Unicorn WorkFlows Client for the Java™ Platform Training Guide

Essential Skills for WorkFlows and Web2

(Version 2003.1.4)

DOC-ESSTGEN-U
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Introduction

Training Overview

This training course introduces Unicorn WorkFlows and Web2. This course teaches basic skills including navigating WorkFlows and Web2, searching techniques in both the public and staff interfaces, changing toolbars, keyboard navigation, and using the Help file.

Who should attend?

All staff using Unicorn WorkFlows or Web2.

Prerequisite

None – This course is a prerequisite for all other Unicorn WorkFlows courses. However, we assume you have a basic familiarity with Windows, and you can use a mouse.

Course Objectives

After completing this course, you will be able to:

- Navigate the Web2 OPAC (Online Public Access Catalog)
- Navigate the WorkFlows interface
- Demonstrate three types of searches, (Keyword, Browse, Call Number) and explain how to best utilize each method
- Create searches using Boolean operators and proximity operators.
- Demonstrate advanced searching strategies.
- Create a hit list of saved items and explain how to use this hit list.
- Use the Help file.
Terms to Know

**Web2**
An Internet access portal for library users developed by Sirsi to search for information contained in libraries and on the World Wide Web. It was designed to help library users personalize Web searches and find related information on the Internet. Patrons use Web2 to access their personal accounts.

**Sirsi**
The company that developed the Unicorn and WorkFlows software.

**Unicorn**
The collection management software on the server that coordinates services for staff and public use.

**WorkFlows**
The staff client installed on staff PCs that connects to the Unicorn server that is used for searching, cataloging, circulation, and other staff activities.

**Z39.50**
Z39.50, an American National Standard Information Retrieval Protocol, provides a standard language for computer-to-computer information retrieval. Patrons can use Z39.50 through Web2 to access other library catalogs and retrieve bibliographic information.
Bibliographic Record Structure

A Unicorn catalog record may include the following types of information:

- **Title or Catalog**
  - Fixed Fields
  - Bibliographic data (Title, Author, Subject)

- **Call Number or Volume**
  - Call Number
  - Class Scheme
  - Library

- **Item**
  - Item ID/barcode
  - Item type
  - Location

- **Call Number or Volume**
  - Call Number
  - Class Scheme
  - Library

- **Item**
  - Item ID/barcode
  - Item type
  - Location
Overview

WorkFlows is Unicorn’s staff interface, providing you with a single graphical client encompassing all areas of library operations.

The WorkFlows client features toolbars that contain wizards that help you perform complex library tasks quickly and efficiently. These wizards guide you step-by-step through each task, eliminate unnecessary steps, and provide easy access to related tasks.

Log On to WorkFlows

After launching WorkFlows, the login box appears. Type your User ID and PIN, and click OK.

During the log on process, configuration files download from the host machine to the workstation. The system “pushes” files from the host machine to each workstation. This ensures that configuration changes made on the host machine are delivered to each workstation.
WorkFlows Help File

Overview

The Unicorn Help file is the primary source of documentation for each Unicorn module. The Help file can give you immediate context-sensitive assistance while you are working in WorkFlows. In addition, it provides numerous FAQs and other information that give you background and in-depth information on specific topics.

The WorkFlows Help file is context-sensitive. This means that the Help information that displays is specific to the task you were performing when you accessed the Help file.

Help topics display in a separate window. You can leave the Help window open and toggle between the task window and the Help window when performing procedures. You can also print individual Help topics.

Accessing Help

You can access the Help file several ways:

- On the toolbar, click ![Help icon]. This opens the context-sensitive Help.
- Press F1. This also opens the context-sensitive Help.
- Right-click any wizard or group wizard.
- On the menu bar, click Help.
When accessing the Help file from the menu bar, you have five choices:

- **Contents** – This option opens the Table of Contents for the Help file.
- **Context** – This option opens the context-sensitive Help.
- **Cool Stuff** – This option displays summaries of new features available in this release.
- **Session Info** – This option displays login and host information about the current WorkFlows session.
- **About** – This option displays the software version and the Sirsi copyright statement.

**NOTE** In the process of troubleshooting, and in correspondence with Sirsi Client Care, it is often necessary to provide detailed information about the client session. This information may be accessed by clicking Session Information on the Help menu. Detailed login information such as the user’s login, user access, environment, profile, and station library are provided. Detailed server information including server IP address, server platform, and server version number are also available.
Inside the Help File

Tabs on the Navigation pane give you three ways to locate information:
• **Contents** – This tab displays topics alphabetically by module.

![Contents tab screenshot](image)

• **Index** – This tab displays an alphabetical list of topics

![Index tab screenshot](image)
• **Search** – This full-text search engine uses a natural language search technology. It locates specific passages within topics where answers to queries are likely to be found.

![Search Interface](image)

The numbers before the topic indicate the number of times that the search query appears in the topic. The information displays in the Content pane on the right with the search term highlighted within the text.
Other Types of Help

- **Balloon Help** – This displays in a box below the cursor when you hold the mouse over a wizard or group wizard. These are sometimes called Tool Tips.

![Balloon Help Example]

- **Flyby Help** – This displays in the status bar simultaneously as the balloon Help displays.

![Flyby Help Example]
WorkFlows Documentation

Sirsi Online Help – Search the online help to find out how to use specific Unicorn modules. Module topics, wizard topics, FAQs, and general setup information is provided.

Sirsi Knowledge Base – Search the Knowledge Base when you encounter a specific problem using the Unicorn software. Access the Knowledge Base from the Sirsi Client Care Web site. (http://www.sirsi.com/uhhtbin/custinfo/Cccinfo/index.html#knowledge)


Unicorn Training Guides – These guides are used for the official Unicorn training. Before your system is installed, you will have received a copy of the Project Launch CD which includes all of the training guides. Access Unicorn Training Guides from the Sirsi Client Care Web site. (http://www.sirsi.com/uhhtbin/custinfo/Documentation/Trainingguides/index.html)


Keyboard Shortcuts

Navigating through Workflows windows and using Workflows functions can be accomplished using a mouse or the keyboard.

ALT+underlined character

Pressing ALT in combination with an underscored number or letter performs the same action as clicking the menu item or button. Note the underlined letters on this menu:

<table>
<thead>
<tr>
<th>Preference</th>
<th>Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration...</td>
<td></td>
</tr>
<tr>
<td>Peripherals</td>
<td></td>
</tr>
<tr>
<td>Desktop</td>
<td></td>
</tr>
</tbody>
</table>

and here is an example of underlined letters on buttons:

Check Out Item To User  Check Out To New User  Close

In this example, pressing ALT+O would check out an item to a user.

TAB or SHIFT+TAB

Press TAB to move forward between writable fields, check boxes, and buttons.

Press SHIFT+TAB to move backward between active, input text boxes, check boxes, and buttons.

NOTE  For more information about other shortcuts, see the “Keyboard Shortcuts” topic in the Help file.
Function Keys

Each WorkFlows module (Circulation, Cataloging, etc.) has function keys (F1, F2, etc) or function key combinations (function key plus SHIFT and/or ALT) mapped to certain wizards. You can view a list of these mappings in the “Toolbar Wizard Keyboard Shortcuts” topic in the Help file.

To use a mapped function key, press the function key alone or while simultaneously pressing the SHIFT or ALT to begin a wizard.
WorkFlows Window

Menu Bar

The menu bar lets you access basic Windows and WorkFlows commands. For complete information about the options on the menu bar, see the WorkFlows Help file.

**File**

Use the File menu to preview and print the current client window, update the staff client, and exit WorkFlows.

**Edit**

Use the Edit menu to cut, copy, or paste selected text in the current window.

**Wizards**

Use the Wizard menu to select wizards on the current toolbar using keyboard commands (as described earlier).
Preference

Use the Preference menu options to change the display and functionality of individual workstations.

- **Configuration** – Click this command to display the Configuration window:

![Configuration window](image)

- **Peripherals** – Sets options for receipt printers, barcode readers, and barcode configuration.
- **Desktop** – Selects a toolbar and specifies window options.

<table>
<thead>
<tr>
<th>Preference</th>
<th>Tools</th>
<th>Window</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration...</td>
<td>Font Settings...</td>
<td>Current toolbar</td>
<td>Localization</td>
</tr>
<tr>
<td>Peripherals</td>
<td></td>
<td></td>
<td>Use Big Icon...</td>
</tr>
<tr>
<td>Desktop</td>
<td></td>
<td></td>
<td>Desktop Setup...</td>
</tr>
</tbody>
</table>

- **Font Settings** – Customizes the workstation font.

