

# HIP Tips:

Information on Using  
the Patron Catalog

This booklet was created on July 11, 2007 and modified on January 27, 2008 by Gem Stone-Logan for the High Plains Library District's Dynamic Service Plan HIP training class. It was again modified in October, 2010 in preparation for the new upgrade in November 2010 by Eileen McCluskey and on December 8, 2011 by Gem Stone-Logan. The information and examples were correct at the time this booklet was printed. However, since the catalog is an ever-changing system, some of the examples may no longer be relevant and/or correct.

Version 5.0

# Horizon Information Portal (HIP) Tips

## HIP

HIP is the catalog interface that our patrons use. It stands for **H**orizon **I**nformation **P**ortal. In addition to being our patron catalog interface, it has some advanced searching abilities that Horizon, the staff interface, lacks.

## Searching

Use a **Browse** or **Alphabetical** search if you have exact information about an item such as the exact title, author, subject, etc. If you only have partial information, **Keyword** searches are useful. Use the **General Keyword** search when you don't have enough information to use any of the other searches.

HIP does not support stemming. Searching for the word "cook" will *only* return records that contain that exact word. It will not return records that contain the words cooking, cookbook, etc.

HIP is case insensitive. It does not matter if you use lowercase or uppercase when searching. The only exception to this rule is in regard to Boolean operators, such as NOT. If you want to use NOT as a Boolean operator, type it in uppercase letters.

If a search retrieves no results, try one or more of the following:

- Confirm the words in your search are spelled correctly
- Use fewer, less specific words in your search
- Use synonyms

- Try switching to either the singular or plural form of the word

## **Search Indexes**

Alphabetical searches will return a list of items alphabetically close to your search. Thus, when using alphabetical indexes, it's especially important to make sure your first couple of words are correct. Keyword searches do not require words to be entered in any particular order and can be sorted by publication date, title or author. If you sort by publication date, it will usually show the newest items first.

### **General Keyword**

The General Keyword index's strength is the large number of results the search will return. Unfortunately, this can also be a weakness as, depending on the search, it may return thousands of results.

### **Title - Alphabetical**

The Title - Alphabetical index is useful when you know the *exact* title for an item. If you have only partial information about an item's title, use the **Title Keyword** index.

### **Title Keyword**

The Title Keyword index works well for partial titles. Search words may be entered in any order. *Harry Potter* and *Potter Harry* will return the same results.

### **Author - Alphabetical**

The Author - Alphabetical search is useful when you have an author's full name. First enter the author's last name and then their first name (i.e. *Grisham, John*). You can also use this search to browse for actors, actresses, musicians and audio book readers.

### **Author Keyword**

The Author Keyword search allows you to enter an author's name in any order. You can also enter a partial name (such as just the first name) and it will still retrieve results.

### **Subject - Alphabetical**

The Subject - Alphabetical index will search for both Library of Congress Subject Headings and Genre Headings. In either case, you need to know the official terminology. For example, the subject term for self-representation is *pro se representation* and the genre term for romance is *love stories*. If you can't figure out the "official" term, try using the General Keyword search instead.

### **Subject Keyword**

The Subject Keyword index is useful when you don't care what order the specific term appears in the official subject heading. For example, cookbooks have many subject headings such as *Cooking*, *Barbeque Cooking*, and *Vegetarian Cooking*. If you want a list of all cookbooks that have the word cookery somewhere within the subject, use a Subject Keyword search.

### **Audio Book Title - Alphabetical**

The Audio Book Title - Alphabetical index is very similar to the Title - Alphabetical index except it limits the alphabetical title list to CDs and Cassette Tapes.

## **DVD Title - Alphabetical**

The DVD Title - Alphabetical index will retrieve a title list of DVDs.

## **Video and DVD Title - Alphabetical**

The Video and DVD Title - Alphabetical index will retrieve a title list of VHS and DVDs. There is no VHS Title - Alphabetical option. If a patron specifically needs VHS results, go to the advance search and use the *Video Recording – VHS* limit under **Format** (see limits for more information).

## **Magazine Title - Alphabetical**

The Magazine Title - Alphabetical index returns a title list of magazine and newspapers.

## **Spanish Title - Alphabetical**

The Spanish Title - Alphabetical index allows you to look for Spanish titles.

## **Award Note - Alphabetical**

The Award Note - Alphabetical index is useful for retrieving books that have won awards. For instance, you can use the index to search for Newbery Medal winners.

## **Best Seller - Alphabetical**

The Best Seller - Alphabetical index contains a list of the New York Times Best Seller books that HPLD owns. This list is updated weekly.

## **ISBN/ISSN Exact Match**

The ISBN/ISSN Exact Match index is used to look up a specific ISBN.

## **Music Title - Alphabetical**

The Music Title – Alphabetical index will return a title list of music CDs and Cassette Tapes (most of our music is on CD).

## **Series - Alphabetical**

The Series - Alphabetical index allows you to look up books by series name. The Series - Alphabetical search usually works better than the series keyword search. To find the order of a book in a series, it is often easiest to either use our Novelist database or the KDL What's Next database (<http://www.kdl.org/libcat/WhatsNextNEW.asp>).

## **Dewey Call Numbers**

If a patron only writes down the call number of a book instead of the title, the Dewey Call Number search allows you to return the title of the book.

## **Content Keyword**

The Content Keyword index is used to search for short stories or songs.

## **Title and Content Keyword**

The Title and Content Keyword index will return results that match both the main title of an item and any additional information located in the “contents” section of the bib record.

## **UPC Exact Match**



The UPC Exact Match index can be used when patrons wish to look up a specific UPC (these are often used for movies since movies rarely have ISBNs on their cases).

### **Bib No.**

The Bib No., also referred to as bib# or bib number, is the unique number that every bib record has. This index allows you to retrieve results for a specific bib number. Refer to the *MARC Display* section for information on how to find a bib number.

### **Publisher Keyword**


This index is useful if you want to search for a specific publisher or imprint. For example, a borrower may want a list of all our *Luna* books which is an imprint that specializes in fantasy with romantic elements.

