

Recap:

Evergreen documentation (Current)

- Some technical documentation generated during development processes
- Some legacy materials from PINES roll-out
- An increasing quantity of community-generated end-user documentation



SEARCH IN.gov Library advanced search



- About Indiana
- Agriculture & Environment
- Business & Employment
- Education & Training
- Family & Health
- Law & Justice
- Public Safety
- Taxes & Finance
- Tourism & Transportation

Find an Agency Find a Person HELP

- Library Home
 - About the Library
 - Catalog
 - Services for the General Public
 - Services for Libraries
 - Services for State Employees
 - Collections
 - Databases
 - Talking Book & Braille Library
 - Indiana Center for the Book
 - Volunteer
 - Newsroom
 - Directory of Indiana Libraries
 - Events & Public Workshops
 - Site Index
- Sign up to receive e-mail and wireless updates from ISL

Library > Services for Libraries > Additional LDO Resources > Evergreen Indiana > Evergreen Indiana Staff Training Documents



Staff Training Documents

Evergreen Indiana Staff Training Documents

- Evergreen Indiana - Billing
- Evergreen Indiana - Cancelling Holds
- Evergreen Indiana - Catalog Training Manual
- Evergreen Indiana - Creating Report Templates
- Evergreen Indiana - Detailed Offline (Standalone) Mode Tutorial
- Evergreen Indiana - Detailed Reporting Guide
- Evergreen Indiana - Installing Staff Client
- Evergreen Indiana - Item Check-In
- Evergreen Indiana - Item Check-Out
- Evergreen Indiana - Library Settings Editor (Email return, OPAC an Star Time Out, Lost Mateial Fee, etc.)
- Evergreen Indiana - Marking Items Missing
- Evergreen Indiana - Registering Patrons/Staff
- Evergreen Indiana - Reissue Patron Library Cards
- Evergreen Indiana - Retarget Hold
- Evergreen Indiana - Viewing Holds Queue
- Evergreen Indiana - Viewing Recent Item Circulations
- Evergreen Indiana - Reports Made Easy Tutorial
- Evergreen Indiana - Reporting Overview

Evergreen Indiana Demonstration Server Information

- Evergreen Indiana - Accessing Demo Server
- Evergreen Indiana - Demo Server Item Sample
- Evergreen Indiana - Demo Server Patron Sample
- Evergreen Indiana - Printer Configuration and Testing

Online Services
FIRST IN LINE EVERY TIME

- Reference & Research Assistance
- Online Databases
- Inspire - Indiana's Virtual Library
- Online Exhibits
- The VINE (Vital Information Exchange)

More Online Services »
Subscriber Center »

Top FAQs | **I Want To...**

- Obtain a Library Card
- Research My Family's History
- Receive Research of Reference Assistance
- Access Indiana's Virtual Library
- Take a Tour of the State Library
- Find Resources for the Visually Impaired
- Search the State Library Catalog
- Find statistics about Indiana



Federal Depository

Back



See the results of your search

Done



Issuing Replacement Patron Cards

To replace a lost or replacement patron card, the process is very similar to initial registration.

Retrieve the patron by a named search, or a barcode search. After opening the patron account, click the "Edit" tab to issue the patron a new barcode.

From the Evergreen User Editor, click "Mark Lost" and scan or key in the new barcode number. If the patron has a username other than their barcode, keep that intact. If their old barcode is also their username, update the username field with the new barcode as well.

It is important to note that the old barcode IS NOT freed up for use. It remains attached to the patron until they are purged from the database manually (done yearly by EI Support).

Previous EG documentation activities

- Mailing list (ongoing)
- Training sessions (early on)
- A proposal (Sep 07)
- Another proposal (Jan 09)
- Conifer intern (Jan – Apr 09)
- A response (May 09)

Documentation challenges

- Not integrated into development or tied into releases
- No standardized, community-chosen toolset
- Lack of committed resources
- No intentional production process

Current Evergreen documentation formats:

The 3 Ws

- **Wiki** — the Dokuwiki instance
- **Word** — word processing documents
- **Whatever** — random formats for movies, audio, etc.

Unintended consequences...

- Software knowledge locked in developers' brain trust
- Poor first impression for the project
- Much time wasted asking basic questions
- Much time wasted answering basic questions

Resources and Opportunities

- Growing perception of need
- Critical mass
- Good communication tools
 - Discussion list
 - GoToMeeting
 - Evergreen blog
- Areas of in-house expertise

Evergreen Documentation Project Has Very Basic Needs...

