

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF OCTOBER 20, 2016
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	Jul: 100%	Aug: 100%	Sep: 100%
Patrons:	Aug 1 st : 644,097	Sep 1 st : 641,449	Oct 1 st : 638,858
Items:	Aug 1 st : 4,508,480	Sep 1 st : 4,503,169	Oct 1 st : 4,487,309
24/7 Phone Renewal:	Jul: 829	Aug: 613	Sep 560
Training:	1 Acquisitions, 2 Advanced Searching, 2 Circulation, 2 Director's Station, 3 Linking, 2 Serials		

Reminder – No Visits to ILS Vendors at MLA

Please remember that no shared system library staff should visit any of the ILS vendor booths (SirsiDynix, III/Polaris, TLC/CARL, Auto-Graphics, etc.) while at the MLA Annual Conference next week. It is inappropriate during the RFP process for staff to spend any time at software vendor booths or to ask the ILS vendors for software demonstrations.

Calling Tree Test

TLN did a test of the calling tree on the afternoon of September 15. The calling tree was 81% successful. 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/> We will continue to regularly run tests of the calling tree procedure.

New Library using Collection Agency

The Addison Township Public Library has begun using the Symphony collection agency module, joining Allen Park, Belleville, Berkley, Brighton, Commerce, Ferndale, Hazel Park, Livonia, Lyon, Madison Heights, Oak Park, Redford, Romulus, Royal Oak, Salem South Lyon, Southgate, Springfield, Taylor, Trenton, Waterford, Wayne, and Wyandotte libraries in using the software to forward accounts to Unique Management Services.

If your library is interested in using the collection agency module, please open a helpdesk ticket using a Category of SAS Configuration and a SubCategory of Other and we will work with you.

PayPal Payments

When a patron pays outstanding fines via PayPal in Enterprise/My Account prior to a Lostcard or other card replacement, it is very important to allow time for PayPal to communicate with Symphony and pay the bills on the Symphony (WorkFlows) side before issuing a replacement card or changing the Patron ID. Changing the library card number prior to the completion of bill payment on the Symphony system causes the link between the Patron ID and their bills to be broken making it impossible for the bills to be recorded as paid in WorkFlows.

Thanksgiving Holiday

TLN and the Shared Technology Services department will be closed on Thursday, November 24 for the Thanksgiving holiday. Staff will use the holiday hours to perform system maintenance activities, including a full system backup. Enterprise will continue to be available during most of the maintenance work, but access to item status, placing holds, and My Account will be affected.

The shared automation system will be available as usual on the Friday after Thanksgiving, November 25 for those libraries that are open; however, the helpdesk will not be staffed. Non-emergency helpdesk tickets may be opened as usual; should an emergency occur, call the regular helpdesk phone number (248-536-3100 x134) and an emergency phone number will be provided.