- **Current Toolbar** – Contains the following options:
  - **Select** – Provides a way to change the toolbar using keyboard commands. This does the same thing as right-clicking the toolbar.
  - **Save As** – Lets you save a customized toolbar to the workstation.
  - **Function Key Mapping** – As discussed in the previous section on function keys, this option lets you assign function keys to various wizards.
  - **Toolbar Management** – Lets you modify a delivered toolbar. You can also use it to assign function keys. You can also display this option by right-clicking anywhere on the existing toolbar and selecting **Toolbars**. For complete information about toolbar management, see the “Modifying a Toolbar” or “Changing the Current Toolbar” topics in the Help file.
  - **Localization** – If your site is multilingual, you may be able to change the language of the interface.
- **Use Big Icon** – Select this feature to use large toolbar images with short descriptions for wizards.

- **Desktop Setup** – This option lets you select the following features:

![Preference: Desktop Setup](image)

For complete information about desktop setup, see the “Changing the Desktop Setup” topic in the Help file.
Toolbars

A toolbar is a collection of individual wizards or wizard groups. By default, each module in WorkFlows has its own toolbar, but you can customize toolbars to meet your specific needs.

To access the toolbars:

1. Right-click anywhere on the current toolbar. The following window appears:

   ![Select Current Toolbar Window]

2. Click Select Current Toolbar to display the options:

   ![Select Toolbar Dialogue Box]

3. Click the toolbar you want to display, then click OK. The new toolbar appears.

For complete information about changing the wizards that appear on various toolbars, see the “Modifying a Toolbar” or “Changing the Current Toolbar” topics in the Help file.
**Item Search and Display**

Use the Item Search and Display wizard to perform Keyword, Browse, or Exact searches. It displays information at the title, call number, and item level. You can also view circulation, booking, hold, order, and serials information.

**To search for an item in your bibliographic database:**

1. Click the Item Search and Display wizard.
   The Item Search window appears:

   ![Item Search Window](image)

   **NOTE** If the Set Properties window appears, verify the defaults and click OK.

2. In the **Search for** box, type the title or other criteria to search.
3. Select Keyword, Browse, or Exact for the Type of search you want to perform.

4. In the Index box, select the Index you want to search (Title, Subject, Author, etc.).

5. If you are in a multi-library setting, you can qualify the search by selecting a single library or all libraries in the Library box.

6. Click Search. All item records fitting the criteria you entered will display:
The Item Search and Display results window is divided into three sections (panes) that change depending on the activity you perform.

- **Search Pane** – The search pane contains the fields needed to perform a search and retains the last search that you performed.

- **Hit List Pane** – The hit list pane displays all records that qualified on the search. You can expand the size of this pane and each column. You can also reorder the columns by dragging them with the mouse. Resort each list by clicking the **Title**, **Author**, or **Pub. Year** headings.

- **Viewer Pane** – Title, call number, and item level information for the record selected in the hit list pane displays in the viewer pane. Click the plus and minus signs to expand/collapse the call number and item records.

Depending on the properties set for the Item Search and Display wizard, the following tabs of information may display:

- **Description**
- **Orders Information**
- **Call Number/Item**
- **Bills**
- **Orders**
- **Checkouts**
- **Holds**
- **Bookings**
- **Holdings**
- **Serial Control**
Detailed Display

Click **Detailed Display** (or double-click a record in the hit list pane) to view in-depth information about the bibliographic, call number, and item level records.

**Control Tab**

The Control tab contains information about the title record, including its control number, date created, and date modified.
Bibliographic Tab

The MARC record information that displays on the Bibliographic tab is common to all volumes and copies of the title, and is used primarily to bibliographically describe the item or items. The Bibliographic tab contains the data that is indexed for keyword searching and browsing.
**MARC Holdings Tab**

The MARC Holdings tab can contain information about holdings in one or more libraries for a particular title. This information displays in the OPAC.

**Call Number/Item Tab**

The Call Number/Item tab displays information about individual call numbers and items attached to a bibliographic record. The Call Number/Item tab is subdivided into additional categories of information, which can include item checkouts, circulation, bills, holds, and general information about the item.
Helpers

A helper is a "wizard within a wizard." Helpers are positioned in a menu bar just below the active window’s title bar.

Configure Options for the Item Search

The Configure Options for the Item Search helper qualifies the search method selected to conduct the search allowing users to limit their search.

Click this Helper to display the following windows:

- **Search** – Limits and sorts a Search lookup method based on volume/copy characteristics.

![Search Options Window](image-url)
• **Call Number Browse** – Limits the headings that are retrieved in a call number browse search.

![Search Options](image)

• **Display (Exact)** – Limits and displays search results based on individual item characteristics. Settings in this field govern the display of individual items retrieved from an Exact search or search lookup methods.

![Search Options](image)

WorkFlows retains search, display and call number browse settings until you change them or close the wizard.
Search Types

Keyword

Keyword searching returns records that contain the term(s) entered, wherever they may appear in the field(s) specified in the search. Author, General, Periodical Title, Subject, and Title are keyword-searching options that support Boolean and proximity operators, substitution, truncation, and nesting.

For more information about limiting searches using operators, see “Boolean Operators” and “Proximity Operators” in “Appendix A – Keyword Searching in WorkFlows.”

Browse

In a Browse search, Unicorn matches terms entered character by character with cataloged entries in the system. The Browse option produces a list in the alphabetic vicinity of the term you typed:
Exact

If you select Exact, Unicorn searches the browse list, and if it finds an exact match, it displays only the matching record or hit list associated with that entry. If Unicorn does not find an exact match, a browse list appears at the point closest to the search term.

Try This

1. Click the Item Search and Display Wizard.
2. Type a word or phrase in the search box.
3. Select Subject from the drop-down menu.
4. Search all libraries.
5. How many hits are displayed? __________
6. Click Lookup Another.
7. Click the Set Options for Item Lookup helper.

Limit or target the search by specifying the following.

- Only books written in English and published after 1995. It may help to refer to “Relational Operators” on page 67 or in the WorkFlows Help file.

- Sort the final list by author in a brief list.

- Depending on the keywords entered in each search box, you may need to change or delete the limiting qualifiers.
Overview

Web2 is an online public access catalog (OPAC) that combines software and a set of interconnected Web (HTML) pages. With Web2, you can use Web browsers to access to the following types of information and resources within your library or via the Internet. This includes:

- Library catalogs
- Content Enrichment features such as book reviews, author biographies, summaries, first chapters, tables of contents, and book jacket covers
- Other libraries' holdings via Z39.50
- Cataloged Web sites
- Subscription databases
- Electronic books, journals, and magazines
- Digital collections, including video, audio, and documents
- Local library or community publications, resources, or other information
- Resources, publications, collections, and databases of all kinds available via the Internet

Web2 gives you an incredible amount of configuration power. You can customize many of the thresholds, time limits, file names, and available resources for the product. Web2’s unique design also lets you change the look, feel, and functionality of the program.

NOTE Throughout this section, we will illustrate the Web2 interface “out-of-the-box.” Keep in mind that your site may configure the look and feel of your version of Web2 to look entirely different than illustrated in this training guide.
Web2 Home Page

This section will discuss the features on the Web2 Home page.

NOTE Depending which Unicorn modules your library purchased, some features shown on the screen shots throughout this training guide may not be available at your library.
Rootbar (Menu Bar)

The rootbar remains constant.

Search/Home

Click Search/Home from any window to return to the Web2 Home page.

Find It Fast (optional)

Find It Fast displays a window of categories represented by picture icons. Click each picture to narrow the search until a hit list or bibliographic record displays.

Kids’ Library (optional)

Kids’ Library is a kid-friendly preconfigured search tool for the library’s catalog. Like Find It Fast, this feature displays a window of categories represented by picture icons.

I Need Material

I Need Material provides a tool to communicate with library staff.

- Interlibrary Loan
- Order Additional Copies
- Search Services
- Recommend to Order
- Place Hold

Knowledge Portal

Knowledge Portal accesses online databases, search engines, and Web sites selected by your library.

- Z39.50 Sites
- World Wide Web
Reserve Desk (optional)

Reserve Desk provides easy access to course materials on reserve. We will discuss this in more detail on page 51.

My Account

My Account provides access to a patron’s library account. The patron must be logged in to use this service. We will discuss this in more detail in “Additional Features after Log In” on page 52.

Contact Us

Contact Us displays a dialog box where patrons can provide feedback to the library staff. This creates a Unicorn request.
Navigation Toolbar

The Navigation Toolbar changes depending on what is displayed in the browser. Here is the Navigation toolbar as it appears on the Web2 Home page:

Here is an example of the Navigation toolbar after an initial search:

Here are brief explanations of the links on the Navigation Toolbar:

- **Go Back** – Redisplays the previous window.
- **Help** – Opens the Web2 context-sensitive Help file in a separate window.
- **Limit Search** – Jumps to the Search Again box on the bottom of a hit list so you can further define the just completed search.

- **New Search** – Redisplays the Quick Search box on the Home page. The search term or phrase is NOT retained.
- **Previous** – Displays the previous page of a multi-page hit list.
• **Next** – Displays the next page of a multi-page hit list.

