

Shared Automation System Users' Group
Meeting of August 22, 2019
SYSTEM UPDATE

CARL Passwords Changing

Early on the morning of Tuesday, September 24, 2019, the passwords for all accounts to CARL will be changed. You will receive your new passwords in delivery a couple of weeks prior to the change. Each password will be unique to each library. We will resume changing passwords on a regular basis every 6 months.

CARL Upgrade Scheduled

TLN has scheduled an update to the CARL-X system for the evening of August 27, 2019. Carl Staff will begin the update on 08/27/19 at 9:15pm and it should take about 4 hours. All aspects of the CARL-X system will be unavailable during the update process.

This update includes some backend bug fixes needed by TLN and includes some foundational elements required for upcoming functionality in CARL.Connect Staff and support for the FRBR Online Catalog development.

This update requires a new CARL-X client. Libraries can allow the update process to occur when they login on Wednesday morning or the latest client installation file can be downloaded from <https://melstage.tln.lib.mi.us/carlclient/> for manual installation on Wednesday morning. Attempting to connect to the CARL-X Production with the new client prior to the update will result in the client trying to downgrade itself, the new client will not work against the CARL-X production server until the update is completed.

Status of Overdrive Records in the Online Catalog

Over the last several weeks TLN has been loading Overdrive eResource records into the CARL-X system for use in the online catalog. Integrating the records into the catalog has had some issues due to the complexity of TLN's eResource setup and the multiple groups involved. Outlined below is the current state of Overdrive eResource records in the TLN Online Catalog.

- Download Destination
 - 19,903 Download Destination Records have been loaded into the CARL-X database. These records can be seen in the default catalog configuration and in the individual library configurations of Download Destination members. The remainder of the titles require individual attention before they can be loaded into the catalog.
 - Download Destination patrons will see Download Destination Holds and Checkouts integrated into the My Account Display of the default catalog configuration and in the individual library configurations of Download Destination members.
- MCLS Group
 - 14,692 MCLS eResource records have been loaded into the CARL-X database. Currently these items are only available in the individual configurations of the two participating libraries. We are working with Carl to make these records available in the default catalog configuration also, but this will require additional development on Carl's end and we are still working on the details. These records represent a small portion of the overall MCLS eResource Catalog (covering 2017-2019). The remaining older eResource records require conversion to a newer URL structure and will be loaded over the next several weeks.
 - MCLS Group patrons will see MCLS eResource Holds and Checkouts integrated into the My Account Display in the Online Catalog when logged in to individual library configurations of MCLS Group participating members.

CARL.Connect Fill List

If your library is interested in using the Fill List in CARL.Connect Circulation, open a helpdesk ticket (with a Department of Shared Automation and a Category of CARL Connect Staff) and we will give your library access to use it. There is not a separate training session for using the Fill List, but Documentation for using the Fill List is available on our web site here: <https://tln.lib.mi.us/dept/shared-automation/carl/files/CARL.Connect%20Fill%20List%20Documentation.pdf>

CARL.Connect Circulation

If your library is interested in using/testing/exploring CARL.Connect Circulation, please contact Celia Morse (cmorse@tln.lib.mi.us). She will work with you to arrange set up and to schedule a training session. We are also in the process of incorporating the training for CARL.Connect Circulation into our regularly scheduled CARL Circulation training.

CARL.Connect Fill List – Internal Server Error

We have been able to isolate the cause of the "internal server error" message that you occasionally see when you mark an item "found" when using the CARL.Connect Fill List.

This error is caused when a patron cancels a hold while the title is on your fill list. The title is not removed from your list, but there is no patron associated with the request so the "internal server error" message is generated. The title will be removed from your fill list the next time the router report is run. (It is run three times a day currently.)

If you select "found" and get an "internal server error" message, just put the item back on the shelf. The title will disappear from the list the next time the router report is run.

CARL expects to fix this in a future release

Update on bug introduced in the Spring Release of CARL

Patrons are sometimes unable to cancel or suspend a hold in my account. This happens after there has been activity on a title and the production and Discovery databases get out of sync, so it is most likely to occur with new titles that have a lot of holds. This bug was introduced in the spring release and CARL is still working on a fix. Staff can suspend or cancel holds for the patron in CARL.X but we understand that this is not ideal. Please be sure that your staff is aware of the problem and assure the patrons that we expect a fix soon.

Shared System Training – Reminder

If you have staff planning to attend a Shared Automation System class, please make sure they register for the class at: <https://tln.lib.mi.us/sastraining/> We have recently had unexpected attendees in several of the classes. As the trainers prepare for classes in advance (training database setup, handouts, exercises, etc.), it is important to know how many people will be attending a class so that all attendees have materials to participate in the class.