### **Bib Control Number – Exact Match**

This is an index you will probably never use. It's another way that tech services can use to look up an exact record. It searches the 001 field in the MARC record.

## Keyword Results

When HIP returns keyword results, it will usually show two items per entry. However, HPLD may own many more copies. The only way to tell how many copies HPLD owns and whether or not they are checked in is to click on the title. In the picture below, it shows that HPLD owns two items that are currently checked out. However, if you click on the title to retrieve more information, you'll see that HPLD own a total of 56 copies of this book.

2.  **Harry Potter and the half-blood prince / by J.K. Rowling.** [Is It Available?](#)

by Rowling, J. K.  
New York : Arthur A. Levine Books, c2005.  
**Series:** Rowling, J. K. Year ... at Hogwarts  
**Requests:** 1

Location	Collection	Call No.	Status	Due Date
Farr Regional Library	Juvenile Fiction	rowling	Checked out	07/06/2007
Farr Regional Library	Juvenile Fiction	rowling	Checked out	07/24/2007

[Add to my list](#) [Request Item](#)

## Display More than 10 Results at a Time

By default, HIP only displays 10 items at a time. To change this for a specific search, look in the web address for this phrase **npp=10**. Replace the 10 with the number of items you wish to display on each page and hit the **enter** key to reload the results. Note: the more items you load at one time, the slower HIP will load your results.

## Back Button

Don't click on your browser's back button when performing keyword searches. Using the back button may result in HIP displaying an error message. Instead, to get back to your search results from a bib record, click the **Return to Results** link located in the upper right corner of your screen. To change your search criteria, click on the **Refine Search** link.

## **Did You Mean**

By default, HIP does not come with a spell check. However, we've been able to contract with a company called Jaunter to incorporate a "did you mean" suggestion that catches many misspellings.

Since this is a third party product, it doesn't work flawlessly with HIP. It does a good job of catching misspellings keyword searches from the basic search screen. However, on the advanced search page, it only catches misspellings in the first search box. It also doesn't work with the Alphabetical searches.

## Full Bib Record

After you have retrieved search results and click on a specific title, you are taken to the Full Bib Record. This will contain more information about the items such as the total number of copies we own and book reviews.

Clicking any of the blue underlined links will retrieve more information about a particular author, subject or other information depending on what link you click.

## Permanent Link

HIP now has a Permanent Link for each record. This link is in the full bib view for a title and is located on the bottom left side right above the "MARC Display" link.

Currently, the link that appears in the address bar is very long and unwieldy. For example, this is the original URL for Jennifer Crusie's book *Faking It*:

<http://catalog.mylibrary.us/ipac20/ipac.jsp?session=131R9115819K0.9033&profile=weld&source=~!horizon&view=subscriptionsummmary&uri=full=3100001~!921724~!6&ri=1&aspect=subtab240&menu=search&ipp=20&spp=20&staffonly=&term=faking+it&index=.TS&uindex=&aspect=subtab240&menu=search&ri=1>

As you can see, it's horrible. This is the shortened permanent link for the title:

<http://catalog.mylibrary.us/ipac20/ipac.jsp?index=ISBNEX&term=0312284683>

This feature is particularly useful when you need to submit a problem to either IT or Tech Services. Instead of copying the long and clunky URL, click on permanent link and then copy the shortened version.

The link is usually created using the title's ISBN. If the ISBN doesn't exist, it next looks for a UPC (many movies and music CDs don't have ISBNs). If it doesn't have either an ISBN or a UPC it will use the "search URI" link.

## **MARC Display**

MARC stands for **MA**chine **R**eadable **C**ataloging and is the underlying structure for all items in the catalog. To look at the MARC record, scroll to the bottom left of the screen and click on **MARC Display**. To go back to the normal display, click on **NON-MARC Display**. If you'd like to learn more about MARC, go to this website: <http://www.loc.gov/marc/umb/um01to06.html>.

The full MARC record is available in HIP but is hidden in favor of a more patron-friendly display. However, sometimes there are fields in the MARC record that don't display in the patron view. For example, try a **Title Keyword** search for *All He Ever Wanted*. One of the results is *Sueño Imposible*. Click on the title for more information. It still isn't obvious why this record was retrieved. However, looking at the MARC record may give us more insight. Click on **MARC Display**. From here, you can see that this particular title is a translation of *All He Ever Wanted*. Click **NON-MARC Display** to return to the patron-friendly view.

Another reason to look at the MARC display is to see the bib number of a record. When in the MARC display, the bib number will display in the top right corner.

## Enriched Content

The High Plains Library District subscribes to a number of services that provide additional information about our books. They include Syndetics, which offers professional reviews and book jackets, Novelist, which provides series information, and LibraryThing, which provides book recommendations.

### Syndetics

With the exception of the book images, Syndetics content is located in the upper left column of the full bib record. This enriched content often includes book reviews, summaries and excerpts from the book. Our most popular books will have this feature. To see an example, do a **Title - Alphabetical** search for *Curse of Chalion*. Click on the first result. In the left column under **Item Information** you should see links for Fiction & Biography, First Chapter Excerpts, Library Journal Review, and School Library Journal Review. If you click on the **School Library Journal Review** link, the review will display where the Copy/Holding information is normally located. To return to the copy holding information screen, click the **Holdings** link.

Sometimes Syndetics' book covers are matched to an incorrect book. If you notice this, please submit an IT Work Order and the IT department will forward Syndetics a request to have the book cover fixed.

### NoveList Series Information

Currently, NoveList provides series information for many of our series books. To try it out, look up a book in a series, such as *Pilot's Choice*. After a several second delay in loading, you can view the series information in the left column. If there are many books in the series, click the **Show the rest** link to view them all.

## Goodreads Reviews

One of Novelist's newest features is reviews from Goodreads. Goodreads is social catalog similar to LibraryThing. However, Goodreads tends to have more reviewers than LibraryThing.

