

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF JUNE 26, 2014
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	Apr: 100%	May: 100%
Patrons:	May 1 st : 662,045	Jun 1 st : 661,291 (-754)
Items:	May 1 st : 5,012,077	Jun 1 st : 5,020,324 (+8,247)
Bib Records:	May 1 st : 953,293	Jun 1 st : 955,349 (+2,056)
24/7 Phone Renewal:	Apr: 791	May: 893 (+102)
Training:	1 Director's Station, 1 Linking	

LibraryThing for Libraries

5/21/2014 – 6/18/2014

Tag browse:	50
Editions browse:	27
Tags clicked:	98
Similar items browse:	160
Review links clicked on:	90
Reviews submitted:	0

Library Anywhere

Date	Pages	Users	Visits	Pages per Visit	Average Visit (seconds)
June 2013	14,723	928	2,823	5.22	56.3
July 2013	17,633	1,046	3,431	5.14	55.8
August 2013	17,265	1,026	3,319	5.2	54.8
September 2013	15,105	925	3,069	4.92	53.2
October 2013	14,624	595	2,733	5.35	64.5
November 2013	14,741	691	2,828	5.21	59.6
December 2013	14,212	745	2,828	5.03	54.9
January 2014	15,889	1,118	3,258	4.88	48.6
February 2014	13,820	939	2,785	4.96	50.3
March 2014	15,562	1,118	3,243	4.8	48.9
April 2014	14,424	1,053	2,936	4.91	48.9
May 2014	13,524	973	2,720	4.97	48.3
June 2014	5,633	618	1,203	4.68	22.8

LibraryThing for Libraries – Statistics

You might wonder why the low usage statistics, above, for the LibraryThing for Libraries catalog features. As we are transitioning to Enterprise from eLibrary for our public catalog, we are also transitioning the LibraryThing for Libraries features into Enterprise. But the usage statistics for LibraryThing are currently still looking at eLibrary. We are working with the folks at LibraryThing to get the usage statistics piece switched over to Enterprise.

Holiday Closing Reminder

TLN is closed on Friday, 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 system, eLibrary, and Enterprise will be intermittently unavailable as the maintenance activities are carried out.

Helpdesk – Reminders

As we move into vacation season, 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 library staff to figure out which TLN staff person to call and whether or not they are in the office.

When you open a helpdesk ticket, please do not change the 4 character library code to your name. For reporting purposes, there is one login for each library and we request that the 4 character library code name not be changed. By all means, change the email address to your own email address if you are the requestor of the helpdesk ticket. There is a default email address in place for each library but the requestor can override that with his or her own address so that the requestor will receive updates on their helpdesk ticket from TLN staff.

Also, be sure to select the appropriate category and sub-category for your request. Doing so will also help us in responding to your requests in a timely manner.