ASPEN FAQ

- **Aspen Set-Up**
    - **How do I get help for Aspen?** Check the Aspen FAQ answers, [Aspen Help Manual](#) or email Black Gold staff with your questions.
    - **How do I make changes to Aspen layouts?** To gain access to Aspen Administration please have your supervisor/manager email Black Gold staff with your library barcode.
- **Browse Categories**
    - **Why does my Spanish Browse Category show titles and covers in English and Spanish*?*** Aspen displays the grouped work cover image and title which in some cases is the title in English and the cover for the English edition. The possibility of having the cover and title display only in Spanish for a Spanish Browse Category has been submitted as an enhancement request.
    - **Why does my Adult Browse Category display teen or children's titles or my Children's Browse Category display teen titles?** Aspen pulls the Browse Category limits from the Advanced Search and Optional Filter terms. If a record for a juvenile or teen title has any item records with Collection or Call# for Adult Fiction, Aspen may display it as Adult Fiction.
        - For better results, it is recommended the "Audience" limiter be removed and the "Collection" in the Optional Filter terms used instead. If your Browse Category still displays titles from multiple audiences, please contact Black Gold.
    - **How do I create a Browse Category that will retrieve the titles I want?** Try several Advanced Search and Optional Filter selections until you find a search that retrieves the records you want. There are more precise results when you choose Optional Filters - Collection and don't choose Audience.
- **Cover Images**
    - **Where do cover images come from?** Most MARC records have an ISBN or UPC code that displays a corresponding image from the Content Café database. In some cases, Aspen will also use Google Images. If there is no ISBN or UPC in the record Aspen uses a default geometric image. Some formats have images uploaded by Black Gold (see What if the record doesn't have a cover image?).
    - **What can I do if the record has the incorrect cover image?** Contact Black Gold and we'll take the steps necessary to make sure the record has the correct ISBN/UPC in it or contact Content Café if they have the incorrect cover attached to the ISBN/UPC. When the ISBN is corrected in Polaris it may require clearing the cache to view the replaced cover image in the Aspen catalog.
    - **What if the record doesn't have a cover image?**
        - **Library of Things** images are general open-source images of the type of materials in the kits. Images are shared by all Black Gold libraries. Please submit change requests to Black Gold staff. The request/image may need to be approved by Committee.
        - **Newspaper and Magazine** images are stock images uploaded by Black Gold.

- ▪ **Launchpad and Playaway** images are from Content Café or are stock images uploaded by Black Gold.
- ▪ **eContent Collection** covers are from OverDrive, Hoopla, and CloudLibrary directly via the API and we don't have control over these vendors' images.
  - o **Why does the Blu-ray cover image show for a DVD record (or vice versa)?** There can only be one image displaying for the grouped work in Aspen. If you do a blank search and limit by the Format facet DVD, the DVD results are generally a part of the grouped work containing a Blu-ray which may have either the Blu-ray or the DVD image displaying first.
  - o **What should I do if I want to change a cover image?** Cover images apply to the bib record (and thus impact all libraries). Changes are being made centrally and the request/image may need to be approved by Committee.
  - o **What if materials are missing cover images?** Contact Black Gold and we may be able to request the image from Content Café or locate from another source.
- **Diacritic/Accent Marks**
  - o **Why are there diacritic errors in the title or author in Aspen when the bib record in Polaris has the correct accent marks?** Aspen reads diacritics differently depending on how the diacritic originated. ByWater is working on ways to display all diacritic marks correctly. Contact Black Gold with any records with diacritic errors and we can correct any that have errors in the MARC records.
  - o **Why is the Description summary full of diacritic errors?** Aspen pulls the Description from Publishers, GoodReads, NoveList, and various sources, and the section may have diacritics that can't be read correctly and display as question marks or other incorrect symbols.
  - o **Why can't some searches without diacritics retrieve a title with diacritics?** ByWater is still working out the issue that some records can't be found if searched by terms without diacritics.
- **Digital Resources**
  - o **Where does Aspen get their digital resource records?** Hoopla, OverDrive and CloudLibrary digital materials records are captured by Aspen via API directly from the vendor. CloudLibrary titles will display in the Aspen catalog if the subscription library edits the CloudLibrary settings in their Aspen Administration.
  - o **How can I get Kanopy records into Aspen?** Kanopy, Enki and other digital records may need to be sideloaded into Aspen. Contact Black Gold to sideload records.
- **Formats**
  - o **What formats display in Aspen?**

Atlas	CD + Book	Large Print	PlayStation 3
Audiobook Cassette	DVD	Library of Things	PlayStation 4
Audiobook CD	eAudiobook	Magazine	PlayStation Vita
Audiobook MP3-CD	eBook	Map	Read Along
Blu-ray	eComic	Microfilm	Software
Blu-ray/DVD Combo	eMagazine	Music CD	Thesis
Book	eMusic	Musical Score	VHS
Book + CD	eVideo	Newspaper	Windows Game

Book + DVD	Graphic Novel	Nintendo Wii	Xbox 360
Book Club Kit	Hotspot	Nintendo Wii U	Xbox 360 Kinect
Book Club Kit-Large Print	Image	Playaway/Launchpad	Xbox One
Braille	Kit	PlayStation	

The formats are pulled from a variety of fields in the MARC records or the electronic records from the vendors. If you see a record that is displaying in the incorrect format, contact Black Gold.