## Additional Novelist Information

Depending on the book, Novelist may also provide additional content such as automated recommendations, automated similar author lists, and author profiles. All of these features are located *below* the **Holding Information** section. You'll note that we also have book recommendations from LibraryThing. The LibraryThing recommendations tend to be more appropriate, especially for genre fiction, as they don't base recommendations off automated broad generalities. For instance, one of the Novelist recommendations for *Children of the Sky* is *The Only One* because both books are "both about life on other planets." This is a *terrible* similar book suggestion, the books are nothing alike. However, if you've run out of ideas, it doesn't hurt to scan Novelist's suggestions.

## LibraryThing Lexile Searching

Lexile measures are one way to estimate how easy a book is to read. It is important to note that this measure is only intended to indicate how complicated the book is to read, not whether or not the subject matter is appropriate or interesting for a certain age group. Lexile measures do not correspond directly to specific grade levels. However, Lexile.com does provide a chart<sup>1</sup> of "typical Lexile ranges" for each grade level.

To see an example of a Lexile measure, search for *Zen Ties*, by Jon J Muth. If it exists, the reading level appears in the left column

---

<sup>1</sup> <http://www.lexile.com/about-lexile/grade-equivalent/grade-equivalent-chart/>

under series info or the professional review links. In this case, the Lexile measure is 460L. To see other books with the same Lexile level, click on the 460L link. A small window will pop up with other books that fall into this category. You can then click on the links for those books to get more information. If you want to search a different range, click the **Start** and **End** sliders to change the lexile range LibraryThing searches.

## **LibraryThing Similar Books**

One of our LibraryThing widgets is called **Similar Books**. However, this is a misnomer. Instead, these book lists are closer to an “if you like this book, you might also like . . .” list. Sometimes these books are actually similar to the current book but sometimes the books are just owned by the same people with similar book collections.

Clicking on any of the books listed will take you to more information on that book.

## **LibraryThing Tags**

Tags are a way to categorize things, in this case books. The tags you see in the library catalog are created by LibraryThing users. Unlike subject headings, anyone can add their own tags to a book.

Tags are particularly useful for genre fiction where subject headings don't always match common usage. For example, the term “cozy mystery” isn't an official subject heading. Yet, users often add the tag “cozy mystery” to books such as *Aunt Dimity's Death* and *Too Many Crooks Spoil the Broth*. Below is an example



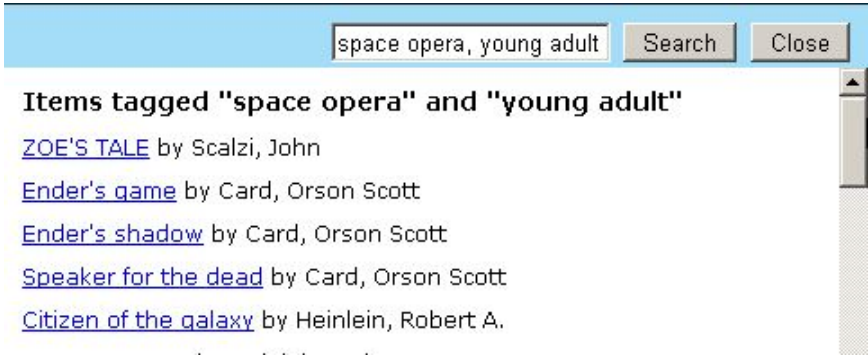
of the tags for *Murder with Peacocks*

Within a tag cloud, the larger the tag, the more people have used it. In this case, more people consider *Murder with Peacocks* a mystery rather than a romance.

Clicking on a tag within the catalog will pop up a window that displays all the other books in our collection with the same tag. For instance, clicking on *amateur detective* retrieves books such as *Dying for Chocolate* and *The Mummy Case*. Clicking on any of the resulting titles will redirect you to more information about that book.

It is also possible to search for multiple tags at a time. For instance, let's say I wanted a list of books with the tags "young adult" and "space opera." Here's how I would search:

1. Go to <http://catalog.mylibrary.us/> and search for any popular book (*Kite Runner* is a good choice)
2. Click on a title to bring up the full bib
3. Click on any of the tags that appear on the left. If a tag cloud does not appear within several seconds, search for another book
4. Within the tag browser search box, enter the tags you wish to search for separated by a comma. In this case, I enter *young adult, space opera*
5. Click the **Search** button to retrieve your results



To exclude a specific tag from your search, preface it with a double dash. For instance, if I wanted young adult space opera but did not want any books dealing with the military, my search would have looked like this: *young adult, space opera, —military*

## LibraryThing Other Editions

When viewing the detailed information for a title, LibraryThing will search our catalog to see if any other editions are available. If they are, LibraryThing will list these books in the left column. Click on the title of one of the books to be taken to more information on it. This is particularly useful if your original book has no copies available for checkout.

## LibraryThing Reviews

Another feature LibraryThing provides is the ability to view and write reviews of books. If reviews exist, you can read them by going to the detailed information page for a book and clicking on **see reviews/add a review**. A window will pop up that displays the reviews. These reviews come from both LibraryThing users and High Plains Library District's borrowers.

To write a review:

1. Go to the detailed information page for the book you wish to review.
2. Click on **see reviews/add a review**.
3. Click **Review this Yourself**.
4. If you have not reviewed items before, click next to **Start a new reviews account** and enter your username, password, email address, and click **Submit**. Otherwise, enter your existing username and password.
5. If desired, choose a star rating, enter your review, and click save.
6. Reviews must be approved by library staff before they are posted.

## LibraryThing ShelfBrowse

ShelfBrowse allows you to virtually browse books similar to browsing books in a physical library. This is particularly useful for information books as similar subjects are often shelved near each other. For example, when I go to the detailed information for *Healthy Sleep Habits, Happy Child*, it shows me the book covers for other books on solving sleep problems in children. Click **Explore the virtual shelf browser: Full Screen** to see even more books.



## Advanced Search

The advance search dramatically expands HIP's searching capabilities.

## Limits

One feature of the Advanced Search page is the ability to limit by location, format, audience, new items and language. To select multiple options within a limit box, such as searching for both *Adult-Fiction* and *Adult – Non-Fiction*, hold down the **ctrl** key and use your mouse to choose multiple options.