- Some People (you)
- A Plan (this)
- And a Pickaxe (toolset, website, etc.)

People: Evergreen community members interested in...

- Documentation production (writing)
- Documentation project **planning***
- Documentation project **management***

* These are new to the Evergreen documentation project

Workflow: Writers

- **Create or edit chunks of documentation**
 - DocBook XML preferred, most formats accepted
 - Documentation targeted at specific releases

Workflow: Field Editors

- Convert files to DocBook XML as needed
 - Follow Evergreen style guidelines
 - Upload documents to Subversion repository
 - Located relative to release: e.g. rel_1_6, trunk, rel_2

Workflow: Senior Editors

- Review DocBook XML
- Transform XML to HTML/PDF
- Moves file(s) to website

DocBook XML

- Open
- Text-based (non-binary)
- Cross-platform
- Widely-used
- Standards-based (OASIS)
- Single-source, reusable content
- Support for distributed authoring
- Supports translation
- Well-established, friendly user community
- Free and “fee” publishing tools available

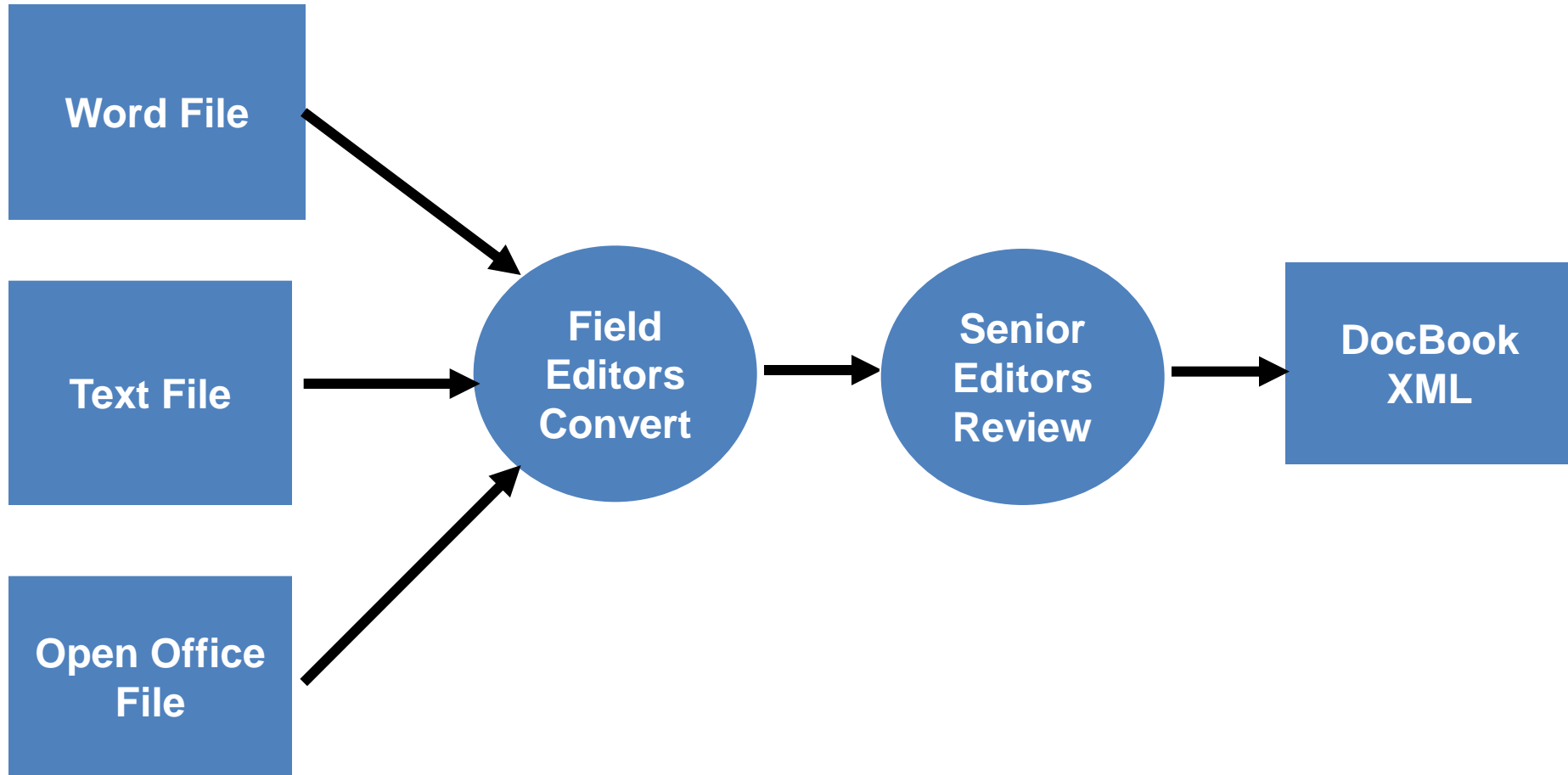
Single-Source Publishing: One Spirit, Many Gifts

