

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF JULY 25, 2013
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	May: 100%	Jun: 100%
Patrons:	Jun 1 st : 668,280	Jul 1 st : 669,079 (+799)
Items:	Jun 1 st : 4,956,402	Jul 1 st : 4,957,757 (+1,355)
Bib Records:	Jun 1 st : 957,897	Jul 1 st : 961,606 (+3,709)
24/7 Phone Renewal:	May: 834	Jun: 727 (-107)
Training:	2 Circulation, 2 Director's Station, 1 Linking	

Library Thing for Libraries

5/22/2013 – 7/23/2013

Times tag browser launched:	5,283
Tag browse:	2,763
Editions browse:	3,975
Tags clicked:	5,711
Similar items browse:	20,051
Review links clicked on:	6,528
Reviews submitted:	23

Library Anywhere

Date	Pages	Users	Visits	Pages per Visit	Average Visit (seconds)
October 2012	5,448	826	2,228	2.45	49.5
November 2012	11,268	872	2,361	4.77	54.2
December 2012	10,834	840	2,275	4.76	54.3
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	13,477	841	2,607	5.17	54.3

Online User Registration

Two shared system libraries have successfully implemented the online user registration functionality in eLibrary over the past month. We have also moved far enough along in our implementation of Enterprise to know that online user registration in Enterprise will work pretty much the same as in eLibrary, so beginning August 1, 2013, we will start implementing this feature with other interested libraries. If your library would like to allow patrons the ability to register for a library card online, open a helpdesk ticket with a Category of eLibrary and Subcategory of Online Registration. We will then provide you with the documentation and work with you on set up and testing.

SMS Text Messaging for Hold Pickup Notices – Update

As discussed previously, we have set up and successfully tested (in house) SMS text messaging for hold pickup notices. We have also tested the functionality with staff at two libraries. We have everything ready to move forward with implementing this feature, allowing the patron to “opt-in” via eLibrary to receive hold pickup notices via text. Before we can do so however, we need to understand if we will have the same options

for patron opt-in in Enterprise as in eLibrary. If the functionality for choosing the option is different in Enterprise, we may have to choose to wait to implement text messaging until we roll out Enterprise. We hope to get this question resolved shortly – we'll keep you updated as we know more.

Enterprise – Update

In June, TLN staff had four days of training on implementing Enterprise. Since then we have been working with a SirsiDynix consultant to get basic profiles set up for each shared system library. We are sitting in on several question & answer sessions with other new Enterprise sites over the next few weeks, and have the last of our three consulting calls with SirsiDynix in August. We plan to have our first version of Enterprise available for review in early September.

In order to get the full functionality of Enterprise, libraries will have to be on the latest version of Internet Explorer, v9 or higher. The latest version of Internet Explorer available to Windows XP is v8 and Microsoft has no plans to develop Internet Explorer further for Windows XP. We are investigating Enterprise functionality for earlier versions of Internet Explorer.

eResource Central – Update

SirsiDynix released eResource Central in June. Although the ability to have one-click download access to Overdrive is not yet fully developed, we believe it is far enough along to move forward with our implementation of eResource Central, in order to have its availability to patrons coincide with Enterprise.

Calling Tree Test

A test of the calling tree was conducted on Wednesday, June 12 at 10:00 am. Several libraries (19%) at the bottom of the calling tree branches did not receive the call and therefore did not fax TLN. This is an improvement over the March calling tree test (when 31% of the libraries at the bottom of the calling tree branches did not receive the call).

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. We will continue to run tests of the calling tree approximately every quarter.

The purpose of the Calling Tree is to allow 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.

Please take a moment to review the following procedures with your staff:

1. Take down the message as accurately as possible.
2. Call the next library or libraries on the Tree **immediately**.
3. Relay the message as accurately as possible.
4. If the library you call is not yet open, immediately fax that library the Calling Tree message, and then fax the libraries below it on the Calling Tree.
5. Make sure to inform all relevant staff in your own building of the Calling Tree message.
6. If your library is the last library on any of the Calling Tree "branches," please fax TLN with the Calling Tree message you have received. Include your library name on the fax.

Holiday Closing Reminder

TLN, including the Helpdesk, will be closed on Sunday, September 1, 2013 and Monday, September 2, 2013 for the Labor Day holiday. Shared system staff will use the holiday hours to perform system maintenance activities. eLibrary (and WorkFlows) will be made available for use as much as the maintenance work allows.

Passwords Changing

On Tuesday, September 24, 2013 the passwords for all xxxstaff and xxxtech accounts to Workflows will be changed. You will receive your new passwords in delivery during the two 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.