## Phrase Searching

Like Google, HIP allows phrase searching in both the Basic and Advanced search pages. To search for a phrase in HIP, select the desired search index and then enter your phrase enclosed by quotation marks. For example, if I wanted to find the book *At All Costs* by David Weber, I could choose a title keyword search and enter "*At All Costs*" in the search box. Unfortunately, phrase searching is not available in Horizon.

## Using Parenthesis

Anytime you enter multiple words in the Advanced Search boxes, either enclose the words with parenthesis or quotation marks. Use quotation marks if the words are a phrase and parenthesis if they aren't.

## Wildcard Searches

In HIP, the asterisk (\*) is used as a wildcard character. It will match zero or more characters. For example, try a **subject keyword** search for the word *chemist*. HIP returns no results. This occurred because the official subject is *chemists* not *chemist*. Let's say a week later you try the same search but can't remember if you need to use the singular or plural form of the word. To save time, you could do a **subject keyword** search for *chemist\** which will

find every subject that starts with the word chemist such as chemist, chemists, chemistry, etc. *Hint: often subject headings use the plural form of a word.*

HIP also has a single character wildcard, the question mark (?), which will match exactly 1 letter. To search for *women* and *woman* at the same time, try searching for *wom?n*.

## Lists

Do you need a list of all Children's DVDs? Choose the **Advanced** search in HIP. Next to **Title Keyword** type \* (this instructs HIP to find all items with a title). Then in the **Format** limit box, highlight **Video Recording-DVD**. Under the **Audience** limit, highlight **Children-Juvenile** and click the red arrow to search.

## New Books

HIP has the ability to limit to "new" books. However, HIP will only recognize an item as new if it's assigned to a "new" collection code such as "New Adult Fiction." Let's say a patron wanted to see a list of new science fiction books. Open HIP and click on the **Advanced** search. Next to **Subject Keyword** enter *science fiction*. Under the **New** limit, select **Books** and then click the red arrow to begin the search. Let's say you only wanted new science fiction books that belong in the young adult section. You can also combine **New** limits with **Audience** limits. To do this, we would enter everything as before but under **Audience** select **Young Adult**.

## Boolean Searches (and, not, or)

One of the nice features of HIP is its ability to use Boolean operators such as *AND*, *OR* and *NOT*. By default, HIP keyword searches combine all the words you enter with *and*. So, if you choose a subject keyword search and type *Washington State*, HIP looks for subjects that contain the word *Washington* **and** the word *state*. However, let's say a patron was searching for books about *cake* **OR** *candy*. An easy way to do this is to click on the **Advanced** search. Then in the first drop down box choose **subject keyword** and enter the word *cake*. Change the right drop down box from **AND** to **OR**. On the second line, choose another **subject keyword** search and this time enter the word *candy*. Click the red arrow to submit the search.

Since we're using the same search index for both words, we can also do this search on the basic search page. Click on the **basic** search and choose the **subject keyword** index. Then, in the text box, type *cake OR candy* and click the red arrow. This gives us exactly the same results as the **Advanced** search did.

Unfortunately, HIP doesn't have an order of precedence for its operators (and, or, not). So, when searching with multiple words, it's best to enclose each group of words with parenthesis. For example, if I were looking for books by Dan Brown or James Patterson, I would choose an author keyword search and then type *(Dan Brown) or (James Patterson)* and click the red arrow.

Let's say we try a **title keyword** search for *"Trophy Wife"*. Leave the Boolean operator as **AND**. Next to **author keyword** type *(Diana Diamond)* – make sure to include the parenthesis – and click the red arrow to search. This search will return all records that have the phrase *Trophy Wife* in the title where the author's name contains the words *Diana Diamond*.

Click **Refine Search** to go back. This time, instead of **AND** change the operator on the first line to **OR** and click the red arrow to search. This will return all titles that include the phrase *Trophy Wife* (regardless of author) and all books that *Diana Diamond* has written.

Refine the search again and this time choose **NOT**. This will return all books that have the title phrase *Trophy Wife* that are not written by *Diana Diamond*.

The last Boolean choice is the **XOR**. This is a funny one. When you search with the **XOR** it will return all books that include the title phrase *Trophy Wife* and all books that are written by *Diana Diamond* **except** for the books with the title *Trophy Wife* written by *Diana Diamond*. Always type your Boolean operators in uppercase letters.

If you'd like to learn more about Boolean searching, go to this website: <http://lib.colostate.edu/tutorials/boolean.html>

## Short Stories

Using the **Content Keyword** search index in HIP, you can search for short stories and individual songs. Let's say a patron wants to find a CD that has the song "Frozen" on it. The word frozen is pretty common within our catalog, so let's limit to music items. Click on the **Advanced** link in the catalog and click the drop down box next to Title Keyword. Choose **Content Keyword** and in the box to the right enter *Frozen*. Under the **Format** limit, select **Music**. Click on the red arrow to start the search. Click on the first result and you can see that in the "contents" section, one of the songs listed is "Frozen."

## Pre-Made Searches

There are three different pages where patrons can access pre-made HIP searches. Most of these searches are made for adults but by choosing a search and then clicking the **Refine Search** link, you can often change the audience from adult to children or young adult. The first page is titled “New at the Library” and can be accessed by clicking the **New at the Library** link from HIP. It contains a list of New Audiobooks, New DVDs, New Fiction, New Non-Fiction and also a couple of links for New Children’s Materials.

The second page is titled **Browse Books** and can also be accessed through HIP. Patrons have the option of choosing one of the main categories (such as Fiction Books or Information Books) and then choosing increasingly more specific options.

We also have a basic **Browse Movies** page that will search for some of the basic movie genres.

## New Books

Wowbrary is a service we subscribe to that provides RSS or an email newsletter of new books and DVDs. To subscribe, click on **New at the Library** and under the **Other Resource** column click on **Email Newsletter of New Titles** or **RSS Feeds of New Titles**.



## **Troubleshooting**

### **Type NOT in uppercase letters to indicate Boolean operator**

Usually the ability to use Boolean operators adds a great deal of power to our catalog searches. However, HIP only recognizes NOT as a Boolean operator when it is typed in uppercase letters.