- Same source produces print, PDF, HTML, help files
- Can tie source to versions
- Lends itself to translations
- Central control for look/feel/style
- Good for distributed labor efforts

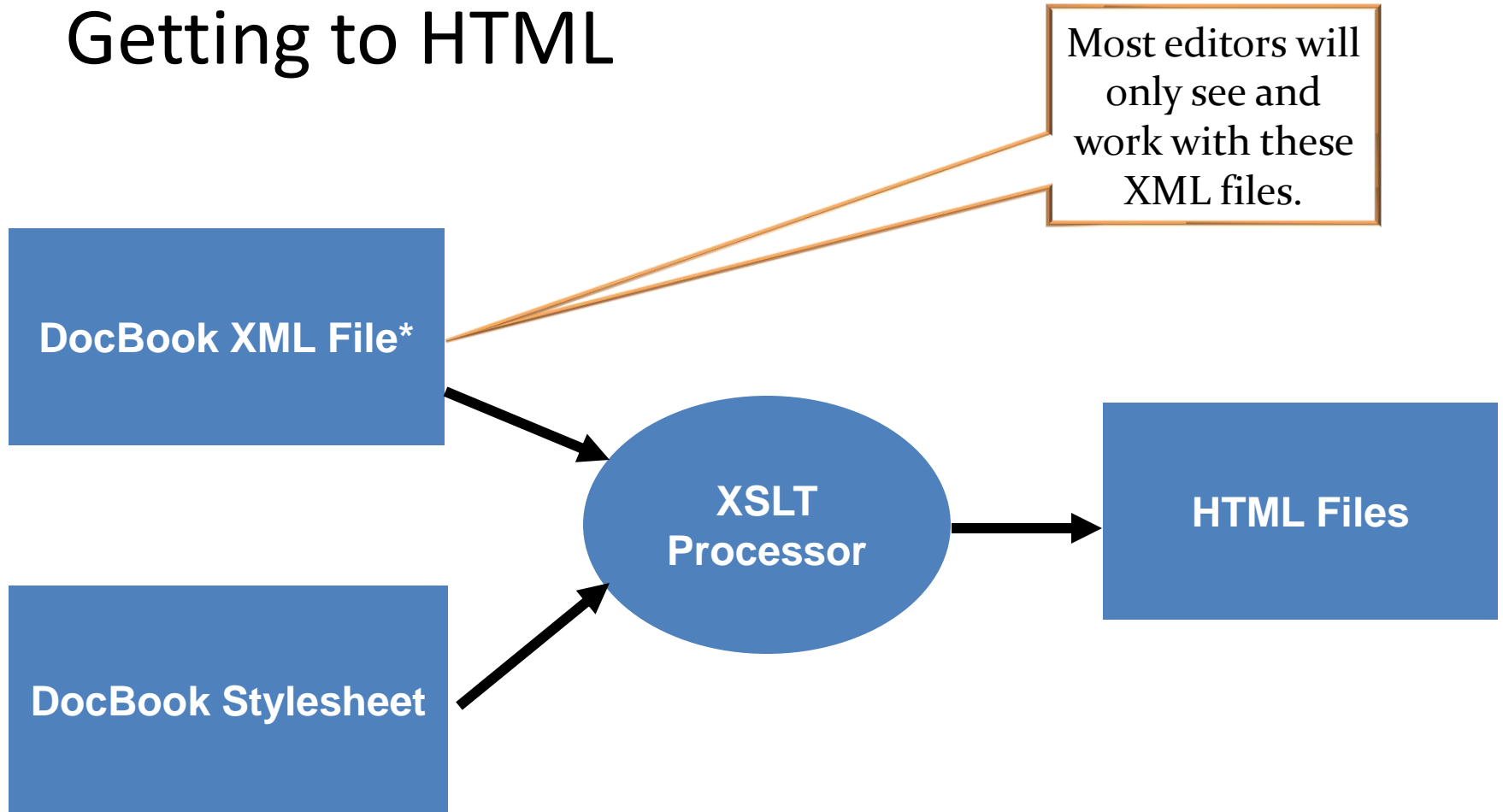
Significant OSS DocBook Implementations

- Linux
- Fedora
- PostgreSQL
- PHP
- TortoiseSVN
- Subversion
- FreeBSD
