

Encore Mini-FAQ



What is Encore?

Encore is a new way of searching the Library's catalog. Just enter a search term into the Encore search box to discover books, videos, audiobooks, articles and more on the topic you have entered. Encore helps to narrow down searches by facet such as format, publication year, location and more. Berkeley Public Library's Encore system integrates a service called Research Pro which allows you to easily discover newspaper and magazine articles on your topic while searching for traditional library printed materials such as books. For example, after an initial keyword search in Encore, users can focus their search to find articles on the topic by clicking anywhere in the "Articles and more" section on the search result screen. This will simultaneously search and retrieve articles from our five most popular online databases (Biography Resource Center, Magazines and Newspapers, Health and Wellness Resource Center, Literature Resource Center, and Oxford Reference Online).

Why are we implementing this new catalog?

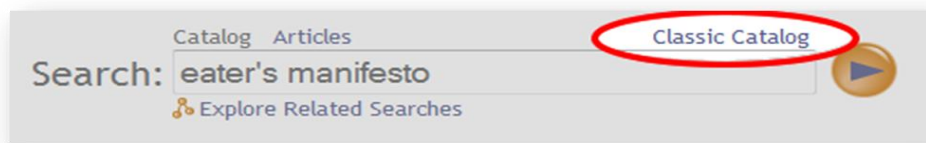
The Berkeley Public Library wants users to be more aware of all of the resources available to our users. We believe that the Encore system helps us accomplish this goal in these ways: 1. Encore makes keyword searching more effective for most users. 2. Encore makes spelling suggestions which can help users find what they are really looking for. 3. Encore provides immediate access to five of the Library's Online databases for more results.

Why does the Catalog Login Page not remember my Library Card Barcode?

This was a problem we had from February 1-4th. The new login page for Encore and the Classic Catalog now allows your personal computer to save your library card barcode number. If you had logged-in to Encore during this time and your system is still not remembering your library barcode number, do the following: 1. Be sure your browser is set to remember passwords. (**Firefox:** Tools... Options... Security... Passwords. **Internet Explorer:** Tools... Internet Options... Content... AutoComplete.) 2. Refresh the login page by appending the login page URL with the following: **&refresh=true**

How do I use the old ("Classic") catalog instead of Encore?

Every Encore Catalog page has a link to the "Classic Catalog". It is located above the search box.



Where Can I Get Help With Using Encore?

All library locations have a 1-page, 2-sided guide to Encore and "My Account" titled: Encore QuickGuide. This will help you execute a search, place holds on materials, and manage your account.

There is a more thorough Help page linked from each Encore page, directly beneath the Library Logo.

Encore Help Center: www.berkeleypubliclibrary.org/services_and_resources/encore_help.php

Encore FAQ: www.berkeleypubliclibrary.org/services_and_resources/encore.php