### **Lost, Missing and New Libraries**

HIP automatically suppresses all items with a status of "Lost" or "Missing." However, it isn't smart enough to suppress the entire bib. Occasionally this means that you'll find bib records in HIP that don't have any items attached to them. Try looking up the same bib in Horizon and you'll probably see that all the items have a status of either "Lost" or "Missing."

### **Exclamation Points**

Anytime you enter an exclamation point in HIP it will say, "Sorry, unable to execute search Unexpected end of clause." To avoid this error message, never use exclamation points when searching even if the exclamation point is part of the title.

### **Question Marks**

Never enter question marks, unless you're using it as a wildcard when performing a keyword search even if the question mark is part of the title. Questions marks can be used without any problem if you are using a browse index.

### **Checked In**

Unfortunately, HIP doesn't have the ability to limit to items that are currently checked in. The only way to do this is to use the search module within Horizon.

## **Finding New Books**

Often patrons want to know if HPLD owns the newest book by a popular author. To find this information, use an Author - Alphabetical search and pull up the books by that particular author. Sort by publication date and then look at the top of the list *and* the very bottom of the list. When an item is “on order” it may not have the publication date entered. These records will automatically display last in both HIP and Horizon.

# My Account

## Log in

To login to a HIP account, click the **Login** link and enter the patron's barcode and PIN. Their PIN is usually the last four digits of their main phone number.

## Viewing Checked Out Items

You may view the items you have checked out by logging into HIP, clicking on the **My Account** tab and clicking on **Checked Out**.

## Renewing Checked Out Items

To renew checked out items, log into HIP, click on the **My Account** tab and click on **Checked Out**. Click the check box under the **Renew** button to select all items that are currently checked out. Then click the **Renew** button. If some of your items cannot be renewed, HIP will say "One or more of your items did not renew. Please scroll down for details." Above each item that could not be renewed, HIP will have a message such as "Renew failed: Item is requested, cannot renew."

## Fines/Blocks

To see any fines or other messages you have on your account, log into HIP, click on the **My Account** tab and click on **Fines/Blocks**.

## Changing Email Address and PIN

To change either your email address or PIN, log into HIP, click on the **My Account** tab then click on **Profile**. If you wish to change your email address, enter the new address and click **Update**. To

change your PIN, first enter your OLD PIN and then enter your NEW PIN twice and click **Update**.

## **Requests**

To request an item, first search for it in HIP and click on the appropriate item's title. Next, click **Request Item**. If you aren't already logged in, HIP will request you do so. Select your library pickup location and click **Request**. You are then given the option of either staying logged in (the **Return to Searching** button) or logging out (the **Logout and Return** button).

The above procedure works well for almost all items except old Television series and Graphic novels. For these types of items find the item you wish to request and click on the title to get more information. However, instead of clicking the **Request Item** button, first find the specific disc or volume you wish to request and then choose **Request Copy**.

## **Cancel Requests**

To cancel a request, log into HIP, click on the **My Account** tab and click on **Holds**. Select the check box next to the items you wish to cancel your request for and then click the **Cancel Request** button.

## **Suspending Requests**

Let's pretend that after many weeks of waiting for the new James Patterson novel I'm finally next in line. However, I'm scheduled to go on a two week vacation and I don't want to risk missing my hold. Fortunately, patrons have the ability to "suspend" hold requests. To suspend requests, log in to the **My Account** section of HIP. Next, click on the **Holds** link near the top of the page. Click

the check box next to each title that should be suspended. Under the **Requested items not yet available** section, choose the date you'll arrive back from vacation and then click the **Change Status** button. The status column next to your holds will now say **Suspended**. If the book arrives while you are gone, it will automatically go to the next person in line. However, once you have reactivated the hold, you will be at the same position as when you left. To reactivate your holds, check the check box next to the suspended titles and then click the **Change Status** button.

## **My List**

**My List** is a place where patrons can store items they might later be interested in requesting or checking out (*note: adding an item to My List does not put it on the patron's hold list*). For instance, I might already have 5 DVDs checked out and can't check out anymore but I could add additional DVDs to **My List** and request or check them out later.

To add an item to **My List** make sure you're logged in and search for an item. Next, click the **Add to my list** button to add a specific item to your list.

To view items that have already been added to "My List," log in and click the **My List** link.

To remove an item from **My List**, first view the list and then click the checkbox next to any item you wish removed. Next, click the **Remove** button.

The My List feature only allows 100 books in the main list. However, you can also create 20 sub-lists and add up to 20 items in

each new list in addition to the 100 items on the main My List page. To do this:

- Go to the catalog and click on the Login link.
- Click on **My List**
- Click the checkbox next to the items on your main My List that you wish to move to a new list (up to 20 items).
- In the right corner there should be a box that says **–Move To–**. Click the drop down arrow and choose the appropriate folder. If you don't already have an appropriate folder created for these items, click the **[New List]** option. A box will pop up that will ask what you wish to call the list. Enter a name and click OK.
- The items you selected should now be in the new list you created.

Once you've added items to the new list, you should be able to see them by clicking on the down arrow next to the drop down box labeled **–Other Lists–**. Choose the appropriate list and your items will appear. To get back to your main My List, click the drop down box again and this time choose My List.

You can also Rename and Delete lists by clicking the **Manage Lists** button.

## Test Yourself

- 1) What does **HIP** stand for?
  
- 2) What does **My List** do in HIP?
  
- 3) I'd like a list of Holiday fiction that the library owns. What should I search for?
  
- 4) I'm going on vacation soon. Is there a way I can freeze my place on the hold list so if my hold comes in while I'm away, I won't lose the chance to check it out?
  
- 5) How can I retrieve a list of young adult biographies?
  
- 6) I'd like to know how many cooking books we have in the adult section that don't contain the following subjects: diet, fitness, health or nutrition.
  
- 7) I'm looking for a book called *The Innocent Man*. It's not the book by John Grisham but I don't remember the author's name. I tried a Title - Alphabetical search

for it but nothing looked right. What else could I try?  
Any idea who the author is?

