

**SHARED AUTOMATION SYSTEM USERS' GROUP  
MEETING OF MARCH 24, 2016  
SYSTEM UPDATE**

**Statistical Summary**

Circulation System Availability:	Jan: 100%	Feb: 100%
Patrons:	Feb 1 <sup>st</sup> : 655,059	Mar 1 <sup>st</sup> : 654,566 (-493)
Items:	Feb 1 <sup>st</sup> : 5,072,192	Mar 1 <sup>st</sup> : 4,498,141 (-575,051)
Bib Records:	Feb 1 <sup>st</sup> : 979,547	Mar 1 <sup>st</sup> : 984,340 (+4,793)
24/7 Phone Renewal:	Jan: 730	Feb: 699 (-31)
Training:	2 Acquisitions, Advanced Searching, 2 Circulation, Director's Station, Linking	

**Symphony v3.5.1.SP1 Released**

SirsiDynix has announced the release of Symphony v3.5.1.SP1. TLN staff has upgraded the test server to this version and has started the review and testing process. We should know more by next month as to if/when we will schedule the upgrade to this version of Symphony.

**Calling Tree Test**

TLN did a test of the calling tree on the morning of Monday, March 7. This test only was 68% successful. 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.

As the success rate of this calling tree test was fairly low, TLN did some follow up after the test to try to determine what the problem was. Here is a sampling of the comments from libraries:

- A staff member took the calling tree message, but didn't know what to do with it
- Staff is not comfortable taking a calling tree message and passing it on
- A library contacted the wrong library because they were using an old calling tree

**MeLCat classes**

The DCB MeLCat refresher classes being held at held TLN on June 1 and June 8 still have a few spots open. The class description and registration form are available at: <http://tln.lib.mi.us/melcattraining/> Registration for these classes closes on Friday, April 1.

**TLN Holiday Hours**

The TLN office will be closed Friday, March 25 through Sunday, March 27 for the Easter holiday. The shared automation system will be available as usual on Friday and Saturday, March 25 and March 26. The shared automation system, including Enterprise, will be intermittently unavailable on Easter Sunday, March 27, while shared system staff uses the holiday hours to perform system maintenance.

Although the helpdesk will not be staffed, the Helpdesk ticket system is always open. In the event of an urgent request, an emergency contact number is stated on the helpdesk voice message at 248.536.3100 x 134.

**Password Change Reminder**

On Tuesday, March 29, 2016, the passwords for all xxxstaff and xxxtech accounts to WorkFlows will be changed. You should have already received your new passwords in delivery. If you have not received your passwords, please contact shared system staff. Each password will be unique to each library. Passwords will continue to be changed on a regular basis every 6 months