (55 ideas), and Vega Discover (136 ideas). The main content area has a header 'How can we improve Vega Discover?' and a search bar with the placeholder 'Enter your idea'. Below the search bar are three buttons: 'HOT IDEAS' (highlighted in red), 'TOP', and 'NEW'. To the right of these buttons is a 'STATUS' dropdown menu. Below the buttons, there is a card for an idea with a vote count of 35 and a 'VOTE' button. The idea title is 'Display More Note (5XX) Fields' and the description is 'Note fields include useful information that is meant to be displayed to users. This information helps users decide if the resource described is relevant to their needs.'

- Designed for users to submit, discuss, vote, and prioritize ideas to improve solutions for libraries.
- Provide input regarding priorities for new areas of development as well as enhancements to existing Innovative products.
- Browse ideas without logging in. Create an account – simple email verification – to participate.

What's New in Vega

A FEW HIGHLIGHTS OF
RECENT CHANGES

Grid View



Refine Results

Availability

At Library 163

Date

'YYYY' from 'YYYY' to

Format

BOOK 145

AUDIO BOOK CD 46

DVD 7

LARGE PRINT BO... 5

PRELOADED BOOK 4

More formats (1)

Age Group

← BACK

Pratchett, Terry. × All ▼

Advanced Search

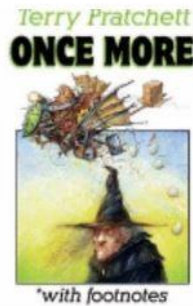
169 results found for Pratchett, Terry.

Save Search

1-40 of 169 Results per page: 40 ▼

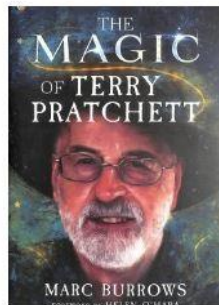
Sorted by Relevancy ▼

List Grid



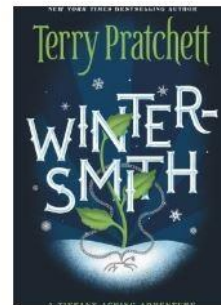
Once more with footnotes : Terry Pratchett

Pratchett, Terry.



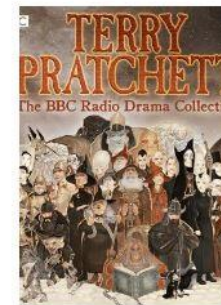
The magic of Terry Pratchett

Burrows, Marc



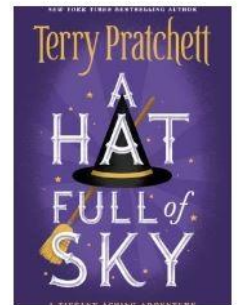
Wintersmith

Pratchett, Terry.



Terry Pratchett the BBC Radio drama coll...

Pratchett, Terry.



A hat full of sky

Pratchett, Terry.



Call Number Display on Hitlists

The screenshot shows a web browser window displaying the Princeton Public Library website. The browser's address bar shows the URL: `princeton-prcat.na2.iiivga.com/search?query=a%20distant%20mirror&searchType=everything&pageSize=10`. The website header includes the PPL logo and navigation links like 'All', 'Contact Us', and 'Events'. A search bar is visible in the top right.

The main content area displays search results for the book 'A distant mirror : the calamitous 14th century' by Barbara W. Tuchman. The book's cover is shown on the left. The title and author information are displayed in the center. Below the title, the text 'On shelf at Princeton Public Library - PRGG-2 944.025 TUC' is circled in red. To the right of the book information, there is a 'Place Hold' button and the text '0 holds 1 copy'.

The left sidebar contains a 'Refine Results' section with filters for Availability (At Library: 51, Online: 10), Date, Format (BOOK: 48, AUDIO BOOK CD: 9, E-BOOKS: 9, LARGE PRINT BO...: 8, E-AUDIO BOOK: 5), and Age Group.

The bottom of the image shows a Windows taskbar with various application icons and a system tray displaying the time as 11:04 AM on 8/24/2023.

“Find a Copy”

The screenshot shows the Princeton Public Library website interface. The main content area displays search results for the book "A distant mirror : the calamitous 14th century" by Barbara W. Tuchman. The book is listed as available, and a "Find a Copy" popup window is open on the right side of the screen. The popup window shows the book title and a list of locations where it is available. The locations listed are:

- Princeton Public Library - PRGG-2 (944.025 TUC)
- Alleman High School - ALLG-1 (944 TUC)
- DeKalb Public Library - DKLY-12 (944.025 TUC)
- Flagg-Rochelle Public Library - FRPY-12 (944.025 TUC)
- Grant Park Public Library - GPBB-2 (930 TUC)
- Harvard Diggins - HRLY-11 (940.1 TUC)
- Highland Community College - HCCY-13 (DC97.5 .T82 1978)
- LaSalle Publi


The popup window also includes a search bar for "Library name" and a "Find a Copy" button. The background shows the library's search results page with a "Refine Results" sidebar on the left and a "My Bookshelf" section at the bottom.