- 8) I did a **General Keyword** search for the word *American sweatshop workers*. Why did the book *We were there, too!: young people in U.S. history* appear on the list?
- 9) How many items can I add to "My List"?
- 10) What book is the short story "Harrison Bergeron" in?
- 11) How do I get a list of space opera titles that the library owns?
- 12) I know we have the book *SIZE 12 IS NOT FAT* but I can't find it, why?
- 13) How would a patron find all the books in our library by Marion Zimmer Bradley excluding her Avalon titles?



- 14) I would like to see the new cookbooks we have. How do I do this?
  
- 15) I'm going on a trip next week and would like to listen to a couple CD audio books. How many CD audio books do we own in the historical romance genre?
  
- 16) A mother says "I'm looking for a book called *I LOVE messes!* but you don't own it. Can I borrow it from another library?" We have this book. How would you find it? Why couldn't the patron find it in the catalog?
  
- 17) A patron walks up and says, "my wife sent me to find a book at the library and I think it has the words snowdrift somewhere in it." What book is he looking for?
  
- 18) In HIP, I did a **Title Keyword** search for *autumn*. HIP returned 118 results but I can only see 10 results per page. How can I see all 118 results at the same time?
  
- 19) How do I retrieve a list of MP3 Audio Books on CD?



## Answers

- 1) **HIP** stand for **H**orizon **I**nformation **P**ortal. It may also be referred to as the "patron catalog" or the "**OPAC**" (**O**nline **P**ublic **A**ccess **C**atalog).
- 2) **My List** is a place where patrons can store items they might later be interested in requesting or checking out. Remember, adding an item to **My List** does *not* put it on the patron's hold list.
- 3) First, we should probably specify what type of holiday fiction they are looking for. Christmas? Hanukkah? The New Year? After determining the appropriate holidays use a **Subject - Alphabetical** search or a **Subject Keyword** search if you wish to use any limits. Remember to enclose the holiday title in quotations if it contains multiple words. If you need to search multiple holidays, use OR in between the holidays. For example: *Christmas OR "New Year"*. For a quick list of books about Holidays, click on **Browse Books** and choose **Fiction** or **Information**, depending on your preference. Next, click the **Holiday** link.
- 4) To *suspend* a hold, first login to **My Account**. Click on **Holds** and select the holds you wish to suspend. Next to "Suspend until: MM-DD-YYYY" enter the date when the holds should be reactivated and then click the **Change Status** button. Every item that you selected should have the status of **Suspended** under the **Status** column.
- 5) To get a list of young adult biographies go to the **Advanced** page and choose a **Subject Keyword** search for *biography*. Under the **Audience** limit choose **Young Adult Non-Fiction**.
- 6) The quickest way to perform this search is to use the **Advanced** search in HIP. Choose **Subject Keyword**

and type in *cooking*. Click the drop down box that current says *AND* and choose *NOT*. In the next box down, choose another **Subject Keyword** search and type (*diet OR fitness OR health OR nutrition*). Remember, since we're using multiple words with a Boolean search it's very important to group our searches with parenthesis. In addition, OR must be typed in uppercase. The last step is to use the **Audience** limit to narrow the search to **Adult Non-Fiction**. Instead of entering this search on two different lines, we could have entered the entire search on the first line. It would have looked like this: *cooking NOT (diet OR fitness OR health OR nutrition)*.

- 7) The book I was looking for is called *The Last Innocent Man* by Phillip Margolin. Unfortunately, I didn't have the complete title which made the Title - Alphabetical fail. To get the real results I did a **Title Keyword** search for "innocent man" (with quotes to get an exact match). This search returned several results including some music CDs. To narrow it further, I could also have used the advance search and under **Format** chosen to limit by **Books**.
- 8) The **General Keyword** index will search more MARC fields than are displayed in HIP. If you pull up the record *We were there, too!* and look at the **MARC Display** in HIP, you'll see that the words *American and sweatshop workers* is highlighted next to the 520 field. This summary field is also viewable by clicking the **summary** link in the top left column under **Item Information**. **Note:** in order to view information from any of the links in the upper left corner, you first make sure you are in the **Non-MARC Display** (this will be the default unless you clicked on the **MARC Display** link in the lower left column).

- 9) Patrons can add up to 100 items to their regular **My List**. However, they also have the option to create 20 other lists and add an additional 20 items to each of these lists. To add an item to another list, log in and then search for the item. Once you've found the correct item, click the **Add to My List** button. Next, go to **My List** and click the checkbox next to the items you wish to move to a new list. Click the drop down box that says —**Move To**— and choose **New List**. Enter a name for the list and click **OK**.
- 10) The best way to look up a short story is by using the **content keyword** search. Using a content keyword search to look up "Harrison Bergeron" will return the book *Welcome to the Monkey House* by Kurt Vonnegut. In this case the **general keyword** search will also return the correct result.
- 11) This is a hard question to answer. Space opera isn't one of the genres listed in our catalog. However, we can use LibraryThing tags to find space opera books. Go to the full bib record for any book that has LibraryThing tags. Click on one of the tags. In the tag search box, type *space opera* and click search.
- 12) Prior to our current version of HIP, any title that had the Boolean word *not* in it would return incorrect results unless you left *not* out or enclosed it in quotation marks. This has been fixed! However, it is still a problem if you type the work *NOT* in all capitals. In this example, retype the query using lowercase letters or enclose it in quotation marks.
- 13) Starting at the **Advanced** HIP screen, I would choose **author keyword** and then type (*Marion Zimmer Bradley*). I'm using parenthesis to group the name since I'm entering multiple words. To the right of the first search box, I would click the drop down menu and

choose **NOT**. On the next line I would choose the **general keyword** search and enter *Avalon*. I'm using a general keyword search because I doubt a more specific search would work. Next, if I wanted to limit the search to just books, I could choose **Books** under the **Format** limit.

