

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF JANUARY 23, 2014
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	Nov: 98%	Dec: 100%
Patrons:	Dec 1 st : 665,483	Jan 1 st : 663,913 (-1,570)
Items:	Dec 1 st : 4,978,664	Jan 1 st : 4,970,037 (-8,627)
Bib Records:	Dec 1 st : 972,749	Jan 1 st : 973,565 (+816)
24/7 Phone Renewal:	Nov: 862	Dec: 848 (-14)
Training:	1 Circulation, 1 Director's Station	

Library Thing for Libraries

12/11/2013 – 1/21/2014

Times tag browser launched:	2,351
Tag browse:	1,223
Editions browse:	2,139
Tags clicked:	2,521
Similar items browse:	9,841
Review links clicked on:	3,647
Reviews submitted:	3

Library Anywhere

Date	Pages	Users	Visits	Pages per Visit	Average Visit (seconds)
January 2013	14,284	1,075	3,003	4.76	48.6
February 2013	12,948	913	2,595	4.99	50.9
March 2013	15,244	1,017	3,039	5.02	49.9
April 2013	15,321	926	2,797	5.48	51.4
May 2013	15,215	844	2,633	5.78	52.1
June 2013	14,723	928	2,823	5.22	56.3
July 2013	17,633	1,046	3,431	5.14	55.8
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	10,936	818	2,176	5.03	48.4

Issue with Email notices over the Holidays

Over the New Year's holiday, the Shared System Symphony server was placed on several email blacklists. Working with various blacklist service providers, TLN staff was able to get the majority of the blacklistings cleared by 01/08/14. The major exception to this was the Microsoft email server group. (Hotmail, outlook.com & msn)

Discussions with Microsoft staff revealed that the Shared System Symphony server was blocked from the Microsoft servers due to too many attempts to deliver email to non-existent email addresses (e.g. 'fake' email addresses or email addresses that have been removed) on the Microsoft servers. Our access to send mail to Microsoft email servers was reinstated on 01/10/14.

Usually our only warning when such blacklisting occurs is when there are a large number of bounced email addresses sent to a library. Any time this occurs, please let us know as soon as possible so we can begin the process of getting it corrected.

SMS Text Messaging for Hold Pickup Notices – Update

The ability for patrons to opt-in to SMS Text messaging for hold pickup notices was turned on as scheduled on January 6, 2014. To date, we've had 543 users opt-in and 337 hold pickup text messages have been sent thus far.

When patrons sign up for these text message notices, they must enter a 'Phone Label' (e.g. Cell, my cell, Jane's cell, etc.), their cell phone number and area code, and check the box under Hold Notice. During overnight processing the User Category 4 in patrons that have opted in will be changed to SMS. Due to a number of incorrect or incomplete opt-ins and to help isolate problems with SMS notifications, 2 additional User Category 4's have been created:

BADOPTIN

When a user creates an SMS contact and does not check the Hold Notice Checkbox, the patron is changed to User Category 4 of BADOPTIN during overnight processing.

BADPHONE

When a SMS message is sent to a bad phone number (example: phone number is too short or the number will not accept text messages) the patron's user category 4 is set to BADPHONE during overnight processing.

When a patron's User Category 4 is either BADOPTIN or BADPHONE, they will get hold pickup notices based on what is in the Notify Via field in their patron record.

If a patron opts in to this service, and then later on chooses to opt out by removing their phone number, during overnight processing their User Category 4 will be changed to BADOPTIN and they will then get hold pickup notices based on what is in the Notify Via field in their patron record.

Enterprise – Update

TLN staff is finishing up the last few features we want available in Enterprise before we put a link to our beta implementation of it in the eLibrary catalog, including the "red star" equivalent, online user registration for those libraries that participate, and the forgot your PIN link. Amy Rosen will be arranging a meeting of the eLibrary/Enterprise committee.