

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF AUGUST 27, 2015
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	Jun: 94.8%	Jul: 100%
Patrons:	Jul 1 st : 654,048	Aug 1 st :654,231 (+183)
Items:	Jul 1 st : 5,011,589	Aug 1 st : 5,014,838 (=3,249)
Bib Records:	Jul 1 st : 966,111	Aug 1 st : 967,076 (+965)
24/7 Phone Renewal:	Jun: 714	Jul: 691 (-23)
Training:	Acquisitions, Circulation, Director's Station	

New Library using Collection Agency

The Wayne Public Library has begun using the Symphony collection agency module, joining Allen Park, Belleville, Berkley, Brighton, Commerce, Ferndale, Hazel Park, Livonia, Lyon, Madison Heights, Oak Park, Redford, Romulus, Royal Oak, Salem South Lyon, Southgate, Springfield, Taylor, Trenton, Waterford, and Wyandotte libraries in using the software to forward accounts to Unique Management Services.

If your library is interested in using the collection agency module, please open a helpdesk ticket using a Category of SAS Configuration and a SubCategory of Other and we will work with you.

Collection Agency – Reminders

We are finding with increasing frequency that once a patron in collection pays what they owe that the library is either immediately changing the patron's barcode, or immediately removing the patron's record from WorkFlows and registering the patron as a new patron, or immediately removing the record from WorkFlows completely. The problem with doing any of these immediately after the patron pays off what they owe is that this does not allow TLN to send any update information about the patron to Unique Management because the identifying information (patron barcode) has either been changed or removed.

TLN sends update information on accounts in collection to Unique Management on a nightly basis, but if patron identifying information is changed or removed after payment is made and before we send the information to Unique Management, then Unique has no knowledge of the payment and continues to pursue the patron account. Waiting 24 hours before changing or removing accounts formerly in collection would permit the update information to be sent to Unique.

Holiday Closing Reminder

TLN will be closed on Sunday, September 6, 2015 and Monday, September 7, 2015 for the Labor Day holiday. Shared system staff will use the holiday hours to perform system maintenance activities. Enterprise (and WorkFlows) will be made available for use as much as the maintenance work allows.

Passwords Changing

On Tuesday, September 29, 2015 the passwords for all xxxstaff and xxxtech accounts to Workflows 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. Passwords will continue to be changed on a regular basis every 6 months.