- 14) Next to **subject keyword** in the **advanced** search window enter *cooking* (the best subject heading for cookbooks). Under **new** choose **Books**. I'm also going to limit the **Audience** to **Adult Non-Fiction** (because I really don't care about the child-oriented cookbooks). Submit the search.
- 15) This question is a little tricky. At the **advanced** search page in HIP, I'm going to choose a **subject keyword** and then enter "*love stories*", the official genre heading for romance. Since *love stories* is a phrase, I'm going to enclose it in quotes. Next I have a couple of options. I could do another **subject keyword** for the "*historical fiction*" genre. However, some books such as *Nicola and the Viscount* don't include a genre for historical fiction and instead include the word history somewhere in the normal subject heading. In order to retrieve all these possible results, I'm going to choose a **subject keyword** and then type *histor\** which will retrieve anything in the genre or subject headings that begins with histor (such as historical, history, etc). Under **Format** I'm going to limit to **Books on CD** and then submit my search. Unfortunately, LibraryThing tags don't work well in this context because they don't allow us to limit to specific formats.
- 16) This is one of the rare titles where Title - Alphabetical, Title Keyword, and General Keyword work equally well. Since it's an exact title, I would probably start with **Title - Alphabetical**. If it's so easy why couldn't

the patron find it? When the patron typed the title into HIP, she included the exclamation point (!). Anytime you enter an exclamation point in HIP it will say, "Sorry, unable to execute search Unexpected end of clause." To avoid this error message, never use exclamation points when searching even if the exclamation point is part of the title.

- 17) The book is called *The Body in the Snowdrift* by Katherine Hall Page. Fortunately, there is only one book in the district that has the word "snowdrift" in the title. I found the book by trying an ordinary **Title Keyword** search and typing in *snowdrift*. However, if there had been more choices, we might have been able to narrow the results by choosing the **Advanced** search and limiting based on answers to questions we asked the patron (i.e. does he know if it's an adult or a children's book?).
- 18) After you've performed your search, look in the address bar. Your web address will probably contain a bunch gobbly gook that looks like this:

```
http://catalog.mylibrary.us/ipac20/ipac.jsp?&menu=search&aspect=subtab53
&npp=10&ipp=20&spp=20&profile=weld&ri=1&source=%7E%21horizon
&index=.TS&term=autumn&x=0&y=0&aspect=subtab53.
```

Within this address, look for the phrase **npp=10**. Replace the 10 with the number 118 and click **Go** to reload the page. It will probably reload a bit slower than the first time but once it finishes, you should see all 118 results.

- 19) Go to the **Advanced** screen in HIP. Next to **Title Keyword** type \* and under **Format** choose **Books – Audiobooks, MP3 CD**.





# Appendix A

In most cases you don't need to know anything about the URL, especially now that we have a permanent link in the full bib record. However, there are some cases where it's useful to know more. Below is a rundown of the URL structure in the catalog as well as some tips about how to get different results.

There are a couple of different types of links you can create in our catalog.

- Search Links
- Title Links

## Search Links

Here's an example of what a typical search link looks like:  
<http://catalog.mylibrary.us/ipac20/ipac.jsp?session=1WH618765K260.78924&menu=search&aspect=subtab240&npp=10&ipp=20&pp=20&profile=weld&ri=&index=.TS&term=home+staging&x=0&y=0&aspect=subtab240>

Much of this information can be deleted. However, there are six elements that a basic search link should contain:

Description	Code	Example
Base URL	<code>http://catalog.mylibrary.us/ipac20/ipac.jsp?</code>	<code>http://catalog.mylibrary.us/ipac20/ipac.jsp?</code>
Library Code	<code>&amp;profile=</code>	<code>&amp;profile=weld</code>
Search Menu	<code>&amp;menu=</code>	<code>&amp;menu=search</code>
Search Subtab	<code>&amp;aspect=</code>	<code>&amp;aspect=subtab240</code>
Search Index	<code>&amp;index=</code>	<code>&amp;index=.ts</code>
The search term (no spaces, use + instead)	<code>&amp;term=</code>	<code>&amp;term=home+staging</code>

If you do an advanced search, there are some additional elements that are required:

<b>Description</b>	<b>Code</b>	<b>Example</b>
Search subtab	<code>&amp;aspect=</code>	<code>&amp;aspect=subtab242</code>
Boolean operators if multiple indexes are used	<code>&amp;oper=</code>	<code>&amp;oper=AND</code>
Which limit box and limits are used	<code>&amp;limitbox_x_2</code>	<code>&amp;limitbox_3=CO01+%3D+wld_en+or+CO01+%3D+wld_jn</code>
How to sort the results	<code>&amp;sort=</code>	<code>&amp;sort=310014</code>

In addition, there are a couple of ways you can change the URL and make it act differently:

<b>Description</b>	<b>Code</b>	<b>Example</b>
Determine how many results show*	<code>&amp;npp=</code>	<code>&amp;npp=100</code>
Show an XML-like display (need to manually add at the end of the URL)	<code>&amp;GetXML=</code>	<code>&amp;GetXML=true</code>

### **Title Links**

In most cases, the [Permanent Link](#) option in the catalog will meet your needs. However, it is also possible to manually create direct title links. Direct title links are most often created using ISBN/ISSN, UPC Exact Match, Bib Number, or Bib Control Number - Exact Match. To create these types of links, many of the same elements appear as in the search URL.

<b>Description</b>	<b>Code</b>	<b>Example</b>
Base URL	<code>http://catalog.mylibrary.us/ipac20/ipac.jsp?</code>	<code>http://catalog.mylibrary.us/ipac20/ipac.jsp?</code>
Library Code (optional)	<code>&amp;profile=</code>	<code>&amp;profile=weld</code>

---

Search index &index= &index=ISBNEX

---

The number &term= &term=0783274068

---

If you choose to include a library code, it will show the items for that library first if the item is currently checked in.

When creating a direct link, first decide which index you want to use. Then, find the identifying number to use. The index is put in the &index= element and the number is put after the &term element.