• **Kept** – While reviewing a hit list, click **Keep** next to those records that you want to add to a personal hit list. Once you’ve completed your review, click **Kept** to display this personal hit list. You then have the option to print or e-mail this personal hit list. Unicorn maintains the Kept list over multiple searches.

• **Change Display** – If activated by your library, you can change the way an item’s record information displays by selecting the Change Display navigation button from the Full Details view of an item. The Help file lists the options you can change.

• **X-Refs** – The optional X-Refs button displays if you have authority records with cross-references attached to them and if a search term matches an entry in a thesaurus. Click **X-Ref** to display a list of terms related to the previous search expression on the Catalog Lookup By Cross Reference page. Select from these terms to continue browsing or searching the catalog. Cross references also appear in the Try These Too section. Here is an example of a cross reference list:

```
Catalog Lookup by Cross Reference
Search topics related to the subject POTTERY
ART POTTERY
REDWARE
SLIPWARE
STONEWARE
TERRA-COTTA
TRANSFER-PRINTING
WILLOWWARE
YELLOWWARE
```

• **Logout** – Click this link to logout and exit Web2.
Content Enrichment

**Recommended Reading List**

Web2 displays award-winning and book-group titles, including books that are not in your library’s catalog. If the title is available from your library, you can display Full Details for additional information. If the title is not in your library’s catalog, the patron can click **Recommend to Order**, which sends a message to the library staff. The patron can also click **Buy This Item Now** to open an online retailer Web site (in a separate window) where the item can be purchased. These are optional features.

**Best Sellers List**

When you click one of the lists, Web2 displays the books on the list including books that are not in your library’s catalog. If the title is available from your library, click **Details** to display the Full Record. If the title is not in your library’s catalog, the patron can click **Recommend to Order**, which sends a message to the library staff. The patron can also click **Buy This Item Now** to open an online retailer Web site (in a separate window) where the item can be purchased. These are optional features.

**Hot Sites**

This feature is available if your library purchased a DataStream subscription. This service provides high-quality, cataloged Web sites. Updates to the list occur weekly.

**What Others Are Reading**

The Most Popular Items report analyzes your library’s Unicorn server databases, circulation history logs, and holds-queue depth logs. Your system administrator can then process the data from this report into a list of items that appears on the Web2 Home page.
Library Information

Web2 can feature library information on the Home page. Your library maintains the information and announcements that appear in this section.

Your library may also include a Have You Read? component, which is a set of predefined searches of interest to your patrons. Items are divided into non-subject categories that may include various best seller lists, banned books, books of local interest, and library staff favorites. Picture icons also display here.

My Favorites

The My Favorite Authors and My Favorite Subjects lists appear on the Home page if a patron is logged in. We will discuss these lists in more detail on page 52.

Login Box

You must log in to Web2 to access additional features. We will discuss these features on page 52.
Quick Search

Typically, the first search page that appears in Web2 has simple Quick Search options.

You can use Boolean and Proximity operators in your search. For more information about operators, see “Appendix A – Keyword Searching in Workflows” on page 63.

To submit a Quick Search:

1. Type a search term or phrase in the Search box.
2. Select an option to narrow your search:
   - words or phrase
   - author
   - title
   - subject
   - series
   - periodical title
3. For multi-location libraries, select ALL to include all branches in the search, or select a specific branch to narrow your search.
4. Click Search. A single item or a hit list of items appears.

Click Power Search to limit your search further. We will discuss this feature on page 46.
Search Results

Search Results Bar

When search results display, the toolbar elements change, and a Search Results bar displays above the hit list. The search term(s), the total number of titles found, and hyperlink options to search the World Wide Web using the same terms can also display in the Search Results bar.

Hit List Information

Here is an example of an item on a hit list:

<table>
<thead>
<tr>
<th>#1</th>
<th>KX(22945.2)</th>
<th>1999</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keep</td>
<td>Harry Potter and the prisoner of Azkaban / by J.K. Rowling.</td>
<td></td>
</tr>
<tr>
<td>Place Hold</td>
<td>No copies available for this title. Estimated wait time is undetermined.</td>
<td></td>
</tr>
<tr>
<td>Library</td>
<td>Other Links</td>
<td></td>
</tr>
</tbody>
</table>

The following information about each item can appear on a hit list:

- Call Number
- Title
- Author
- Publication Year
- Edition
- Number of available copies (available with the Demand Management feature)
If your library purchased a DataStream subscription, you may see various icons on hit lists. When you click these icons, a Full Detail window appears with this information.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Cover Art" /></td>
<td>Cover Art is a thumbnail picture of the described item’s cover. It appears on hit lists and an item’s full detailed description.</td>
</tr>
<tr>
<td><img src="image" alt="Summary" /></td>
<td>Summary</td>
</tr>
<tr>
<td><img src="image" alt="Table of Contents" /></td>
<td>Table of Contents</td>
</tr>
<tr>
<td><img src="image" alt="Chapter or chapter excerpt" /></td>
<td>Chapter or chapter excerpt</td>
</tr>
<tr>
<td><img src="image" alt="Author biography" /></td>
<td>Author biography</td>
</tr>
<tr>
<td><img src="image" alt="Review" /></td>
<td>Review</td>
</tr>
<tr>
<td><img src="image" alt="Publisher’s review" /></td>
<td>Publisher’s review</td>
</tr>
<tr>
<td><img src="image" alt="Related URL" /></td>
<td>Related URL – If there is an entry in the 856 field of the bibliographic record, this “link” icon displays. Click this link to open the referenced Web site in a separate window.</td>
</tr>
<tr>
<td><img src="image" alt="Bookwrap" /></td>
<td>Bookwrap – A Bookwrap is a Web-based book commercial that combines streaming video and audio, book metadata and author biographical information in a single Web frame.</td>
</tr>
<tr>
<td><img src="image" alt="Children's Literature Comprehensive Database (CLCD)" /></td>
<td>Children’s Literature Comprehensive Database (CLCD) provides reviews of children’s books.</td>
</tr>
<tr>
<td><img src="image" alt="ebrary" /></td>
<td>ebrary provides access to over 13,000 online books in the ebrary collection.</td>
</tr>
<tr>
<td><img src="image" alt="Buy This Item Now" /></td>
<td>Buy This Item Now — Links to one or several online bookstores, depending on sponsoring library preferences.</td>
</tr>
<tr>
<td><img src="image" alt="Place Hold" /></td>
<td>Place Hold — Links to a window that lets the patron log in, place a hold on an item, and designate a pickup location.</td>
</tr>
</tbody>
</table>
Single Item View

The Single Item View page organizes information using tabs for easier management of the content. You need Internet Explorer 5.5+ or Netscape 6.0+ to view tabs.

- The Item Information tab displays brief information from the bibliographic record and holdings information. If you have the optional DataStream subscription, you may see a summary:

<table>
<thead>
<tr>
<th>Item Information</th>
<th>A Look Inside</th>
<th>Catalog Record</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lemony Snicket: the unauthorized autobiography</td>
<td>Snicket, Lemony.</td>
<td></td>
</tr>
<tr>
<td>Millions of readers of the bestselling A Series of Unfortunate Events have been asking the same questions: Who is Lemony Snicket? Why has his face never been captured on film? Why is he so obsessed with three unlucky orphans and a woman named Beatrice? Finally, here is the definitive—and only—book.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pages: xvi, 212 p. i</td>
<td>ISBN: 0670027192</td>
<td></td>
</tr>
<tr>
<td>Copy Info: 1 copy available at MAIN.</td>
<td>Copy total: 1 copy in all locations.</td>
<td></td>
</tr>
<tr>
<td>A Look Inside:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Holdings</td>
<td>Material Location</td>
<td></td>
</tr>
<tr>
<td>Main Library</td>
<td>Copies</td>
<td>Material Location</td>
</tr>
<tr>
<td>JP STL</td>
<td>1</td>
<td>Book</td>
</tr>
</tbody>
</table>
- The Look Inside tab appears when optional Content Enrichment information is available:

<table>
<thead>
<tr>
<th>Item Information</th>
<th>A Look Inside</th>
<th>Catalog Record</th>
</tr>
</thead>
</table>

**Lemony Snicket: the unauthorized autobiography**
Snicket, Lemony.

**Summary**
Millions of readers of the bestselling A Series of Unfortunate Events have been asking the same questions: Who is Lemony Snicket? Why has his face never been captured on film? Why is he so obsessed with three unlucky orphans and a woman named Beatrice? Finally, here is the definitive—and only—book for anyone interested in learning more about the alarmingly elusive author. Photos.