- o **How can I find special collections?**
    - ▪ Search by **<u>Subject</u>** for Read Ons, Vox books, Battle of the Books, Works by local authors, and School yearbooks.
    - ▪ Search by **<u>Format facet</u>** for Book Club Kit, Library of Things, Hotspots, Playaways/Launchpads, Kits, Large Print titles, Software (for laptops), Newspapers, Magazines, eMagazines, Video games by type of game and more.
    - ▪ Search by **<u>Reading Level facet</u>** for Preschool, Primary, Pre-adolescent and Adolescent materials.
    - ▪ Search by **<u>Audience facet</u>** for Young Adult titles.
    - ▪ Search by **<u>Awards facet</u>** for Newbery, Caldecott, Pura Belpré, Coretta Scott King, National Book Award, Man Booker Prize, or other award winners.
    - ▪ Search by **<u>Series</u>** for Criterion Collection DVDs and Blu-rays, Great Courses Audiobook CD and eAudiobooks, I can read books, for Dummies, and more.
    - ▪ Search **<u>History & Archives</u>** for digital image collection records that link to the image collections in the Luna website.
    - ▪ Search **<u>Lists</u>** for New York Times or other library created lists.
- **Grouped Works**
    - o **Why don't 2 or more records for the same title group together?**
        - ▪ The author is in a different format, such as Piatote, Beth H. or Piatote, Beth.
        - ▪ Titles have different subtitles, such as "The Hobbit" and "The Hobbit, or There and back again."
        - ▪ DVDs and Blu-ray records may have different distributors, they will display separately.
        - ▪ Some formats do not automatically get grouped by Aspen.

        Email Black Gold with all record grouping requests.
    - o **Why does the grouped work have one title, but the book, Spanish book, Audiobook CD or other formats have a different title?** Aspen assigns one record to be the primary record for Title, Author, Series in the grouped work display. The record may be one of our MARC records, and we have control over the information in that record, or it may be from Hoopla or OverDrive and we don't have control over that data. If you find incorrect titles, authors, or series, contact Black Gold and the data issue will be researched and correction made if possible.
- **Searches**
    - o **How long does it take for a change in Polaris to display in the Aspen catalog?** It should take 1 to 5 minutes for Aspen to catch up to Polaris if an item record or bib record is added, edited, or deleted. It may take an hour or longer if Aspen is updating thousands

of changes. If your change doesn't display after a few hours contact Black Gold and we will investigate and submit a ticket if necessary.

- **Why don't all the titles held by all Black Gold Libraries display in my jurisdiction's Aspen catalog?** The tab that the Aspen catalog search defaults to is the local collection/tab. Click on the Black Gold Collection/Entire Collection tab for all materials across all the libraries. The library may have the search default to Black Gold Collection/Entire Collection tab if that is preferred. Please contact your local Aspen Administrator to discuss this change.
- **Why don't item counts 'match' in Aspen vs. Polaris?** Aspen counts 2 records that are grouped as editions as 1 and doesn't count any records with no items, or Lost, Missing, or Withdrawn.
- **Why can't I find a title or material in the Aspen catalog?** The record will not display in the Aspen catalog:
  - If the record in Polaris does not have the Display in PAC clicked.
  - Does not have any attached item records.
  - If the item record attached is Lost, Missing, or Withdrawn.

  If there is a record not displaying that you think should display, contact Black Gold.
- **Why do names of authors, people, musical groups display differently?** In Aspen, some data is pulled from Polaris MARC records (Polaris records are sent to an outside authorities control company for standardization), and other data is pulled from 3rd parties. Records may vary how they display the name of the author, subject, sports team, or musical group unless they are our MARC records. If you find varying forms of author's names, subjects, series, etc., notify Black Gold.
- **Why does the Explore More section display different libraries' digital image collections?** Explore More is a way for patrons to see digital images from all the libraries' Luna digital collections, Lists created by libraries, and Archive results. It is not currently possible to turn 'off' this feature. The possibility of moving the section lower in the search results has been submitted as an enhancement request.
- **How can I find my library's digital image collection records?** Click on the image in the Explore More section to go to the image in the Luna digital collections website, or search terms such as "adobe" "fiesta" or collection names "Minerva" "Edson" "Hancock" and click the down menu to find the records in History & Archives.