

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF JULY 27, 2017
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	Apr: 100%	May: 100%	Jun: 100%
Patrons:	May 1 st : 609,078	Jun 1 st : 491,140	Jul 1 st : 491,711
Items:	May 1 st : 4,243,081	Jun 1 st : 4,242,482	Jul 1 st : 4,247,117
Bib Records:	May 1 st : 948,949	Jun 1 st : 953,343	Jul 1 st : 957,307
24/7 Phone Renewal:	Apr: 551	May: 736	Jun: 548
Training:	1 Adv. Searching, 1 Circulation, 1 Director's Station, 2 Linking, 3 Serials		

Enterprise Upgrade not required

Previously we had indicated that SirsiDynix would be scheduling an upgrade to our Enterprise instance sometime in June to accommodate changes that were being made by PayPal that were to take effect on July 1. However, SirsiDynix determined that the PayPal changes did not affect our PayPal usage through Enterprise after all, so no upgrade was required.

Calling Tree Test

A test of the calling tree procedures was executed on Tuesday, June 13th at 1:45 pm and 81% of the libraries at the bottom of the calling tree branches received the call.

TLN received the following comments during this latest calling tree test:

- Staff member is new and doesn't know what a calling tree is.
- Staff member is only person on the desk and can't take a message.
- Staff member doesn't normally work the circulation desk and doesn't feel comfortable taking a message.
- A few libraries called TLN to let them know they received the calling tree instead of faxing TLN.

Calling Trees are our primary method for communicating system problems to you. We are all dependent upon each other for this method of communication 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.

CEU Program Discontinued

CEUs are no longer required for any type of certification at the Library of Michigan. This has been the case for years, so after much discussion the Library of Michigan has decided that they will no longer administer/continue the CEU program. We are sharing this information because several TLN shared system classes had offered CEUs through the Library of Michigan and now will no longer do so. The shared system classes that offered CEUs were: Acquisitions, Advanced Searching, Circulation, Linking, and Serials.

Holiday Closing Reminder

TLN will be closed on Sunday, September 3, 2017 and Monday, September 4, 2017 for the Labor Day holiday. The helpdesk will not be staffed during the holiday hours.

The shared automation system, including Enterprise, will be intermittently unavailable on both Sunday and Monday while shared system staff uses the holiday hours to perform system maintenance.