- Gnome

Getting to XML

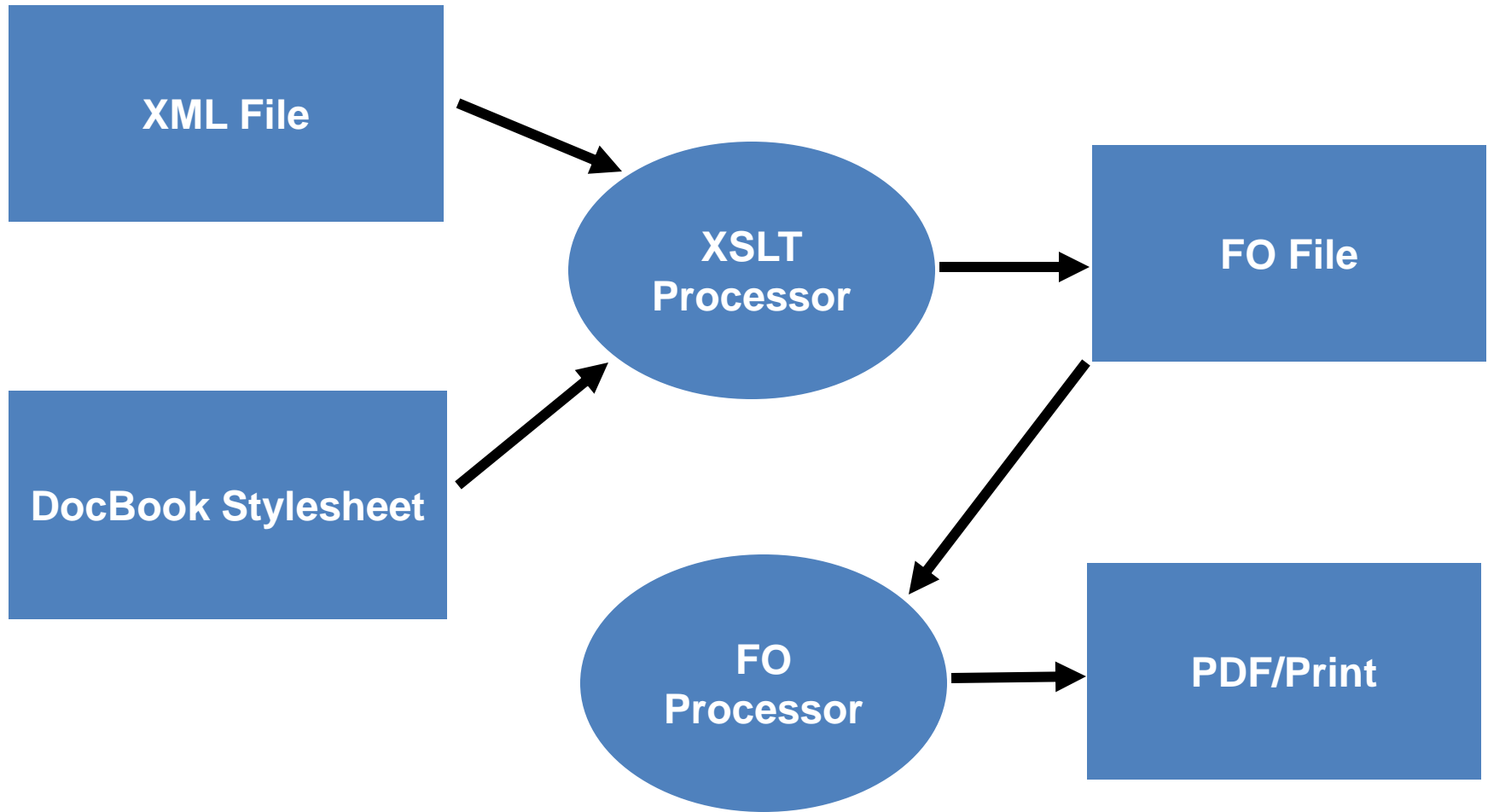


Getting to HTML



*May also include CSS and a Makefile

Getting to PDF (or other print formats)



Essential DocBook Resources

- Web: Docbook.org
- Email list: Docbook-apps
- Book: Norman Walsh, *DocBook: The Definitive Guide*
- Book: Robert Stayton, *DocBook XSL*, 4th Edition