Where's the Track List??

Princeton Public Library

Contact Us Events

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Do or die
Dropkick Murphys (Musical group)
Published : 1997 | English

For Later Options

MUSIC CD
Available

✓ On shelf at New L

Find a Copy

Do or die ✕

Genre [sound recording] /

Language English

UPC 045778040728

Table of Contents Cadence to arms -- Do or die -- Get up -- Never alone -- Caught in a jar -- Memories remain -- Road of the righteous -- Far away coast -- Fightstarter karaoke -- Barroom hero -- 3rd man in -- Tenant enemy #1 -- Finnegan's wake -- Noble -- Boys on the dock -- Skinhead on the MBTA.

Bib ID 2086693

Place Hold
0 holds 2 copies

Publication Date	Edition	Details	Publisher	Physical Description	Availability
1997	—		Los Angeles : Hellcat, [1997]	1 audio disc : 4 3/4 in.	Available Place Hold

Facebook

Advanced Search

 Search

All ▾

[Advanced Search](#)

[View All](#) →

New Adult Fiction



Refine Results

Availability ▾

Date ▾

Format ▾

BOOK 3

Persons ▾

Subjects ▾

Language ▾

Spanish 3



English 179

Polish 5

Locations ▾

New materials ▾

← BACK

  All ▾

3 results found for **coultter NOT Anne**

1-3 of 3 Results per page: 10 ▾

BOOK  Spanish 

[List](#) [Grid](#)



Noche de sombras

Coultter, Catherine.

Published: 2011 | Spanish

Zeta romántica ;

Book Available

 On shelf at Reddick Library - RLBB-3 SPA F COU | Reddick Lib Adult Spanish - RLBB-3 | —

Search by OCLC, ISSN, ISBN numbers



Refine Results

Availability ^

At Library 1

Date ^

'YYYY' from 'YYYY' to

Format ^

BOOK 1

Language Group ^

Persons ^

Subjects ^

Language ^

Locations ^

Other materials ^

← BACK

× All ▼

Advanced Search

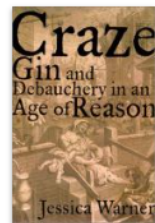
1 result found for 49618895

Save Search

1-1 of 1 Results per page: 40 ▼

Sorted by Relevancy ▼

List Grid



Craze : gin and debauchery in an age of reason : consisting of a tragicomedy in three acts in which high and low are brought together, much to their mutual discomfort

For Later Options

Warner, Jessica

Published: 2002 | English

Book Available

✓ On shelf at Rock Island Main Library - RIPG-1 363.4109 WAR | Rock Island Main Lib Adult Non-Fiction - RIPG-1 | --

Find a Copy

Edition information

Place Hold

holds 1 copy

Search by Publisher and Publisher Facet



Refine Results

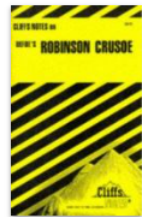
- Format
- Age Group
- Persons
- Subjects
- Language
- Locations
- Publishers
 - Cliffs Notes 2
 - Norton 3
 - Scholastic 3
 - Alfred A. Knopf 2
 - Barnes & Noble 2
- All publishers (204)
- New materials

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Robinson Crusoe

Advanced Search

List Grid



Robinson Crusoe : notes

McGowan, Cynthia C.

Published: 1976 | English

For Later Options

Book

Available

On shelf at North Chicago Public Library - NCK 823.5 MAC | North Chicago PL Adult Non-Fiction - NCK | --

Find a Copy

Edition information

Place Hold

0 holds 1 copy



Robinson Crusoe notes, including life of the author, general plot summary, summaries and commentaries, questions for review

McGowan, Cynthia C.

Later Options

“At Library” and “Online” Filters:

THE AT LIBRARY FILTER RETURNS SEARCH RESULTS FOR TITLES THAT ARE AVAILABLE TO BORROW

THE ONLINE FILTER RETURNS SEARCH RESULTS FOR TITLES THAT CAN BE ACCESSED ONLINE

Coming Soon!

Kids Catalog and Kids homepage theme builder

Announcement Banners

VPAT (accessibility) updates

Support for local content inclusion, such as from Digital Asset Management products

Add alternate cover to unavailable cover titles

Improvements in series searching

Renew All ability

Fiction/Non-Fiction Facet!!!

Many others! Check the roadmap.

Issues

- Bug with 1000+ items “dropping” locations: This is a known issue resulting from existing MARC standards. Our catalogers are discussing how to proceed. This impacts 22 title records in our database.
- Ecommerce: They have figured out the bug, and PrairieCat was able to configure on a test site. Currently testing and addressing issues.
- Issues with 240/245 rollups: This is listed as “next” on the roadmap and will be resolved in Q4 or Q1
- *Report unusual search results or inconsistencies to the help desk using Vega Discover topic.*



Please complete this short survey

[HTTPS://WWW.SURVEYMONKEY.COM/R/69RGXWF](https://www.surveymonkey.com/r/69RGXWF)