Item Images in Evergreen

Have you ever finished your MARC record, looked at it in the OPAC, and noticed that the image (book jacket, etc.) doesn’t match whatever it is you just cataloged? There are a few things you can do to fix this in-house.

How this works in Evergreen:

Evergreen pulls the information for the OPAC image from 020 (ISBN) or 024 (usually a UPC). If the information in either of these fields is off, it will also throw the image off-track.

When Evergreen is pulling an image for a record, it will “look” at field 024 (the UPC) first. That works perfectly if the item is audio or video, but if a UPC sneaks into a MARC record for a book, you may get the wrong image. For this reason, make sure to remove any 024 information in book records in Evergreen.

Quick review:

ISBN: this is the publisher product number on a book. ISBNs are unique to an item: for example, the hardback and paperback copies of the same book will have different ISBNs. ISBNs were once 10 digits, but they became 13 digits in 2007. The ISBN may be located near a barcode, but it’s not a barcode: it’s just the number. This is field 020 in the MARC record.

UPC: this is the Universal Product Code. This is a barcode that can be scanned; it’s accompanied by a 12-digit number. You are likely to use the UPC for audio and video materials. This is field 024 in the MARC record.

What this looks like:

This is taken from a MARC record for a book: it was displaying the wrong image. The correct ISBN is in the 020 line (in the yellow box), as it should be. There is also a UPC in 024 (in the red box). Because Evergreen checks the UPC first, it pulled the wrong image for the book cover. If you remove the 024/ISBN, the correct image should display. Please note that the image may not change immediately on your computer! The cache has to clear for you to see the correct image: in other words, you have to clear out old data in your browser.
So, what does an item that has a UPC but no ISBN look like? This won’t be a book! Here’s an example from a DVD. The UPC is in the 024, which will display the correct image in Evergreen. Because audio and video materials do not have ISBNs, there is no 020:

![UPC Example]

None of that worked:

If it’s a book, make sure the ISBN is correct. There are lots of ISBN search tools online: http://www.isbnsearch.org/ is one that works well. Enter your ISBN into the box, and make sure it really corresponds with the item you’re trying to catalog.

If all else fails, there could be a problem with the image itself that doesn’t arise from our catalog. If you suspect this is the case, send a message with the TCN of the problem item to mstroup@statelibrary.sc.gov.