



## 6. FREQUENTLY ASKED QUESTIONS

### SCISWeb Manual

#### **Why doesn't *SCISWeb Manual* include instructions on how to import SCIS records into the library system?**

The *SCISWeb Manual* addresses the functionality of the *SCISWeb* product. The importing of records to your database is a function of your library system. SCIS does not have the appropriate expertise to offer advice or support for library systems. Please contact the library system support service.

### Connecting to SCISWeb

#### **Why am I not seeing the new information or options on the *SCISWeb Menu* page or in *SCISWeb*?**

This is due to the settings on your browser's cache. Manually clicking the *Refresh* button on your browser or the F5 key on the keyboard will force your browser to retrieve the new information on the *SCISWeb Menu* page or in *SCISWeb*.

#### **When I use the Internet and go back to *SCISWeb*, I do not need to enter my *User name* and *Password* again. Why not?**

The *User name* and *Password* will remain active until you restart a browser. You can browse other Internet sites, then return to *SCISWeb* without needing to re-enter the *User name* and *Password*.

### Create orders

#### **The ISBNs will not scan – why not?**

This is usually due to the configuration of the barcode scanner. Check that the cursor is flashing in the *Enter orders here* text box. Otherwise, please check the barcode scanner manual or contact the barcode scanner supplier.

**Do I use spaces and punctuation when entering ISBNs?**

No. Enter as one continuous string of characters without spaces or punctuation.

**Why am I getting the error message *Unable to start/find application* when downloading the order file?**

This is usually due to the browser not recognising the DAT extension on the usmarc.dat file. Refer to *Section 7: SCISWeb Access Problems* for instructions to allow a .dat file extension in your computer system.

**Upload order file****After processing the order file, there are no records produced and the order appears blank (ie no ISBNs are listed). Why does this happen?**

This can be due to the order file not containing ISBNs. Check that the ISBN is entered correctly in its 10-digit or 13-digit format. The problem may also be because it was not saved as a text file. Ensure that this is done.

**How can I locate the number of records downloaded in the current year?**

On the *SCISWeb Menu* page, click on the *SCISWeb profile* button. From *Records ordered this year*, a link is available to the cumulative total of matched records for the current year.

**SCISWeb work practices****Can I add more ISBNs to an order already processed?**

Technically, the answer is no. However, there are two alternative procedures:

1. Using the option to create an ISBN file in a word processing package, keep adding to this file until all the ISBNs required are entered. Save the ISBN list as a text file and use the *Upload order* option.
2. Using an existing order, click on the *Order file* link in the *Orders Table* box. This displays the list of ISBNs. Highlight these numbers. On the browser menu bar, select *Edit*, then *Copy*. Place the cursor in the *Enter orders here* box and click on *Edit*, then *Paste*. Scroll to the end of the list and continue to enter more ISBNs.

**Can I have more than one *usmarc.dat* file on a disk?**

It is a Microsoft Windows<sup>®</sup> standard that duplicate file names cannot exist on the same disk. To save more than one *usmarc.dat* file, you would need to add a running number or date to the file name. The library system may be configured to locate only the file name *usmarc.dat* and not recognise variations.

**What happens to the resources that are not matched when the ordering process is completed?**

Set aside those items not found on the SCIS database. Try ordering these unmatched resources on *SCISWeb* at a later date, by which time they may have been catalogued. If the items are still not on the SCIS database, contact the appropriate cataloguing agency to arrange for the items to be catalogued.

| <b>SCIS Cataloguing Agency</b> | <b>Contact details</b> |
|--------------------------------|------------------------|
| New South Wales                | +61 2 9886 7587        |
| New Zealand                    | +61 3 9207 9600        |
| Queensland                     | +61 7 3421 6612        |
| South Australia                | +61 3 9207 9600        |
| Victoria                       | +61 3 9207 9600        |
| Western Australia              | +61 8 9229 5421        |

**What type of password should I use, and how often should I change the password?**

Select a password that is unique and not a SCIS default password. It is suggested that the password is changed whenever there is a change of library staff.

