

Shared Automation System Users' Group
Meeting of September 26, 2019
SYSTEM UPDATE

Some Reminders . . .

- **Use the helpdesk ticket system** rather than emailing shared system staff with requests directly. This help us provide answers more quickly and efficiently, as well as to track similar issues and problems. It also allows other TLN staff to answer the question or at the very least, to let you know when a key staff person is out of the office and that they will respond when they return.

- **Please identify yourself** when opening a helpdesk ticket. Several libraries have staff use a shared email account (ie: circdesk@xxxlibrary.org or tlnhelpdesk@gmail.com) for purposes of opening tickets in our helpdesk system. Unfortunately, more often than not, the person opening the ticket does not identify himself/herself and TLN staff have no idea with whom they are working. Even if using your own email address when opening a ticket, it is most helpful if you sign the ticket, because it is not always possible to tell a person's name from an email address. Both scenarios make it tough for TLN staff should we need to call you regarding the ticket – because we don't know who to call.

- **Don't hoard** the new passwords. We received more than a few calls this week on the morning of the CARL password change indicating that staff did not know the new password because the "director did not pass the information along." The envelopes with the new passwords were labeled as *Important CARL Information* and the information should be shared with staff.

Calling Tree Test

A test of the calling tree procedures was performed on Monday, September 9th at 1:00 pm; 100% of the libraries at the bottom of the calling tree branches reported receiving the call. First time ever!!

Calling Trees are our primary method for communicating system problems to you. We are all dependent upon each other for this method of communication to work. 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.

New Look for Travel Books, Graphic Novels, Reference Books

Going forward, there will be individual records created for each new edition of travel books, graphic novels and reference books that are added to the database. For example, titles such as Fodor's the Amalfi Coast, Capri & Naples; One Piece; National Geographic Almanac 2020; and Barron's ACT Study Guide, will now have individual records for each new edition.

If you are familiar with how we have previously used serial records to link these types of items, please be aware that going forward new editions should be linked to individual records rather than serial records. If you do not see an individual record for your latest edition, please request one through SkyRiver.

You will notice in the examples and in new records you begin to see in the catalog that records for new editions now include images, summaries, ISBN, publication date and other details that are helpful to patrons and library staff in identifying an item for which they are searching. Individual records will greatly reduce the need for chronology & enumeration, making hold placement easier for patrons and library staff. Processing of these items will be easier for library staff while at the same time improving the user experience for patrons. Representing each item with an individual record will also serve to prepare our catalog for future developments in search and discovery.