

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF DECEMBER 8, 2016
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	Oct: 100%	Nov: 100%
Patrons:	Nov 1 st : 635,296	Dec 1 st : 633,139 (-2,157)
Items:	Nov 1 st : 4,482,869	Dec 1 st : 4,476,062 (6,807)
24/7 Phone Renewal:	Oct: 734	Nov: 663
Training:	Circulation, Linking, Serials	

Adding a Hoopla Account or an Overdrive Advantage Account?

If your library decides to start using Hoopla or to begin using an Overdrive Advantage account, please, please, please remember to tell TLN staff (Jim Flury or John Inman). The only way Hoopla titles or titles purchased through a new Overdrive Advantage account will appear in Enterprise, is if you tell us you have such an account so that we can have SirsiDynix configure the new account in eResource Central. This will then allow us to include those Hoopla or Advantage titles in your library's digital collection in Enterprise.

Helpdesk – Reminders

Please remember when opening a helpdesk ticket, that the 4-character library code that is by default in the Name field should not be changed. We are finding that library staff are changing the Name field to their own name with increasing frequency. This can make it difficult for us to identify which library opened the ticket. For reporting purposes, there is one login for each library and we request that the 4 character library code name not be changed.

The default email address associated with the ticket may be changed to your own email address if you are the requestor of the helpdesk ticket, so that you will receive the email updates on the helpdesk ticket from TLN staff.

Also, be sure to select the appropriate category and sub-category for your request. Doing so will also help us in responding to your requests in a timely manner.

Holiday Closing Reminder

TLN and the Shared Automation and Networking departments and staff will not be available on Christmas Eve, Christmas Day, New Year's Eve, or New Year's Day. Shared automation staff will use the holiday hours to perform system maintenance activities. Enterprise will be available during the holiday hours as much as the maintenance work permits.

TLN is also closed on Dec. 23, 26, 30 and Jan. 2, and the helpdesk will not be staffed; the shared system will be available for those libraries that are open on those days. Non-emergency helpdesk tickets may be opened as usual; should an emergency occur, call the regular helpdesk phone number (248-536-3100 x134) and an emergency phone number will be provided.

HAPPY HOLIDAYS!