**Review**
Or 4½ Beneath a simple, seductive Tyvek cover resembling manila and plain brown paper, snippets of Snicket’s life appear in 13 chapters of notes, letters, newspaper clippings, songs, photos, telegrams, screenplay excerpts, steamship tickets, and meeting minutes. Daniel Handler prefaxes the material. It is not stated who compiled this information, although there is a speculative tale of how it reached the publisher. Snicket begins with a letter about the inaccurate report of his death published in The Daily Punctilio and comments on a folk song detailing his abduction at a young age by the V.F.D. It is noted that all members of this organization were snatched at an early age, chronicled with black-and-white photographs. Subsequent documents from and about characters in " A Series of Unfortunate Events," such as Poe, Olaf, Emma, and others, may or may not reveal their connection to V.F.D., which is used as an acronym for many different organizations, events, and things. Illusion is made to a solid connection between the Snickets and Baudelaires; clearly they are in imminent danger and in need of the many disguise suggestions provided. The book’s high-gloss pages have the look of a scrapbook with many gray pages reminiscent of early photocopies. References are made to Kafka, Fitzgerald, and children’s authors. There is a drollously cross-referenced index. Snicket fans will clamor for this intriguing parody of an autobiography/mystery. - Laura Scott, Baldwin Public Library, Birmingham, MI Copyright 2002 Cahners Business Information.

- The Catalog Record tab displays more information from the bibliographic record:

<table>
<thead>
<tr>
<th>Item Information</th>
<th>A Look Inside</th>
<th>Catalog Record</th>
</tr>
</thead>
</table>

**Lemony Snicket: the unauthorized autobiography**
Snicket, Lemony.

**ISBN:** 0606007199 : $13.99
ISBN: 0606007206 (lib. bdg.)

**Personal Authors:** Snicket, Lemony.

**Title:** Lemony Snicket: the unauthorized autobiography / Lemony Snicket.

**Edition:** 1st ed.


**Physical description:** 309 p. : ill. ; 19 cm.

**Series:** (Series of unfortunate events)

**Summary:** The elusive author provides a glimpse into his mysterious and sometimes confusing life, using fanatical letters, diary entries, and other miscellaneous documents as well as photographs and illustrations. Even includes a humorous, and thoroughly unreliable, index.

**Hold info:** MELAN

**Personal subject:** Snicket, Lemony.--Fiction.

**Subject terms:** Humorous stories.

**Subject terms:** Autobiographical fiction.
Demand Management (optional)

Demand Management displays copy availability, estimated wait for holds and order status. It tracks availability of copies throughout the system and can shorten loan periods.

Copy Level Information

Copy level information displays the number of copies for a title and their locations.

Hyperlinks

Hyperlinks provide users with more information in various bibliographic fields. Clicking a hyperlink performs a new search on the selected term.

Other Options

Place Hold
Buy this item now
Find more by this author
Find more on these topics
Nearby items on shelf

Continue search in:
Google

You Found Titles in Categories:
Children’s Literature
Literary History and Collections
Keep
If you are logged in, this feature marks an item that you want to remember so you can view, print, or e-mail the record information.

Place Hold
If you are logged in, this feature adds the item to your Hold list. If you are not logged in, a login window appears.

Buy This Item Now
This feature links to one of several bookstores, depending on your library’s preference.

Find More By This Author
This feature retrieves a list of titles by all the authors in the selected record.

Find More On These Topics
This feature retrieves a list of titles with the same subject terms.

Nearby Items on Shelf
This feature retrieves a list of titles with the same call number so that you can electronically browse the library shelves.

Continue Search In
This feature carries the existing search to an Internet search engine.

You Found Titles in Categories
To narrow search results to a specific category based upon classification, click More in You Found Titles in Categories.
Power Search (Advanced Search)

Use Power Search when you want to:

- Combine search elements to refine a search
- Limit a search based on criteria configured by your library
- Perform a call number search

Access the Power Search box from the Web2 Home page:
Type the words or phrase that you want to search for. A keyword search returns records containing what is typed into the Words or Phrase box. You can limit your search by making selections from the various drop-down lists. For more advanced searching techniques, see “Appendix B – Searching in Web2” on page 77.

Other Searches

From the Power Search window, you can also choose a **Browse** or **Call Number** search.

**Browse Search**

A Browse search looks for cataloged headings beginning with the first word of the search string.

A Browse search produces an alphabetical list of items matching your search string, beginning with one term preceding the closest match. For example, if you type pottery in the search box and click Browse subject, you could receive a hit list like this:
Call Number Search

If you know the call number of the item you are searching for, you can use the Call Number Search option. This search feature lets you browse the “library shelves” by call number.

Your library may have the following options for limiting a call number search:

- In a multilibrary system, you can select which library catalog to search by making a selection from the **library** box.

- If you are familiar with your library’s catalog record item types, you can limit the search by a specific item type in the **type** box.

- You can choose the library shelving location to search by making a selection from the **location** box.
Boolean Operators

Boolean operators link search terms and define the relationship between them.

**AND** – both subject terms

**OR** – either subject terms

**NOT** – a subject term not including the other subject term

For a detailed explanation of Boolean and other search-limiting operators, see “Appendix B – Searching in Web2” on page 77, or click Help from any window in Web2.

Search Engine

Google is the default Internet search engine for Web2. Google utilizes many advanced search techniques, and it provides a variety of search services to make search results more accurate. Your system can also be configured to use AltaVista and Yahoo search engines.
Search Suggestions

Web2 provides search sources using Internet technology by transferring the search term to other libraries and to the World Wide Web. Subject categories and additional search terms are recommended to help patrons with their searching.

**Broadcast Searching (Search For Items In)**

This feature tells Web2 to resubmit the search to other libraries using Z39.50 protocol. The search first results in a hit list of the searched sites with the number of hits found at each site. Click the site name to display the search results for that site.

**Category Analysis (You Found Titles in Categories)**

If you perform a search that retrieves titles with different classification numbers, Web2 analyzes them and returns a list of categories in **You Found Titles in Categories**.

For example, you perform a search for STAINED GLASS. The search finds 200 titles. On the Search Results page, the You Found Titles in Categories list contains the classifications of all 200 titles retrieved in the search. Web2 compiles the results into broad categories. You can choose to narrow your search by clicking the category that best describes the information you are looking for.

**Try these too...**

PHOTOGRAPHY OF CATS

*more information:* Here are entered works on domestic breeds of cats. Works on the family of cats are entered under Felidae.
Try These Too

This optional feature cross-references authority items. This option appears if authority control is part of your library’s Unicorn system.

Academic Reserves

In academic environments, the optional Academic Reserves feature lets students, faculty, and staff search for items that have been placed on reserve for a specific instructor or course. This window lets you perform three different searches as shown in this illustration:

Once you enter a search, and click the appropriate button, either a hit list or single full record appears. For example:

At the top of this window, the instructor name and course name/number appears followed by specific information about the item on reserve.
Additional Features after Log In

My Favorite Lists

My Favorite Authors
Black, J. Anderson.
Garland, Madge,
Hiscox, Jane.

My Favorite Subjects
Animals--Fiction.
Artists--Fiction.
Biography.

The My Favorite lists appear on the Web2 Home page after a patron logs in. These personalized lists contain authors and subjects based upon past checkouts. Patrons can also add to these lists using the Tell Me When feature.
When Web2 displays an individual bibliographic record, Tell Me When links display in the Other Information box. When you click one of these links, Web2 adds the author or category to your My Favorites list. Tell Me links do not display if you previously selected it as a favorite.
My Profile

My Profile

I want to be notified every [30] (days) about new Tell Me When authors and subjects.

☑ I want all authors and subjects of items I check out be counted automatically as My Favorites.

OK

Click My Profile on the toolbar to tell Web2 how often to notify you when new items of interest arrive at the library. You can set this for 1, 7, 14, or 30 days.

NOTE For more information about creating the “Notify Users About Favorites” report, which creates the Tell Me When notices, see the WorkFlows Help file.
My Account

Click **My Account** on the rootbar to access the following choices:

![My Account window](image)

The My Account window gives patrons a way to make changes to their preferences and library records.

Click **Review My Account** to display items you have checked out, outstanding bills on your account, items that you have placed on hold, and a link to view requests and library messages:

![Checkouts and Bills](image)

Click **Requests/Library Messages** to display a list of items that you have placed on hold. It also lists questions you have sent to the library with their corresponding answers.