---

<b>Description</b>	<b>Code</b>	<b>Example</b>
ISBN/ISSN	&index=I SBNEX	<a href="http://catalog.mylibrary.us/ipac20/ipac.jsp?index=ISBNEX&amp;term=0783274068">http://catalog.mylibrary.us/ipac20/ipac.jsp?index=ISBNEX&amp;term=0783274068</a>
UPC	&index= UPCEX	<a href="http://catalog.mylibrary.us/ipac20/ipac.jsp?index=UPCEX&amp;term=678149013122">http://catalog.mylibrary.us/ipac20/ipac.jsp?index=UPCEX&amp;term=678149013122</a>
Bib Number	&index= BIB	<a href="http://catalog.mylibrary.us/ipac20/ipac.jsp?index=BIB&amp;term=965252">http://catalog.mylibrary.us/ipac20/ipac.jsp?index=BIB&amp;term=965252</a>
Bib Control Number	&index= CNTRLE X	<a href="http://catalog.mylibrary.us/ipac20/ipac.jsp?index=CNTRLEX&amp;term=ocm50841487">http://catalog.mylibrary.us/ipac20/ipac.jsp?index=CNTRLEX&amp;term=ocm50841487</a>

---



# Index

- Add an item, 32, 39
- Advanced Search, 20, 21, 22
- Alphabetical, 3, 4, 6, 7, 9, 12, 27, 37, 41
- Alphabetical List. *See* Alphabetical
- Alphabetical Search, 3
- Answers, 37
- Asterisk. *See* Wildcard
- Audio Book, 6, 36
- Author – Alphabetical, 5, 29
- Author Keyword, 5
- Back Button, 11
- Best Seller – Alphabetical, 8
- Bib Control Number Index, 10
- Bib Number, 10
- Bib Record, 13
- Book reviews, 13, 15
- Book Reviews, 13, 15
- Boolean, 3, 4, 11, 12, 16, 18, 19, 20, 22, 24, 25, 26, 28, 29, 30, 31, 32, 34, 35, 37, 38, 39, 40
- Browse Books, 27, 37
- Browse Movies, 27
- Browse Search. *See* Alphabetical Search
- Cancel, 31
- Case, 3, 6, 17, 18, 19, 26, 28, 38, 39, 40
- Checked In, 28
- Checked Out Items, 29
- Content Keyword, 9, 26
- Copies, 11, 13, 19
- Delete, 33
- Dewey Call Numbers, 9
- Display, 10, 11, 13, 14, 38
- DVD, 6, 7, 24
- Email Address, 30
- Enriched Content, 15
- Exclamation Points, 28
- Fines/Blocks, 30
- Full Bib Record, 13
- General Keyword, 3, 4, 6, 35, 38, 41
- Genre, 6
- Graphic novels, 31
- HIP, 1, 2, 3, 11, 12, 13, 14, 21, 22, 24, 25, 26, 27, 28, 29, 30, 31, 34, 36, 37, 38, 39, 40, 41, 42
- ISBN/ISSN Exact Match, 8
- Keyword, 3, 4, 6, 9, 10, 11, 26, 38
- Library of Congress Subject Headings, 6
- LibraryThing, 15, 16, 17, 19, 20, 39, 41
- Limits, 21
- Lists, 24, 32, 33, 34, 35, 37, 39
- Login, 29, 32
- Lost, 28

Lowercase. *See* Case  
 Magazine, 7  
 MARC, 14, 38  
 Missing, 28  
 Music Title – Alphabetical, 9  
 My Account, 25, 29, 30, 31,  
     37  
 My List, 32, 33, 34, 35, 37,  
     39  
     Add an item, 32  
     Delete, 33  
     Remove an item, 32  
     Rename, 33  
     Sub-lists, 32  
 New at the Library, 27  
 New Books, 24, 27, 29  
 New Libraries, 28  
 NOT. *See* Boolean  
 Novelist, 9, 15, 16  
 OR. *See* Boolean  
 Other Editions, 19  
 Parenthesis, 22  
 Permanent Link, 13  
 Phrase, 22  
 PIN, 29, 30  
 Profile, 30  
 Publisher Keyword, 10  
 Question Marks, 28  
 Questions, 28, 34  
 Quotation marks, 22, 39  
 Remove an item, 32  
 Rename, 33  
 Renew, 29  
 Requests, 30, 31  
     Cancel, 31  
     Graphic novels, 31  
     Suspending, 31  
     Television Series, 31  
 Results, 11  
 Reviews, 16, 19, 20  
 Search Indexes, 4  
     Alphabetical, 4  
     Author - Alphabetical, 5  
     Author Keyword, 5  
     Awards Note Browse, 7  
     Best Seller - Alphabetical,  
         8  
     Browse. *See* Search  
         Indexes: Alphabetical  
         Content Keyword, 9, 10,  
             26  
     Dewey Call Numbers, 9  
     General Keyword, 3, 4, 6,  
         35, 38, 41  
     ISBN/ISSN Exact Match,  
         8  
     Keyword, 4  
     Keywords, 11  
     Music Title - Alphabetical,  
         9  
     Series - Alphabetical, 9  
     Series Keyword, 9  
     Subject - Alphabetical, 5,  
         37  
     Subject Keyword, 6, 24,  
         37, 38, 42  
     Title - Alphabetical, 5, 6,  
         7, 15, 41  
     Title Alphabetical, 4  
     Title and Content, 9, 10

Title Keyword, 5, 14, 24,  
26, 36, 38, 41  
Searching, 3, 16, 22, 30  
Series, 9, 15  
Series – Alphabetical, 9  
ShelfBrowse, 20  
Short Stories, 9, 26  
Songs, 9, 26  
Spanish, 7  
Stemming, 3  
Subject – Alphabetical, 5, 37  
Subject Keyword, 6, 24, 37,  
38  
Sub-lists, 32

Summaries, 15  
Suspending, 31  
Tags, 17, 18  
Title – Alphabetical, 4, 5, 6,  
7, 15, 34, 38, 41  
Title and Content, 9, 10  
Title Keyword, 5, 14, 24, 26,  
36, 38, 41, 42  
Troubleshooting, 28  
Uppercase. *See* case  
Wildcard, 22  
Single Character, 22  
Wowbrary, 27