

**Shared Automation System Users' Group
Meeting of December 13, 2018
System Update**

App Wrappers for CARL.Connect Discovery Mobile now (or soon to be) Available

The App wrapper for CARL.Connect Discovery mobile is now available in the Apple App Store and should be available in the very near future in the Google Play Store. Patrons should search for TLN Library Catalog in the app stores.

Change in Timing of Hold Pickup Emails

Since going live with the Carl system, TLN has received numerous helpdesk tickets about patrons receiving notification for holds that are not at the library for pickup. Investigations revealed that the source of the problem was a combination of when the email hold pickup notifications were generated and the item being checked out to another patron. In our initial configuration, email hold notifications were sent immediately after the hold was captured. In most cases this timing was fine, but in some instances the notification was sent for the hold and then the item was then immediately checked out to another patron.

To prevent this issue in the future, TLN has changed the timing of the email hold pickup notification to be sent 2 hours after the hold is captured. This will prevent false email hold pickup notifications being sent as the CARL system verifies the validity of the hold prior to sending the hold pickup notification.

Shared System Email Notifications

Many Shared System Libraries have reported that email notifications are not being received or being received late by their patrons. We understand that notification issues can be very trying for the member libraries and their patrons. TLN is in the process of working with CARL staff to correct these issues; unfortunately, with the issues that we have been having with our current email provider, X-mission, we have not been able to isolate a specific reason for these notification issues. To try to resolve these issues, TLN Shared System Staff will be moving the sending of library notices from X-Mission email to a Google hosted email address. CARL staff recommended changing to a Google hosted account as they have had success with their other clients sending email notifications through Google hosted accounts.

Once the change is complete, email notifications will stop coming from the librarynotice@tln.lib.mi.us account and will start coming from librarynotices@tlnnotices.org.

Calling Tree Test

A test of the Call Tree was done on November 5 at 1:00 pm and 68% of the libraries at the bottom of the calling tree branches reported receiving a call tree call.

To make sure the calling tree is successful in a non-test environment, please be sure to have the most recent calling tree available to staff (it is posted on the TLN website at: <http://tln.lib.mi.us/calling-tree/>) and make sure that all staff is aware of the calling tree procedures. Calling tree procedures are available at this same link. If you are one of the libraries that that faxes TLN to let us know that you received the calling tree, please make sure that you identify your library name in the fax. For this most recent calling tree test, there were a few libraries that did not identify their library on the fax and their fax number was not on the fax either.

The Calling Tree allows TLN shared system staff a relatively quick method of communicating important messages about the shared automation system and/or the telecommunications network to the libraries that use them. When all procedures are followed, it can be an effective way for relaying critical system information. Fortunately, we do not have to use the Calling Tree very often. Unfortunately, because we use it so infrequently, staff tends to forget the Calling Tree procedure.