Click **User PIN Change** to display a window where patrons can change the PIN on their account.
Click **Renew My Materials** to display the following window:

<table>
<thead>
<tr>
<th>Select Items to Renew</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 items eligible for renewal. Use check boxes below to mark list items for Renew.</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Renew Selected Items</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>□ Scrap saver's Christmas stitchery  Foose, Sandra Lounsbury.  Due: 9/21/2001,23:59</td>
</tr>
<tr>
<td>□ The course of honor  Davis, Lindsey.  Due: 7/17/2002,23:59</td>
</tr>
<tr>
<td>□ A Victorian Christmas quilt  Palmer, Catherine, 1956-&gt;  Due: 8/1/2002,23:59</td>
</tr>
</tbody>
</table>

Click **Change My Address** to display the following window:

<table>
<thead>
<tr>
<th>Change of Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Street:</strong></td>
</tr>
<tr>
<td><strong>City, state:</strong></td>
</tr>
<tr>
<td><strong>Zip:</strong></td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
</tr>
<tr>
<td><strong>user ID:</strong> ANNE</td>
</tr>
<tr>
<td>or <strong>Alternate ID:</strong></td>
</tr>
</tbody>
</table>

When a patron submits a change of address, Web2 creates a request. The address is not changed until a staff member makes the change in WorkFlows.
Exercise

1. On the Home page, type a keyword in the search box.
2. Press ENTER. Notice the number of items displayed in the hit list.
3. Repeat #1 and click Search. Notice that the same number of items display in the hit list. Clicking Search or pressing ENTER produces the same results.
4. Repeat the same search several times each time selecting a different type of search: author, title, subject, series, and journal titles. Notice that if there are no items exactly matching the term entered in the search box, a browse list of headings displays.
5. Limit the search by using Boolean operators: AND, NOT, OR, XOR. Note the number of items displayed in the hit list after each type of search.
6. Scroll to the bottom of the hit list, and search again, varying the selections available in the drop-down menus.
Terms to Know

**Academic Reserves**

Academic Reserves is an optional Unicorn module generally used in academic libraries. It lets instructors place items in a special reserve location for their students to check out for a shortened loan period.

**Bill**

When an item is overdue and is returned, the overdue fine becomes a bill that can be paid. Bills can also be created for damaged materials, lost items, photocopies, etc.

**Content Enrichment**

Content Enrichment is additional content that can be purchased for use in Web2. Additional content can include Hot Sites, bestseller lists, book covers, and book reviews.

**Fine**

Fines accrue on overdue materials until the materials are discharged and a bill is automatically created. Fines cannot be paid...bills are paid.

**Hit List**

The hit list is a search results list that displays in Web2 and WorkFlows.

**Gadget**

A gadget is a button next to a text box that provides options you can use in a particular box. When you click the gadget, a window appears giving you a list of predefined values, calendars, etc. Always click the gadget (if one is available) to make sure you enter the correct information in the correct format.
Glossary

This term refers to any text or character in WorkFlows that appears with a dashed underline. When you click this text or character, a popup window appears with additional information. For example, if you click Alerts, the following information appears:
**Helper**

A helper is a "wizard within a wizard." Helpers are positioned in a menu bar just below the active window’s title bar.

Helpers listed on the left side of the bar make it easier to access information needed by the current wizard. Helpers listed on the right side of the helper bar are used when adding or deleting field information. These helper buttons may include Before, After, Delete, Restore, and Erase helpers.

**Hold**

A hold may be placed by one patron on items that are checked out to another patron. Some libraries also allow holds to be placed on items that are currently on the shelf.

**Hyperlink**

Text with a solid underline indicates a hyperlink. Click the hyperlink to perform another search based on the term or to display a related topic.
MARC Record/Tag
MARC refers to Machine Readable Code. A MARC record is literally the bibliographic record. A MARC tag refers to the fields in the MARC record. For example, the 245 MARC tag is the title field of the MARC or bibliographic record.

OPAC
OPAC is an acronym for Online Public Access Catalog. Patrons access library holdings using Web2, which are OPACs.

Request
The Request module is an optional Unicorn module that lets patrons communicate with staff member using request forms through the OPAC. Requests are answered through WorkFlows.

Status Bar
The status bar appears at the very bottom of a window. When you move the cursor over a wizard, a brief explanation appears (Flyby Help). For example, when you move the cursor over the Item Search and Display wizard, the following definition appears in the status bar:

Search and display title records and associated transactions.

ToolTip
A ToolTip is brief definition that appears when you move the cursor over a wizard. This is also called Balloon Help.

Wizard
A wizard is a button on a toolbar that guides you through the steps to accomplish a task. When you move the cursor over the wizard, the name appears, and a description of the wizard displays in the status bar.

Wizard buttons that contain a black arrow are called group wizards. When you click a group wizard, a secondary toolbar appears containing additional related wizards.

Wizard properties let you customize how wizards work. Each time you click a wizard, you can change the properties. Library staff can save changes to individual workstations; system administrators can save changes to the server.
Appendix A – Keyword Searching in WorkFlows

Boolean Operators

NOTE In this training guide, Boolean and proximity operators appear in upper case for clarity within the text. However, when using them as part of a search phrase, you may use upper or lower case.

Operators link search terms and define the relationship between them. Operators help to focus the search. Boolean operators (AND, NOT, OR, and XOR) locate records containing matching terms in the library catalog. The following list explains each operator.

AND

Unicorn locates records containing all of the specified terms.

For example, a subject search on “cats AND dogs” locates those records that contain information on both cats and dogs. Records about only cats or records about only dogs are excluded.
NOT

Unicorn locates records containing the first search term but not the second.

For example, a subject search on “cats NOT dogs” locates records only about cats, and excludes any records about cats that also contain information about dogs.

OR

Unicorn locates records matching any or all of the specified terms.

For example, a subject search on “cats OR dogs” locates records that contain information only about cats, records only about dogs, and records that contain information on both cats and dogs.
XOR

Unicorn locates records matching any one of the specified terms but not all of the specified terms.

For example, a subject search on “cats XOR dogs” locates records only about cats and only about dogs. Records that contain information on both cats and dogs are excluded.

NOTE The XOR Boolean operator does not work in Web2, except on the Knowledge Portal page.
**Proximity Operators**

Use proximity operators to connect words or phrases within a single field entry.

**SAME**

SAME locates records in which a bibliographic record field contains all of the specified terms. This is the default proximity operator.

For example, **stephen SAME king** displays items by Stephen King, but not a biography of Martin Luther King by Stephen Jones.

**WITH**

WITH locates records in which a field contains a sentence with all of the specified terms. Usually, you would use this operator in a specific database search, such as title, subject, or author.

For example, **chris WITH pat** could display “Chris and Pat go to Summer Camp,” but not “Chris goes to Summer Camp. She meets Pat there.”

**NEAR**

NEAR locates records in which a field contains all of the search terms adjacent to each other; however, the order of the terms does not have to match the order they were entered.

For example, **rose NEAR red** displays “Snow White and Rose Red” and “My Love is Like a Red Red Rose.”

**ADJ**

ADJ locates records in which a field contains all of the search terms adjacent to each other and in the order they were entered.

For example, **ADJ2** means that the words must be within two searchable words of each other, but they must be in the order they were entered. Therefore, you could search for “From Here To Eternity” as

from ADJ1 here ADJ2 eternity
**Advanced Searching**

**Relational Operators**

Relational operators (<, >, =, <=, =>) let you search a numeric expression, such as a date. Use relational operators by enclosing a field name or entry tag number in braces { }, then typing a relational operator and number.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;</td>
<td>less than</td>
</tr>
<tr>
<td>&gt;</td>
<td>greater than</td>
</tr>
<tr>
<td>=</td>
<td>equal to</td>
</tr>
<tr>
<td>&lt;=</td>
<td>less than or equal to</td>
</tr>
<tr>
<td>=&gt;</td>
<td>greater than or equal to</td>
</tr>
</tbody>
</table>

For example, {260}>2000, would search the 260 tag for records with dates after 2000.

**Operator Precedence**

When the search expression consists of a combination of terms, you can define the order in which these terms are searched. If two operators are at the same level in the list, Unicorn first searches the term at the left, then moves right. Refer to the following list for operator precedence, with the highest listed first.

NEAR, ADJ
WITH
SAME
AND, NOT
XOR, OR
Operators as Part of Search Term

Unicorn will not allow a Keyword search for operators when they are at the beginning or end of a search expression and not enclosed in double quotation marks.

For example, **not without my daughter** returns a very large hit list comprised of all titles in the catalog that do **not** contain the phrase, “Without My Daughter.” To prevent this, type **“not” without my daughter**, or enclose the entire phrase in double quotes. (Double quotes treat operators as terms.)

Precise Phrase Searching

To search for terms in the exact order entered, enclose the expression in single quotes. Remember this…”Single quotes; single phrase.” Unicorn will locate items in the catalog exactly as typed in the search field. Single quotes do not process operators as search terms.

In the located records, the matched term(s) must also display in the same (adjacent) order as the order they were entered. However, the search expression can display in any of the heading fields searched using the index selected.

For example, ‘**Martin Luther King**’ searches only for items that have these words, in this order.

Nesting Search Expressions

Unicorn allows search expressions to be grouped or nested using parentheses. Unicorn searches the expression located in the innermost set of parentheses first. Unicorn continues the search, moving outward to the terms at the edges of the expression.

For example, (**movies OR films**) AND reviews first locates records containing **movies** or **films**. From these records, it selects those records that also contain **reviews**.
Searching Keyword Index Synonyms

Every record in the Unicorn database has standard entry tags. The most common format is the MARC format with MARC entry tags. Unicorn allows one or more MARC entry tags to be represented with an index synonym name. You can limit the search to certain fields and entries within a bibliographic record without typing several entry tags.

