

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF JUNE 23, 2016
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	Apr: 100%	May: 100%
Patrons:	May 1 st : 645,218	Jun 1 st : 644,000 (-1,218)
Items:	May 1 st : 4,498,225	Jun 1 st : 4,503,800 (+5,575)
Bib Records:	May 1 st : 985,567	Jun 1 st : 986,497 (+930)
24/7 Phone Renewal:	Apr: 553	May: 550 (-3)
Training:	Circulation and Linking	

Symphony Upgrade – Report

The server side component of the Symphony upgrade went well. It completed more quickly than expected and no major errors occurred. The only real issue encountered as a result of the server side upgrade was an issue with modifying patron records. A simple reconfiguration of some patron address entries corrected this issue after it was brought to the attention of TLN Staff.

The client upgrade process had several issues, the most prominent being the slow download speed of the client upgrade package. TLN Staff identified several issues with the process and will work to make improvements to the process in the future:

- Based on internal testing, TLN Staff felt that the network bandwidth was sufficient to support using the in-client upgrade options to perform this WorkFlows client upgrade. Reality proved that our bandwidth is not sufficient to support the load required for the number of Shared System Libraries attempting to download the client simultaneously.
- Many Libraries waited until just prior to their opening to begin the client upgrade. In the future TLN will urge library staff to begin the upgrade process of the client at least 1-2 hours prior to the opening in case of unforeseen issues with the upgrade process.
- The alternate client download location was on the same network as the Symphony server. This caused slowness when attempting to download the client installation package. In the future TLN staff will ensure that the alternate client download location exists in separate network space to help prevent this problem in the future.

Calling tree test

TLN did a test of the calling tree on the morning of Thursday, June 16th. This test was 75% successful which is a 7% better response rate than the one that was done in March. We will continue to do quarterly tests of the calling tree.

Please make sure staff have the most recent version of the calling tree and know the calling tree procedures. The calling tree and procedures can be found at: <http://tln.lib.mi.us/calling-tree/>

The Calling Tree allows 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.

MeLCat Training

MeLCat training was held at TLN on June 1 and June 8. MeLCat staff have expressed interest in offering MeLCat training at TLN again somewhere down the road. In the meantime, if you are in need of a refresher, here is a link to everything you need to do as a DCB library for MeLCat:

https://members.mcls.org/melcat_wiki/images/0/09/Everything_you_need_to_be_doing_as_a_DCB_library.pdf

Helpdesk – Reminders

With vacation season upon us, we just want to remind everyone to open tickets in the helpdesk rather than emailing or calling individual TLN staff. The TLN centralized helpdesk system is in place to support you and to help us respond to your requests in a timely manner. We ask that you either call the helpdesk for assistance or open a helpdesk ticket. By doing this, it eliminates the guessing game for your staff to figure out which TLN staff person to call and whether or not they are in the office.

When opening a helpdesk ticket, staff should be sure and leave the 4 character library code in the “Name” field. For reporting purposes, there is one login for each library and we request that the 4 character library code name not be changed. There is a default email address in place for each library which the requestor is encouraged to change to his/her own email address so that they will email receive updates on their helpdesk ticket from TLN staff.

Holiday Closing Reminder

TLN is closed on Monday, July 4 for the Independence Day holiday. The helpdesk will not be staffed. Shared system staff will use the holiday hours to perform system maintenance. The shared system and Enterprise will be intermittently unavailable as the maintenance activities are carried out.