

**SHARED AUTOMATION SYSTEM USERS' GOUP
MEETING OF DECEMBER 13, 2012
SYSTEM UPDATE**

Statistical Summary

Circulation System Availability:	Oct: 100%	Nov: 100%
Patrons:	Nov 1 st : 676,541	Dec 1 st : 674,594 (-1,947)
Items:	Nov 1 st : 4,900,648	Dec 1 st : 4,903,681 (+3,033)
Bib Records:	Nov 1 st : 946,879	Dec 1 st : 950,761 (+3,882)
24/7 Phone Renewal:	Oct: 1,101	Nov: 1,058 (-43)
Training:	2 Acquisitions, 1 Circulation, 2 Director's Station, 2 Linking	

Library Thing for Libraries

10/24/2012 – 12/11/2012

Times tag browser launched:	2,183
Tag browse:	1,120
Editions browse:	1,372
Tags clicked:	2,350
Similar items browse:	7,771
Review links clicked on:	3,209
Reviews submitted:	6

Library Anywhere

Date	Pages	Users	Visits	Pages per Visit	Average Visit (seconds)
June 2012	9,901	854	1,968	5.03	48.8
July 2012	14,235	995	2,883	4.94	60.1
August 2012	11,652	860	2,488	4.68	57.8
September 2012	9,894	756	2,159	4.58	50.2
October 2012	5,448	826	2,228	2.45	49.5
November 2012	11,268	872	2,361	4.77	54.2
December 2012	4,240	387	886	4.79	51.7

Patrons Calling TLN

With increasing frequency we are receiving calls from patrons who have been instructed by SAS libraries to call TLN for help on a variety of topics – for eLibrary help, mobile device help, help with holds, etc. Please, please, please do not direct patrons to call us directly; there only a few of us and almost 675,000 of them! We are not equipped to deal with patrons on an individual basis. If there is something your library staff cannot help a patron with, please open a helpdesk ticket and we'll work with you (not the patron) on the issue.

Royal Oak Township Library

As you know, Royal Oak Township Library withdrew from the shared system as of September 30, 2011. We have not yet had SirsiDynix remove their library policy from the system because we cannot do so until all related patrons, items, bills, etc. have been removed. Any Royal Oak Township residents using a shared system library should be registered as a patron of that library, with a User Profile of SASGUEST, and a Municipality (User Cat2) of Royal Oak Township. No patrons should be registered

using the Royal Oak Township Library as the patron's home. It has recently come to our attention that libraries are continuing to register patrons using the Royal Oak Township Library as the patron's home library – please inform all staff to discontinue doing this. We have removed all Royal Oak Township library's item's and bills from the shared system; we are in the process of removing all patrons whose library of registration has not yet been changed to another library. Once we are able to complete the removal of the patrons, we will contract with SirsiDynix to remove the Library Policy and all associated policies for Royal Oak Township.

Holiday Closing Reminder

TLN and the Shared Automation and Networking departments and staff will not be available on Christmas Eve, Christmas Day, New Year's Eve, or New Year's Day. Shared automation staff will use the holiday hours to perform system maintenance activities. eLibrary will be available during the holiday hours as much as the maintenance work permits.