

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF FEBRUARY 26, 2015
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability: Oct: 100% Nov: 100% Dec: 100% Jan: 100%
 Patrons: Nov 1st: 661,276 Feb 1st: 657,590 (-3,686)
 Items: Nov 1st: 5,030,687 Feb 1st: 5,004,240 (-26,447)
 Bib Records: Nov 1st: 949,447 Feb 1st: 961,856 (+12,409)
 24/7 Phone Renewal: Oct: 659 Nov: 664 Dec: 717 Jan: 687
 Training: 2 Circulation, 2 Director's Station, 2 Linking

Library Anywhere

Date	Pages	Users	Visits	Pages per Visit	Average Visit (seconds)
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	10,344	855	2,223	4.65	47.2
September 2014	8,632	786	2,016	4.28	38.8
October 2014	7,004	746	1,778	3.94	34.7
November 2014	7,723	643	1,644	4.7	47.2
December 2014	7,065	653	1,585	4.46	41.6
January 2015	10,704	805	2,134	5.02	51.7
February 2015	3,324	330	653	5.09	41.1

Social Library (Facebook Integration)

The Social Library application, which allows patrons to search the library catalog (Enterprise) while in Facebook, has now been installed on 10 shared system libraries Facebook pages. When we're installing Social Library on a library's FB page, we are linking it to a Google Analytics account to allow for usage statistics for each specific library. If your library is interested in using this functionality, open a helpdesk ticket using a Category/Subcategory of Enterprise/Other.

Mobile Circ

Salem South Lyon and Waterford have volunteered to work with us on testing the implementation and use of Mobile Circ. We will work with these libraries on implementation procedures and best practices for Mobile Circ and then roll it out for other interested libraries. Please note that we will only install Mobile Circ on library-owned devices – it will not be installed on any personal devices.

MeLCat NCIP Implementation

We have heard from MCLS that they are now ready to implement the NCIP connector to MeLCat with our shared system libraries. TLN staff is completing forms for MCLS and preparing records for testing, etc. Once all the preparatory work is complete, it is MCLS's plan that they will implement the NCIP connector one shared system library at a time. Waterford has volunteered to be the test library.

User Groups (formerly known as Family Card)

Since the SirsiDynix presentation, some interest has been expressed in the User Group functionality in Symphony. We have had SirsiDynix turn on the functionality on the test server and we are in the process of setting up the various required policies and configuring it so that we can test and implement this functionality if there is interest.

WorkFlows Right-Click Menu Options

Since the upgrade to Symphony 3.4 in September 2011, the WorkFlows client has supported right-click menu options for several Circulation wizards. These right-click menus are popup or shortcut menus that contain commands and options that can be performed against a selected record or group of records in different lists. They are available using a mouse right-click in circulation lists such as checkouts, bills, holds, and more. There is no configuration or set up required; this functionality is available to each library now. See WorkFlows online Help (search right-click menu) for further information.

Problem? Use the Helpdesk

If your library is experiencing a problem or issue with Enterprise or the WorkFlows client, in order to optimize the speed with which we can help you, please open a helpdesk ticket or call the helpdesk rather than sending a message to one of the various email lists.

Recently there were some reports on an email list of slowness in Enterprise. If your library should ever be experiencing slowness when searching Enterprise, please open a helpdesk ticket, and include date, time of occurrence(s), and describe the slowness: is it slow to return the hitlist (how many seconds)? slow to bring up item details (how many seconds)? slow to bring up My Account?

Calling Tree Test

A calling tree test was executed on Wednesday, February 11 at 3:10 pm and 88% of the libraries at the bottom of the calling tree branches did receive the call. When executing the calling tree test, TLN found that several people who took the call did not know what the calling tree was. Since this was a test it was a good opportunity to explain what the calling tree was and how it is supposed to work.

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 also available at this link.

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.

COSUGI Conference

John Inman from TLN and Becky Willemsen, current SASUG Chair, will be attending the Customers of SirsiDynix Users' Group annual conference in Portland, Oregon, March 29 – April 1, 2015.

Password Change Reminder

On Tuesday, March 24, 2015, 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