

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF JULY 23, 2015
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	May: 100%	Jun: 94.8%
Patrons:	Jun 1 st : 653,067	Jul 1 st : 654,048 (+981)
Items:	Jun 1 st : 5,009,258	Jul 1 st : 5,011,589 (+2,331)
Bib Records:	Jun 1 st : 965,082	Jul 1 st : 966,111 (+1,029)
24/7 Phone Renewal:	May: 799	Jun: 714 (-85)
Training:	Circulation, Director's Station	

Overdue Notices via Text Message

TLN has configured the shared system to allow for the sending of overdue notices via SMS text message. As of Monday, July 27, 2015, patrons will see the option to enable Overdue notices via text message in the Enterprise Catalog -> My Account -> Text Message Notifications.

As part of this change, several new User Category 4s (SMS Opt in) have been added. Overnight the system processes all users with SMS info in their My Account record and adjusts the User Category 4 to the appropriate settings based on the selected SMS Message types selected by the patron in Enterprise.

User Category 4:

SMS (Patron will receive Hold and Overdue notices via SMS)

SMS-H (Patron will only receive Hold Pickup notices via SMS)

SMS-O (Patron will only receive Overdue notices via SMS)

BADOPTIN (Patron has no SMS notification type(s) selected, but has an SMS phone number in the user record)

BADPHONE (Patron has selected SMS notification types, but does not have an SMS Phone number in the user record)

If a patron wishes to discontinue some or all SMS Notifications, the patron must change the selected SMS notifications in the Enterprise Catalog. Do NOT change User Category 4 in WorkFlows to prevent SMS messages. If you change the User Category 4 and not the SMS notifications in the Enterprise Catalog, then during overnight processing the patron's User Category 4 will be changed back to the appropriate value based on the SMS notification settings in the user My Account record in Enterprise.

Standalone Usage - Reminder

Just a reminder that if your library uses the WorkFlows Standalone client for offline circulation at any time, please remember to notify TLN shared system staff so that we know to process those files. We do not process any Standalone files unless we receive notification from the library to do so. Notification may be sent via email to standalone@tln.lib.mi.us or may be by helpdesk ticket (Category/Subcategory of Workflows Standalone/Report Standalone Usage). Be sure to include the number of workstations that used the Standalone client in the email message or helpdesk ticket.

When using Standalone recently, a few Libraries had issues with Standalone not populating the Drop Down Boxes in Standalone Session Settings. When these fields do not populate, you will not be able to use WF Standalone.

These drop downs are populated when the WorkFlows client is connected to the Symphony server normally on a daily basis. When your WF workstation connects to the Symphony server, it downloads

several files that it will use should standalone usage occur. If these files are not present on your WF workstation, then you will not be able to use standalone.

The files in question are: verifylist and config and they will reside in the Program Files (x86)\sirsi\JWF\Configuration directory. If these files do not exist in this location on your WF workstation, then you will not be able to use standalone correctly.

There are a couple ways to correct this issue:

- 1) Instead of starting WF by double clicking the icon, right click on the WF icon and choose the "Run as Administrator" option. This will normally give the WF client enough permissions to write the required files to the Sirsi Configuration directory. Using this option will allow for the creation of the files during the single WF session started using the "Run as Administrator" option, but will not update the required files during future sessions unless the option to "Run as Administrator" is used to start subsequent WF sessions.
- 2) Ensure that the Users Group has Full Control access to the "C:\Program Files (x86)\Sirsi\JWF\Configuration" directory on your WF workstation. This will allow the files to be created and/or updated during all subsequent WorkFlows Sessions.

Onshelf Items Wizard

Just a reminder to all that we are now using the Onshelf Items wizard to access the list of onshelf items for holds. Staff no longer have to log in to the REPORTS login to view the list, but can now pull the list from the Onshelf Items wizard, located in the Holds Group of wizards on the Circulation toolbar in your library's xxxstaff login to WorkFlows. The list of onshelf items in the wizard is dynamically updated throughout each day, so staff may pull items to fill holds multiple times a day if desired. We will eventually be removing access to the report in the REPORTS login.

Holiday Closing Reminder

TLN will be closed on Sunday, September 6, 2015 and Monday, September 7, 2015 for the Labor Day holiday. Shared system staff will use the holiday hours to perform system maintenance activities. Enterprise (and WorkFlows) will be made available for use as much as the maintenance work allows.

Passwords Changing

On Tuesday, September 29, 2015 the passwords for all xxxstaff and xxxtech accounts to Workflows will be changed. You will receive your new passwords in delivery a couple of weeks 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.