To search the general index, type the search term followed by the keyword index synonym enclosed in braces { }. Unicorn searches only the specified entries/fields represented by this abbreviated name. If you do not specify a synonym name, Unicorn searches all indexed fields within the record.

Refer to the following list of Unicorn equivalent search fields for keyword indexes. These tags are most effective when conducting a General index search.

<table>
<thead>
<tr>
<th>Keyword Index</th>
<th>Synonym</th>
<th>MARC Entries Included</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>TI</td>
<td>130, 245, 246, 440, 730, 740</td>
</tr>
<tr>
<td>Author</td>
<td>AU</td>
<td>100, 110, 111, 700, 710, 711, 720</td>
</tr>
<tr>
<td>Subject</td>
<td>SU</td>
<td>600, 610, 611, 630, 650, 651, 655, 690, 691</td>
</tr>
<tr>
<td>Series</td>
<td>SER</td>
<td>400, 410, 411, 440, 490, 800, 810, 811, 830, 840</td>
</tr>
<tr>
<td>Periodical Title</td>
<td>PER</td>
<td>245, 246, 780, 785</td>
</tr>
</tbody>
</table>

**For example,** to locate items by Charles Dickens, enter a General search with the following text.

**Dickens {AU}**

Unicorn locates items by searching all MARC entry fields represented by the keyword index synonym, AU. In this example, Unicorn searches the 100, 110, 111, 700, 710, 711, and 720 entry tags for Dickens.
Searching Specific Fields

Every record in the Unicorn database has a particular format consisting of standard entry tags. Unicorn lets you limit the search to certain fields and entries within a bibliographic record. Using the General search index, enter your search expression followed by the entry tag(s) enclosed in braces { }. Unicorn locates only records with a search term in the specified entries/fields.

Dickens {100}

Any entries may be combined in a single search. In the following example, Unicorn will search the main title (245) entries and the primary (100) personal author entries.

Dickens {100 245}

The following entries are some of the most common MARC and Technical Report entry tags.

<table>
<thead>
<tr>
<th>US MARC ENTRY</th>
<th>Tag Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>Personal author main entry</td>
</tr>
<tr>
<td>245</td>
<td>Main title and statements of responsibility</td>
</tr>
<tr>
<td>260</td>
<td>Publication information including date published</td>
</tr>
<tr>
<td>440</td>
<td>Series title entry</td>
</tr>
<tr>
<td>500</td>
<td>General note</td>
</tr>
<tr>
<td>505</td>
<td>Contents note</td>
</tr>
<tr>
<td>520</td>
<td>Summary or abstract</td>
</tr>
<tr>
<td>650</td>
<td>Topical subject heading</td>
</tr>
<tr>
<td>651</td>
<td>Geographical subject heading</td>
</tr>
<tr>
<td>710</td>
<td>Added corporate author</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technical Report Entry</th>
<th>Tag Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUTH</td>
<td>Personal author(s)</td>
</tr>
<tr>
<td>CONN</td>
<td>Contract number</td>
</tr>
<tr>
<td>CORP</td>
<td>Corporate author</td>
</tr>
<tr>
<td>CTTL</td>
<td>Classified title</td>
</tr>
<tr>
<td>TITL</td>
<td>Unclassified title</td>
</tr>
<tr>
<td>DATE</td>
<td>Date entered</td>
</tr>
<tr>
<td>DESC</td>
<td>Descriptors</td>
</tr>
<tr>
<td>IDEN</td>
<td>Identifiers</td>
</tr>
</tbody>
</table>

**NOTE** Other formats use different entry tags and fields appropriate to the database searched.
Stopwords

Words in the following list are typically defined as stopwords.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>AN</td>
</tr>
<tr>
<td>AS</td>
<td>AT</td>
</tr>
<tr>
<td>BE</td>
<td>BUT</td>
</tr>
<tr>
<td>BY</td>
<td>DO</td>
</tr>
<tr>
<td>FOR</td>
<td>IF</td>
</tr>
<tr>
<td>IN</td>
<td>IT</td>
</tr>
<tr>
<td>OF</td>
<td>ON</td>
</tr>
<tr>
<td>THE</td>
<td>TO</td>
</tr>
</tbody>
</table>

For example, if you type the book of lists in the Title box, Unicorn locates items with the title, “Book Lists.”

If the search expression contains all stopwords, the following message displays.

Your search contains all stop words

Unicorn reads stopwords as a “normal” word when you enclose them in quotation marks.
Substitution and Truncation

Unicorn lets you use the ? and $ symbols to represent substitution and truncation. Use these symbols together or separately within or at the end of a term. To search these symbols as characters, enclose them in double quotes.

Substitution

Use the ? symbol as a substitute for a missing character in a search term, usually when you are unsure of a spelling or when you want to find two forms of one word. For example:

- wom?n retrieves “woman” or “women”
- theat?? retrieves “theatre” and “theater”

Truncation

Truncation is unlimited character substitution. Use the $ symbol to truncate search terms. You can also use it to represent a single character, many characters, or no characters. If you follow the $ symbol with a number, Unicorn limits the number of characters matched. When more than one term in a search expression is truncated, each term is searched for all variations. When truncated words produce too many variations to search, a browse list is retrieved. For example:

- cook$ retrieves “cook,” “cooks,” “cooking,” and "cookbook"
- dos$sky retrieves “Dostoyevsky” and “Dostoevsky”
Searching Numbers in a List

To search for individual numbers in a list, type a space between each number. Unicorn searches numbers separated by commas as if the numbers were not separated.

For example, Unicorn searches 1,2,3,4,5 as a single term, but Unicorn searches 1 2 3 4 5 as 1 SAME 2 SAME 3 SAME 4 SAME 5.

Unicorn searches 5000 and 5,000 as the same term.

Searching Special Characters

When searching characters with diacritics, usually you just drop the diacritic mark and type the base letter. For example, to search for muñoz, simply type munoz.

There are some exceptions that we will discuss in the next section.

Transliterated Characters

The following table contains transliterated characters and the replacement characters to use when searching a term containing a transliterated character.

<table>
<thead>
<tr>
<th>Special Transliterated Character Name</th>
<th>Replacement Character</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polish L (uppercase)</td>
<td>L</td>
</tr>
<tr>
<td>Polish l (lowercase)</td>
<td>l</td>
</tr>
<tr>
<td>Scandinavian O (uppercase)</td>
<td>O</td>
</tr>
<tr>
<td>Scandinavian o (lowercase)</td>
<td>o</td>
</tr>
<tr>
<td>Icelandic thorn (uppercase)</td>
<td>B</td>
</tr>
<tr>
<td>Icelandic thorn (lowercase)</td>
<td>b</td>
</tr>
<tr>
<td>D with crossbar (uppercase)</td>
<td>D</td>
</tr>
<tr>
<td>d with crossbar (lowercase)</td>
<td>d</td>
</tr>
<tr>
<td>diigraph AE (uppercase)</td>
<td>AE</td>
</tr>
<tr>
<td>diigraph ae (lowercase)</td>
<td>ae</td>
</tr>
<tr>
<td>ligature OE (uppercase)</td>
<td>OE</td>
</tr>
<tr>
<td>ligature oe (lowercase)</td>
<td>oe</td>
</tr>
<tr>
<td>O-hook (uppercase)</td>
<td>O</td>
</tr>
<tr>
<td>O-hook (lowercase)</td>
<td>o</td>
</tr>
<tr>
<td>Uhook (uppercase)</td>
<td>U</td>
</tr>
<tr>
<td>musical flat</td>
<td>b</td>
</tr>
</tbody>
</table>
Punctuation

When you include the punctuation marks listed below in a search expression, Unicorn either

- Replaces the punctuation marks with spaces
- Searches variations of the search expression containing the punctuation
- Ignores the punctuation marks

NOTE To search a punctuation mark as a literal character, enclose the expression in quotation marks.

Periods

Unicorn searches periods based on how this punctuation mark displays in the search expression. If the period does not mark the end of a sentence or if the period is not used as a decimal mark within a numeral, Unicorn replaces the periods with spaces. If the period is used as a decimal mark, it is not replaced with a space.

For example, the title Vacationland U.S. A. is searched as:

```
title => VACATIONLAND U S A
```

The title 98.6: a novel is searched as:

```
title => 98.6 NOVEL
```

Commas

Unicorn also replaces commas within a search expression with a space.

For example, the title Goodbye, Columbus and Five Short Stories is searched as:

```
title => Goodbye Columbus Five Short Stories
```
Hyphens

Search expressions containing hyphens are searched with the hyphen included. A search without the hyphen displays words both with and without the hyphen.

For example, the title Camp-Fire Girls is searched as:

```
title => Camp-fire Girls
```

Only titles that include a hyphen between camp and fire will display. To broaden the search to include the phrase Camp Fire with and without the hyphen, use the following search:

```
title => Camp Fire Girls
```

Circumflex (^)

Unicorn ignores the circumflex in search expressions. The circumflex is used internally as a special character, and it cannot be supported as a literal character.
Miscellaneous Symbols

The following table contains additional special characters.
The characters do not affect searching. Some of the characters are replaced by a space and some are ignored.

