

**SHARED AUTOMATION SYSTEM USERS' GROUP
MEETING OF JUNE 28, 2012**

SYSTEM UPDATE

Statistical Summary

Circulation System Availability:	Apr: 100%	May: 100%
Patrons:	May 1 st : 685,711	Jun 1 st : 684,357 (-1,354)
Items:	May 1 st : 4,775,377	Jun 1 st : 4,777,836 (2,459)
Bib Records:	May 1 st : 938,073	Jun 1 st : 940,086 (+2,013)
24/7 Phone Renewal:	Apr: 1,158	May: 1,340 (+182)
Training:	1 Director's Station, 1 Acquisitions	

Library Thing for Libraries

5/23/2012 – 6/19/2012

Times tag browser launched:	1,895
Tag browse:	649
Editions browse:	1,217
Tags clicked:	2,008
Similar items browse:	7,920
Review links clicked on:	2,881
Reviews submitted:	6

**Library Anywhere
Months**

Date	Pages	Users	Visits	Pages per Visit	Average Visit (seconds)
January 2012	13,872	1,210	3,015	4.6	45.6
February 2012	11,746	1,005	2,396	4.9	48.1
March 2012	11,776	984	2,328	5.06	47.8
April 2012	12,082	1,121	2,498	4.84	42
May 2012	10,292	945	2,131	4.83	42.9
June 2012	6,419	562	1,244	5.16	47.9

New Library using Collection Agency

As of June 5, 2012, the Hazel Park Memorial Library has started using the Symphony collection agency module. They join Allen Park, Belleville, Brighton, Livonia, Lyon, Madison Heights, Oak Park, Redford, Royal Oak, Salem South Lyon, Southgate, Springfield, Taylor, Waterford, and Wyandotte 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.

WorkFlows in Multiple Tabs mode

One of the features of Symphony 3.4.1 is that it was enhanced to display wizard windows as tabs in the client workspace. So users now have the option of using wizards in either multiple tabs or multiple windows mode. The tabbed display can be customized to display at the top or the bottom of the client workspace. This feature can be set up by selecting Preference from the WorkFlows menu bar, then

choosing Desktop, then Desktop Setup. Once you have made the selection for tabbed windows display, you will have to log out and back in to WorkFlows.

Holiday Closing Reminder

TLN is closed on Wednesday, July 4 for the Independence Day holiday. The helpdesk will not be staffed and the shared system will not be available for use. TLN staff will use these holiday hours to perform a full system backup and to install critical operating system patches. eLibrary and WorkFlows will be unavailable while the full system backup is being completed, which generally takes 5 to 6 hours.

Helpdesk – Reminders

As we move into vacation season, we just want to remind everyone to open tickets in the helpdesk rather than emailing or calling individual TLN staff. The TLN centralized helpdesk system is in place to support you and to help us respond to your requests in a timely manner. We ask that you either call the helpdesk for assistance or open a helpdesk ticket. By doing this, it eliminates the guessing game for library staff to figure out which TLN staff person to call and whether or not they are in the office.

When you open a helpdesk ticket, please do not change the 4 character library code to your name. For reporting purposes, there is one login for each library and we request that the 4 character library code name not be changed. By all means, change the email address to your own email address if you are the requestor of the helpdesk ticket. There is a default email address in place for each library but the requestor can override that with his or her own address so that the requestor will receive updates on their helpdesk ticket from TLN staff.

Also, be sure to select the appropriate category and sub-category for your request. Doing so will also help us in responding to your requests in a timely manner.