

**SHARED AUTOMATION SYSTEM USERS' GOUP
MEETING OF JUNE 25, 2015
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	Apr: 100%	May: 100%
Patrons:	May 1 st : 654,586	June 1 st : 653,067 (-1,519)
Items:	May 1 st : 4,995,331	June 1 st : 5,009,258 (+13,927)
Bib Records:	May 1 st : 964,737	June 1 st : 965,082 (+345)
24/7 Phone Renewal:	Apr: 681	May: 799 (+118)
Training:	Circulation, Director's Station, Linking, Serials	

Calling Tree Test

A calling tree test was executed on Friday, June 12 at 10:30am and for the first time TLN received fax responses from all of the libraries at the bottom of each calling tree branch. Keep up the great work! 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.

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. Calling tree procedures are also available at this same link.

REPORTS Login – Reminder

Just a reminder that the REPORTS login is used by staff at ALL shared system libraries to login to WorkFlows to access the Pull Onshelf Holds report, the Unclaims List, etc. Please remind staff that they should not remove any of the reports listed in the Finished Reports list in this login.

Onshelf Items Wizard

The Onshelf Items Wizard is a dynamically updated version of the "List Onshelf Items with Holds" report that is currently retrieved in the REPORTS login by library staff. Rather than logging in to the REPORTS login to view the report, library staff will be able to view the holds pull list from a single wizard on the Circulation toolbar. We will send documentation out and make this wizard available for use the week of July 6.

Enterprise – unavailability problems

Three times in as many weeks we have had a problem with Enterprise crashing, requiring a restart of our Enterprise instance. As our Enterprise instance is hosted by SirsiDynix, the restart must be performed by them.

We have asked SirsiDynix to look into these repeated problems, to provide us with root cause analyses, and to address a resolution. We will update you when we know more.

Holiday Closing Reminder

TLN is closed on Friday, July 3 and Saturday, July 4 for the Independence Day holiday. The helpdesk will not be staffed. The shared system will be available on Friday, July 3 as there are libraries open. The shared system will not be available on Saturday, July 4 as Shared system staff will use the holiday hours to perform system maintenance. The circulation system and Enterprise will be intermittently unavailable as the maintenance activities are carried out.