<table>
<thead>
<tr>
<th>Punctuation</th>
<th>Punctuation Mark</th>
<th>Replaced With</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accent</td>
<td>,</td>
<td>space</td>
</tr>
<tr>
<td>Ampersand</td>
<td>&amp;</td>
<td>ignored</td>
</tr>
<tr>
<td>Apostrophe or Single Quotation Mark</td>
<td>‘</td>
<td>ignored</td>
</tr>
<tr>
<td>Asterisk</td>
<td>*</td>
<td>space</td>
</tr>
<tr>
<td>At (each) sign</td>
<td>@</td>
<td>space</td>
</tr>
<tr>
<td>Back slash</td>
<td>\</td>
<td>ignored</td>
</tr>
<tr>
<td>Brackets</td>
<td>[ ]</td>
<td>space</td>
</tr>
<tr>
<td>Colon</td>
<td>:</td>
<td>space</td>
</tr>
<tr>
<td>Exclamation point</td>
<td>!</td>
<td>space</td>
</tr>
<tr>
<td>Forward slash</td>
<td>/</td>
<td>space</td>
</tr>
<tr>
<td>Number sign (pound sign, musical sharp)</td>
<td>#</td>
<td>space</td>
</tr>
<tr>
<td>Percent sign</td>
<td>%</td>
<td>space</td>
</tr>
<tr>
<td>Plus</td>
<td>+</td>
<td>space</td>
</tr>
<tr>
<td>Semicolon</td>
<td>;</td>
<td>space</td>
</tr>
<tr>
<td>Tilde</td>
<td>~</td>
<td>space</td>
</tr>
<tr>
<td>Underscore</td>
<td>_</td>
<td>space</td>
</tr>
</tbody>
</table>
Appendix B – Searching in Web2

Keyword Searching Syntax

Keyword searches in Web2 can be as simple as entering a single word. Or, a keyword search can be several words, phrases, or patterns linked together to achieve precise search results.

There are three types of keyword searching available in Web2:

- User Friendly Search (UFS) – This is the default.
- Common Command Language (CCL) - Optional
- Unicorn keyword Searching - Optional

Default Search Strategy with Web2 (UFS Keyword Searching)

UFS Keyword searching is the most common way to search in Web2. By default, the words AND, OR, and NOT are treated as terms, not as Boolean operators. For example, a title search for "War and Peace" would produce a meaningful result set because "and" is considered a term rather than a Boolean operator.

UFS Keyword searching does not use all available Unicorn keyword search options. For example the operators XOR, SAME, WITH, NEAR, ADJ may not be used. The relational operators are also not used.
UFS Searching Tips for Advanced Users

UFS searching provides patrons with a simple keyword search. To enter more complex UFS searches, these UFS-specific guidelines complement the general Keyword searching tips:

- Boolean operators - UFS searches treat some words or symbols as operators (rather than terms in the search) when:
  - The operator is followed by a qualifier, such as TI, AU, or SU.
  - The term following the operator is enclosed in parentheses - For example, dog and (cat)

- Precedence - The order of precedence (from highest to lowest) for UFS syntax is left to right order. This order can not be overridden.

- Qualifiers and parentheses - You cannot use qualifiers outside of parentheses. For example, SU (child or children) and SU (parks or playgrounds) will generate an error message. The qualifiers must appear inside of the parentheses and before each term. The correct syntax is (SU child or SU children) and (SU parks or SU playgrounds). This search will return records containing either child or children and either playgrounds or parks in the subject field.
The following tables provide the most commonly used UFS keyword searching syntax. Depending on the server or database you are using, the availability of some operators or qualifiers may be limited.

**Operators – combine query results in different ways**

<table>
<thead>
<tr>
<th>Operator</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AND</strong></td>
<td>AND finds records containing both search terms. For example, <strong>TI crime and TI punishment</strong> searches for two terms: crime, punishment.</td>
</tr>
<tr>
<td><strong>OR</strong></td>
<td>OR finds records containing either or both of the two results sets being combined. For example, <strong>Dog or (cat)</strong> returns records with the term dog, the term cat, or both terms.</td>
</tr>
<tr>
<td><strong>NOT</strong></td>
<td>NOT finds records that appear in the first result set, but not in the second.</td>
</tr>
</tbody>
</table>
| **W#** | WITHIN finds terms that appear close together. WITHIN applies to two terms or phrases - the one before the operator (the first term) and the one after the operator (the second term). For example, **Gone W3 Wind** registers a hit only if "gone" is found within three words of "wind."

**NOTE:** The **W** and the number must appear together with no space between them, such as **W3**. By not using the actual word WITH as the operator the word "with" is searchable with no extra steps. |
| **N#** | NEAR searches are similar to WITHIN searches except that the second term can appear either before or after the first term. For example, **Wind N3 Gone** matches **Gone With the Wind** since "wind" is found within two words before or two words after "gone."

**NOTE:** The **N** and the number must appear together with no space between them, such as **N3**. By not using the word NEAR as the operator the word “near” is searchable with no extra steps. |
| **Parentheses** | Web2 interprets a potential operator like AND or NOT as an operator if it is followed by an open parenthesis. The order of precedence (from highest to lowest) for UFS syntax is left to right order. This order can not be overridden. |
| **Quotation Marks** | Quotation marks limit the results to those entries in which the query appears as a complete phrase. For example, "**Sandra Day O'Connor**" finds all records containing the phrase **Sandra Day O'Connor**. Without the quotation marks, Web2 includes all records about Sandra Dee, Dennis Day, and Donald O'Connor in the result set. |
You can also combine quotation marks with Keyword searches by enclosing the phrase in quotation marks but leaving other terms outside the quotation marks. For example, "Sandra Day O'Connor" Courtroom locates all records on Sandra Day O'Connor's courtroom.

With qualifiers, the results are more likely to include exactly the information requested. Qualifiers restrict the search to more specific indexes or can search indexes not included in the default search. If the search begins with a qualifier, Web2 searches only that index. With UFS searches, your library can configure more than one term for a qualifier or change a qualifier at any time. For example, for searches using Subject indexes, you can use SU or subj.

### Qualifiers – limit your search to specific indexes

<table>
<thead>
<tr>
<th>AU</th>
<th>The Author qualifier finds records by author. AU Mark Twain finds records by Mark Twain, but not records about Mark Twain.</th>
</tr>
</thead>
<tbody>
<tr>
<td>TI</td>
<td>The Title qualifier finds records by title. Using the AND operator, you can combine the AU and TI qualifiers to limit your search. For example, AU twain and TI finn finds all records by author Twain with Finn in the title.</td>
</tr>
<tr>
<td>SU</td>
<td>The Subject qualifier finds records by subject.</td>
</tr>
</tbody>
</table>

### Wildcards – find records that follow a specific pattern

<table>
<thead>
<tr>
<th>?</th>
<th>The ? searches for multiple characters at the END of the search term. For example, Licen$ finds records with terms such as license, licensing, or licensed.</th>
</tr>
</thead>
<tbody>
<tr>
<td>$</td>
<td>The $ searches for single characters. For example, Wom$n finds records containing &quot;women&quot; or &quot;woman.&quot;</td>
</tr>
</tbody>
</table>
Special Characters
The following table indicates how Web2 treats special characters:

<table>
<thead>
<tr>
<th>Punctuation Name</th>
<th>Punctuation Mark</th>
<th>Replaced with</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accent</td>
<td>`</td>
<td>space</td>
</tr>
<tr>
<td>Ampersand</td>
<td>&amp;</td>
<td>(ignored)</td>
</tr>
<tr>
<td>Apostrophe (single quotation mark)</td>
<td>'</td>
<td>(ignored)</td>
</tr>
<tr>
<td>Asterisk</td>
<td>*</td>
<td>space</td>
</tr>
<tr>
<td>At (each) sign</td>
<td>@</td>
<td>space</td>
</tr>
<tr>
<td>Back slash</td>
<td>\</td>
<td>(ignored)</td>
</tr>
<tr>
<td>Colon</td>
<td>:</td>
<td>space</td>
</tr>
<tr>
<td>Exclamation point</td>
<td>!</td>
<td>space</td>
</tr>
<tr>
<td>Forward slash</td>
<td>/</td>
<td>space</td>
</tr>
<tr>
<td>Number sign (pound sign, musical sharp)</td>
<td>#</td>
<td>space</td>
</tr>
<tr>
<td>Percentage sign</td>
<td>%</td>
<td>space</td>
</tr>
<tr>
<td>Plus sign</td>
<td>+</td>
<td>space</td>
</tr>
<tr>
<td>Semicolon</td>
<td>;</td>
<td>space</td>
</tr>
</tbody>
</table>
CCL Keyword Searching

CCL Keyword searching is turned on for the Other Libraries/Advanced Search box by default. It is always the default used for Z39.50 databases.