**SCIS OPAC****When do I need to use SCIS OPAC?**

SCIS OPAC is used to locate a SCIS number for a resource that does not have an ISBN/ISSN/ISMN. The SCIS number is then entered in *SCISWeb Create orders* to obtain a catalogue record. SCIS OPAC may also be used as a selection tool for the acquisition of new resources or websites.

**Why do I occasionally get results that seem to be unrelated to my search instruction?**

Sometimes, while doing searches via the hyperlinks in a catalogue record, the results might be unrelated to the initial search. This occurs when attempting to return to the original search by using the browser *Back* button and then executing additional searches. When using the *Back* button, SCIS OPAC loses its correct path for retrieval and displays records that do not relate to the previous search. Use the *History* button to return to the original search. Remember to reset the limits if they were in place originally for that particular search.

**Why would I want to view a record in MARC format?**

Not all the catalogue information is displayed on the bibliographic record screen, so full cataloguing details are available for viewing in the MARC format.

**What happens if I am unable to use SCIS OPAC satisfactorily?**

Please call SCIS Customer Support staff if you are experiencing difficulties. They will be able to provide advice.

**When I do a keyword search, why do I sometimes get a record which does not display the search term on screen?**

When the record is viewed in MARC format, the relevant term is displayed in a field which is not normally displayed in the bibliographic format.

**Why do I get the message *The system could not interpret your Search statement?***

SCIS OPAC was unable to interpret the search text entered because there was incorrect syntax or format. For example, when doing a *Command* search for *New Zealand and website*, the message is displayed because quotation marks should have been inserted around the phrase. The correct syntax is *"New Zealand" and website*.

## Limits

### What is the purpose of placing a limit on a search?

The main benefit of setting limits is to save time when searching for a particular record. Limits allow the user to refine the search. For example, if looking for a SCIS number for an environmental videorecording, set the *Medium* limit to *Videorecording*. This is just one of the ways of limiting the search in SCIS OPAC. Other alternatives are to use a *Command* search in *Basic Search* (eg *environment* and *videorecording*), or a Boolean search in *Guided Search*.

### What is the difference between *Medium* and *Record Type* options in the *Limits* area?

*Medium* refers to the physical description of the resource taken from the MARC 21 tag 007, whereas *Record Type* refers to the MARC leader code for *Type* of record, which defines the components of the catalogue record.

### Why can't I click on a limit choice to remove it if I change my mind?

If you select a *Limit* option in *Medium* but change your mind and wish to use a *More Limits* option from *Record Type* instead, the first choice can only be cleared by clicking on the *Clear Limits* icon at the bottom of screen. This is because there is no option in the *Medium* or *Record Type* list to select *None*.

### Why do some limits not work in *Basic Search*?

Limits do not work with author and subject searches, as they are browse searches.

### Why can I set limits in two different places?

On the *Basic Search* screen, some of the more commonly used limits are available for selection. To apply further limits, click on the *More Limits* icon and select from the options provided.

### How do I know limits are on?

If the limits were set by clicking on the *More Limits* icon, the message *Search limits are in effect!* will be displayed across the top left of the screen. If the limits were set by selecting from the *Limit by* box in *Basic Search*, no message is displayed on the *Basic Search* screen. Be sure to check visually for this message. So that you are always alerted that limits are in effect, set limits only by clicking on the *More Limits* icon.

**What are the numbers between *Previous* and *Next* buttons?**

These numbers allow movement through results of small batches of catalogue records displayed per page. The default is 25 records per page, but this can be changed on the *Basic Search* or *Guided Search* screen to 10, 25, 50 or 100 records.

