

**SHARED AUTOMATION SYSTEM USERS' GROUP  
MEETING OF AUGUST 28, 2014  
SYSTEM UPDATE**

**Statistical Summary**

Circulation System Availability:	Jun: 100%	Jul: 99.9%
Patrons:	Jul 1 <sup>st</sup> : 662,624	Aug 1 <sup>st</sup> : 663,127 (+503)
Items:	Jul 1 <sup>st</sup> : 5,028,035	Aug 1 <sup>st</sup> : 5,028,873 (+838)
Bib Records:	Jul 1 <sup>st</sup> : 953,066	Aug 1 <sup>st</sup> : 957,368 (+4,302)
24/7 Phone Renewal:	Jun: 685	Jul: 971 (+286)
Training:	1 Acquisitions, 1 Director's Station, 1 Linking	

**Library Anywhere**

Date	Pages	Users	Visits	Pages per Visit	Average Visit (seconds)
August 2013	17,265	1,026	3,319	5.2	54.8
September 2013	15,105	925	3,069	4.92	53.2
October 2013	14,624	595	2,733	5.35	64.5
November 2013	14,741	691	2,828	5.21	59.6
December 2013	14,212	745	2,828	5.03	54.9
January 2014	15,889	1,118	3,258	4.88	48.6
February 2014	13,820	939	2,785	4.96	50.3
March 2014	15,562	1,118	3,243	4.8	48.9
April 2014	14,424	1,053	2,936	4.91	48.9
May 2014	13,524	973	2,720	4.97	48.3
June 2014	9,025	954	1,968	4.59	23.7
July 2014	10,316	886	2,138	4.83	41.2
August 2014	8,940	761	1,938	4.61	45.8

**LibraryThing for Libraries Statistics – Update**

There are no LibraryThing for Libraries statistics included in this System Update. As was noted in the previous System Update, we have been working with LibraryThing for Libraries to transition these feature into Enterprise. However, in order to include LibraryThing for Libraries features in Enterprise, and to make sure the patron remained in the Enterprise profile of the library in which they began their session, LibraryThing had to begin tracking LibraryThing for Libraries usage statistics for each shared system library's Enterprise profile individually. I have not yet found any efficient way for me to provide monthly totals for the system as a whole as I have previously done.

**Application to Print Error in WorkFlows**

When installing WF on Windows 7 or higher machines, you may need to change the Application to View/Print Reports in WF. If you get the following error when attempting view/print reports:

*The specified Path was not found*

You will need to make the following change:

In report session (the 1st icon on the reports toolbar), change the Application to View to the following:  
C:\Program Files\WindowsNT\Accessories\WordPad.exe

If you are using Win7 x64, you will need to use the following path:  
C:\Program Files(x86)\WindowsNT\Accessories\WordPad.exe

You can make the same change to Application to Print, just add /p to the end of the line.

After you make the change you will need to exit WorkFlows. You will be prompted to save changes, answer yes.

### **New Library using Collection Agency**

The Berkley Public Library has begun using the Symphony collection agency module, joining Allen Park, Belleville, Brighton, Commerce, Ferndale, Hazel Park, Livonia, Lyon, Madison Heights, Oak Park, Redford, 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**

The TLN Office will be closed August 30 through September 1 for the Labor Day holiday. No staff will be available.

The shared automation system will be intermittently unavailable on Sunday, August 31 and Monday, September 1, while Shared System staff uses the holiday hours to perform system maintenance. eLibrary will be unavailable intermittently during the holiday hours, while the maintenance work is being done. Enterprise will continue to be available throughout the weekend, but item availability information and the ability to place holds will be intermittently unavailable.

### **Password Change Reminder**

On Tuesday, September 23, 2014 the passwords for all xxxstaff and xxxtech accounts to WorkFlows will be changed. You will receive your new passwords in delivery the week 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.