CCL Keyword searching does not use all available Unicorn keyword search options. For example the operators XOR, SAME, WITH, NEAR, ADJ may not be used. The relational operators are also not used.

CCL Searching Guidelines

These CCL-specific guidelines complement the general Keyword searching tips.

- A CCL search for Z39.50 looks for a series of words as a phrase. For example, a search for Mark Twain looks for records containing the term Mark directly in front of the term Twain.
- A CCL search for Unicorn uses the default operator of AND. For example, a search for Mark Twain looks for records containing the term Mark and the term Twain.
- A CCL search treats AND, OR, and NOT as Boolean operators. For example, a search for Mark and Twain will not find records containing the three terms: Mark, and, Twain. Instead, this query will find records containing both Mark and Twain anywhere in the record.
- Precedence – the order of precedence, from highest to lowest, for CCL syntax is:
  - Proximity operators W or N (see table below for exceptions)
  - Boolean operators AND and NOT
  - Boolean operator OR
The following table provides the most commonly used CCL keyword searching syntax. Depending on the server or database you are using, the availability of some operators, qualifiers, and wildcards may be limited.

### Operators – combine words together to make searches more specific

<table>
<thead>
<tr>
<th>Operator</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
</table>
| **AND** | AND finds both terms in the record. For example, **dog AND cat** finds all records that contain both dog and cat. | dog AND cat

**NOTE**: AND is the default operator for multi-term Z39.50 searches. |
| **OR** | OR finds records that have either or both terms in a record. For example, **dog OR cat** finds all records containing either dog or cat. | dog OR cat |
| **NOT** | NOT excludes a certain term or phrase from the search. For example, **dog NOT cat** finds all records that contain dog, but do not contain cat. | dog NOT cat |
| **W#** | WITHIN finds terms appearing close together. For example, **Cat W5 Hat** registers a hit only if cat is found within five words of hat. This operator does not work with Z39.50 connections. | Cat W5 Hat |
| **N#** | NEAR is similar to WITHIN except that the second term can appear either before or after the first term. For example, **Cat N2 Hat** registers a hit only if cat is found within two words before or two words after hat. This operator does not work with Z39.50 connections. | Cat N2 Hat |
| **Parentheses** | Use parentheses to override the order in which Web2 uses operators, and the order to nest terms within a search statement. For example, (**Games or toys**) and childhood finds all records that contain either games or toys, then within that record set, locates all records that also contain childhood. | (Games or toys) and childhood |
| **Quotation Marks** | Use quotation marks to include operators as part of the search. For example, **night "and" day** finds all records containing the phrase, Night and Day. | night "and" day |
Qualifiers – limit your search to specific indexes

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AU</strong></td>
<td>The AUTHOR qualifier finds records by author. For example, <strong>AU</strong> Mark Twain finds records by Mark Twain, but not records about Mark Twain.</td>
</tr>
<tr>
<td><strong>TI</strong></td>
<td>The TITLE qualifier finds records by title. For example, using the operator AND, you can combine the <strong>AU</strong> and <strong>TI</strong> qualifiers to limit your search. To find all records by author Twain with Finn in the title, use <strong>AU</strong> twain and <strong>TI</strong> finn.</td>
</tr>
<tr>
<td><strong>SU</strong></td>
<td>The SUBJECT qualifier finds records by subject.</td>
</tr>
</tbody>
</table>

Wildcards for Unicorn searches – find records that follow a specific pattern

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>?</td>
<td>The ? searches for multiple characters at the END of the search term. For example, <strong>Licens?</strong> finds records with terms such as license, licensing, or licensed.</td>
</tr>
<tr>
<td>$</td>
<td>The $ searches for a single characters. For example, <strong>Wom$n</strong> finds records containing &quot;women&quot; or &quot;woman.&quot;</td>
</tr>
</tbody>
</table>

Wildcards for Z39.50 searches – find records that follow a specific pattern

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>?</td>
<td>The ? searches for multiple characters at the END of the search term. For example, <strong>Licens?</strong> finds records with terms such as license, licensing, or licensed.</td>
</tr>
<tr>
<td>#</td>
<td>The # searches for single characters. For example, <strong>Wom#n</strong> finds records containing &quot;women&quot; or &quot;woman.&quot;</td>
</tr>
</tbody>
</table>
Browse Searching

Web2 performs Browse searches against the heading indexes available for your Unicorn system. Browse searches are left-justified and automatically right-truncated. For example, you can enter the term *psych* for psychology. Browse searches are very useful when patrons know the first word in a title or subject.

Web2 provides access to two types of Unicorn Browsing. Browse and Term searches. A Browse search places the user in the proper location in the heading hit list. The user may use the previous and next buttons to browse through the heading hit list. A Term search also places the user in the proper location in the heading hit list but only headings that begin with an exact match to the search string are presented on the list.

For the purpose of de-duplicating and matching headings, Unicorn headings are stored in uppercase with no punctuation. Web2 simply displays the heading as stored.

Unicorn Browse searches may only be filtered by library. No other filters are allowed.
Call Number Browse Searches

If you know the call number of the item you are searching for, you can use the Call Number Search option. This search feature lets you browse the “library shelves” by call number. A call number heading hit list is returned. Call number searches must be limited to a single library and a single shelving scheme.

Your library may have the following options for limiting a call number search:

- In a multilibrary system, you must select which library catalog to search by making a selection from the library box.
- If you are familiar with your library’s catalog record item types, you can limit the search by a specific item type in the type box.
- You can choose the library shelving location to search by making a selection from the location box.
Searching Multiple Resources

Web2 allows you to access information from multiple libraries or databases simultaneously. For Z39.50 connections the default type of Keyword searching is Common Command Language (CCL). For Unicorn Server connections the default depends on your system setup. This capability is available in all interfaces.

You can:

- Search multiple databases.
- Perform Keyword searches by author, title, subject, or keyword. These are the same options available on the Keyword Search window.
- Limit your search by language and material type. You cannot limit CCL searches by location.
- Use qualifiers and Boolean operators to determine the relationship between keywords.
- Use symbol truncation or wildcards for searching.

When searching multiple databases, the results display on the Summary Search Results window. From this window, you can:

- View resource databases where the records are located
- View the number of records found
- Merge the results of your search

Z39.50 Defaults

Default qualifiers in Web2 include: AU (author), TI (title), and SU (subject). A KEYWORD default for non-qualified searches is also defined. These defaults are designed to work with Sirsi’s Z39.50 server.

Reserve Room Searches

The Reserve Room search window finds items on reserve. You can search for items by instructor's name, course name or course number.
## Index

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Reserves</td>
<td>51</td>
</tr>
<tr>
<td>Advanced Search</td>
<td>46</td>
</tr>
<tr>
<td>Best Sellers list</td>
<td>37</td>
</tr>
<tr>
<td>Bibliographic record structure</td>
<td>3</td>
</tr>
<tr>
<td>Bill definition</td>
<td>59</td>
</tr>
<tr>
<td>Boolean operators</td>
<td>49, 63</td>
</tr>
<tr>
<td>AND</td>
<td>63</td>
</tr>
<tr>
<td>NOT</td>
<td>64</td>
</tr>
<tr>
<td>OR</td>
<td>64</td>
</tr>
<tr>
<td>XOR</td>
<td>65</td>
</tr>
<tr>
<td>Broadcast Searching</td>
<td>50</td>
</tr>
<tr>
<td>Browse search</td>
<td>47</td>
</tr>
<tr>
<td>Buy This Item Now</td>
<td>45</td>
</tr>
<tr>
<td>Call Number search</td>
<td>48</td>
</tr>
<tr>
<td>Category Analysis</td>
<td>50</td>
</tr>
<tr>
<td>Configure Options for the Item Search helper</td>
<td>26</td>
</tr>
<tr>
<td>Contact Us</td>
<td>34</td>
</tr>
<tr>
<td>Copy level information</td>
<td>44</td>
</tr>
<tr>
<td>hyperlinks</td>
<td>44</td>
</tr>
<tr>
<td>You Found Titles in Categories</td>
<td>45</td>
</tr>
<tr>
<td>Cross references</td>
<td>44</td>
</tr>
<tr>
<td>Demand Management</td>
<td>44</td>
</tr>
<tr>
<td>Detailed display</td>
<td>23</td>
</tr>
<tr>
<td>Documentation</td>
<td>12</td>
</tr>
<tr>
<td>Find It Fast</td>
<td>33</td>
</tr>
<tr>
<td>Fine definition</td>
<td>59</td>
</tr>
<tr>
<td>Function keys</td>
<td>14</td>
</tr>
<tr>
<td>G</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Gadget</td>
<td></td>
</tr>
<tr>
<td>definition</td>
<td>59</td>
</tr>
<tr>
<td>Glossary</td>
<td></td>
</tr>
<tr>
<td>definition</td>
<td>60</td>
</tr>
</tbody>
</table>

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