

**Shared Automation System Users' Group**  
**Meeting of January 24, 2019**  
**System Update**

**App Wrappers for CARL.Connect Discovery Mobile Available**

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

**Email Update**

TLN Shared System Staff announced late last year that we would be moving Shared System email notifications from the Xmission to a Gmail hosted mail service. After completing the initial setup, it was discovered that Gmail has some hard sending limits that could cause issues during our peak email loads.

TLN Shared System Staff decided to setup an in-house email server to process all Shared System email notifications. This in-house server provides the Shared System staff a more in-depth ability to track emails through the sending and delivery process, an ability that was lacking in the previous email configurations.

On 1/17/2019 TLN moved the CARL email notifications to the in-house email server, with the final steps in the process being completed on 1/20/19 & 1/21/19. There was some initial slowness in delivery to Yahoo hosted addresses, but this issue has been resolved and all Shared System email notifications are going out in a timely manner.

If your library continues to have reports of non-delivery of Shared System email notifications, please open a help desk ticket using Department: Shared Automation, with a Ticket Category of SAS Patron Notification. Please include the Patron ID when submitting Patron Notification Tickets.

All email notifications from the Shared System now come from the [librarynotices@tlnotices.org](mailto:librarynotices@tlnotices.org) email address. Please make sure that patrons reporting Shared System email notification issues white list this new email address.

**Chronology and Enumeration**

In order for patrons to place issue level holds on titles with multiple volumes in the public catalog, if one item on the record has Chronology and Enumeration (C & E), then every item on the record must have C & E added. This affects items like graphic novels with multiple volumes on the same record, books on CD where the CD sets have been broken up, DVDs of television series with disc sets broken up, travel books with multiple years on the record, encyclopedia volumes, etc.

If your library is the first one to break up the set

- Add C & E to each of the items you are adding to the record
- Open a helpdesk ticket with the department Cataloging and the category Chron and Enum, and provide the BID and the Title of the record that needs C & E added to its items.

If you see a record with only some of the items having C & E, or your patron cannot place an issue level hold on a record in the public catalog

- As a workaround, you can place an issue level hold for the patron in the CARL.X Staff Client.
- Open a helpdesk ticket with the department Cataloging and the category Chron and Enum, and provide the BID and the Title of the record that needs C & E added to its items.

When you are adding items to an existing record, please pay attention to the items already on the record.

- If all the existing items have C & E, add C & E to your item.
- If none of the existing items have C & E, do not add C & E to your item.