

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF OCTOBER 23, 2014
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	Aug: 100%	Sep: 100%
Patrons:	Sep 1 st : 662,527	Oct 1 st : 662,550 (+23)
Items:	Sep 1 st : 5,027,485	Oct 1 st : 5,030,470 (+2985)
Bib Records:	Sep 1 st : 954,893	Oct 1 st : 959,512 (+4,619)
24/7 Phone Renewal:	Aug: 763	Sep: 656 (-107)
Training:	2 Circulation	

Library Anywhere

Date	Pages	Users	Visits	Pages per Visit	Average Visit (seconds)
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	9,025	954	1,968	4.59	23.7
July 2014	10,316	886	2,138	4.83	41.2
August 2014	10,344	855	2,223	4.65	47.2
September 2014	8,632	786	2,016	4.28	38.8
October 2014	4,976	571	1,274	3.91	32.8

Calling Tree Test

A calling tree test was executed on Wednesday, October 1 at 10:15 am and 88% of the libraries at the bottom of the calling tree branches did receive the call. Even though 88% of the libraries at the bottom of the calling tree branches did receive a call, TLN did not receive a fax from all of them confirming they did get the call.

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 link.

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.

Courtesy Notice Message – Updated

A courtesy notice, informing patrons that items are due in two days, is emailed to all patrons with email addresses. The message on these notices includes a link to the catalog, should the patron wish to renew their items; this link has been changed from a link to eLibrary to a link to the Enterprise catalog.

Patron Registration

When registering patrons from a community other than your own service area, please do not use TLN as the library of registration. We continue to find patrons registered by various shared system libraries, with TLN designated as the patron's home library. When reviewing these records, it seems that staff is using TLN as the library when the patron is from a TLN community other than their own or another shared system library. Staff should always register such patrons with your own library designated as the patron's home library, with the Municipality indicating where the patron lives and pays taxes. No patrons should ever be registered with TLN as the library, except for TLN staff.

Thanksgiving Holiday – Reminder

TLN and the Shared Technology Services department will be closed on Thursday, November 27 for the Thanksgiving holiday. Staff will use the holiday hours to perform system maintenance activities, including making a bootable backup and rebuilding various indexes. Enterprise will continue to be available during the maintenance work, but access to holdings, placing holds, and My Account will be affected. eLibrary will be available during this time as much as the maintenance work permits.

The shared automation system will be available on the Friday after Thanksgiving, November 28, 2014 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.