**When I wish to place limits for different types of resources, which term do I select in the *Medium* option?**

|                         |                      |
|-------------------------|----------------------|
| Book                    | Text                 |
| Cassettes               | Sound recording      |
| CDs                     | Sound recording      |
| Charts                  | Nonprojected graphic |
| Computer software       | Electronic resource  |
| DVDs                    | Videorecording       |
| Filmstrips              | Projected graphic    |
| Globes                  | Globe                |
| Microfilm               | Microform            |
| Motion pictures         | Motion picture       |
| Overhead transparencies | Projected graphic    |
| Picture sets            | Nonprojected graphic |
| Pictures                | Nonprojected graphic |
| Posters                 | Nonprojected graphic |
| Records (music)         | Sound recording      |
| Road maps               | Map                  |
| Slides                  | Projected graphic    |
| Star maps               | Map                  |
| Talking books           | Sound recording      |
| Topographic maps        | Map                  |
| Video tapes             | Videorecording       |
| Websites                | Electronic resource  |

## Limits – Record Type

**When I wish to place limits for different types of resources, which term do I select in the *Record Type* option?**

|                            |                       |
|----------------------------|-----------------------|
| Book                       | Book                  |
| Cassettes (music)          | Musical recording     |
| CD-ROMs                    | Electronic resource   |
| CDs (music)                | Musical recording     |
| Computer software packages | Electronic resource   |
| DVDs                       | Projected media       |
| Games                      | 3D object             |
| Jigsaws                    | 3D object             |
| Kit                        | Kit                   |
| Map (includes road maps)   | Map                   |
| Records (music)            | Musical recording     |
| Road maps                  | Map                   |
| Serials                    | Serial                |
| Sheet music                | Printed music         |
| Slides                     | Projected media       |
| Spoken word                | Non-musical recording |
| Talking books              | Non-musical recording |
| Toys (including puppets)   | 3D object             |
| Videorecordings            | Projected media       |
| Websites                   | Electronic resource   |

## Limits – date

### **If I want to locate material published in a particular year, how do I set the limits?**

Click on the *More Limits* icon and type the year required in the first box. After you have typed in the year, ensure the first radio button is selected.

### **If I want to locate materials published from 2002 onwards, what year do I enter in the *Search Limits* box?**

You must always enter the year immediately prior to the year you require. In this case, type in *2001*. Click on the second radio button (*> greater than*).

### **How do I search for materials published within a range of years (eg 2000–2004)?**

Click on the *Range* radio button. Type the first year of range in the first box (*2000*), then second year of range (*2004*) in the second box. The search will now locate only those resources published within that range, including 2000 and 2004.

### **When I put in a range of dates (eg 2000–2004) why do I only get items retrieved for the first year in the range?**

SCIS OPAC is defaulting to the *date equals* option. The fourth radio button, which indicates *Range*, must be selected.

## Limits – Place of Publication

### **How can the *Place of Publication* box help in searches?**

This function allows users to place limits on searches according to country of publication. This limit will ensure only resources published in the country of choice are retrieved. For example, by selecting New Zealand, all the resources published in Christchurch, Wellington, Auckland and any other New Zealand locations will be retrieved.

## Limits – languages

### Why do some languages appear more than once in the list?

The list of languages is divided into three groups. English and Maori are in the first group.

By moving the scroll bar, the second group of 31 will appear under the line after the first group. The most common languages on the SCIS database appear in this list. The third group contains the full list of languages.

To locate a particular language, highlight the first entry, *English*, then type the first letter of the required language. Type *s* for *Spanish* and keep pressing the *s* key until *Spanish* is located. Once you have located the correct language click on the *Set Limits* button.

## Browser

### Why do I get the message *SCIS OPAC has timed out?*

An automatic time-out function is used to ensure that unused or forgotten SCIS OPAC connections are automatically disconnected after a set period of time. This ensures that the Voyager system has sufficient resources to respond efficiently to search requests and new connections. Click on the relevant button link *Basic Search*, *Guided Search* or *New SCIS Records* to start again. Alternatively, click on the *SCISWeb Menu* link to reconnect.