

**SHARED AUTOMATION SYSTEM USERS' GROUP  
MEETING OF MARCH 28, 2013  
SYSTEM UPDATE**

**Statistical Summary**

Circulation System Availability:	Jan: 100%	Feb: 100%
Patrons:	Feb 1 <sup>st</sup> : 673,011	Mar 1 <sup>st</sup> : 671,814 (-1,197)
Items:	Feb 1 <sup>st</sup> : 4,919,435	Mar 1 <sup>st</sup> : 4,908,847 (-10,588)
Bib Records:	Feb 1 <sup>st</sup> : 951,845	Mar 1 <sup>st</sup> : 953,365 (+1,520)
24/7 Phone Renewal:	Jan: 984	Mar: 984
Training:	1 Linking	

**Library Thing for Libraries**

**2/27/2013 – 3/26/2013**

Times tag browser launched:	2,722
Tag browse:	1,398
Editions browse:	1,776
Tags clicked:	2,978
Similar items browse:	9,143
Review links clicked on:	3,486
Reviews submitted:	12

**Library Anywhere**

Date	Pages	Users	Visits	Pages per Visit	Average Visit (seconds)
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	10,834	840	2,275	4.76	54.3
January 2013	14,284	1,075	3,003	4.76	48.6
February 2013	12,948	913	2,595	4.99	50.9
March 2013	12,987	917	2,642	4.92	49.1

**Calling Tree Test – Update**

A calling tree test was executed on Tuesday, March 5 just before 2pm. Several libraries (31%) at the bottom of the calling tree branches did not receive the call and therefore did not fax TLN. 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. We will be doing another calling tree test soon.

**Holiday Closing – Reminder**

TLN will be closed on Friday, March 29 through Sunday March 31, 2013 for the Easter holiday. Although the helpdesk will not be staffed, the shared system will be available on Friday, March 29 and Saturday March 30 for those libraries that are open. 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. eLibrary and the shared system will only be available intermittently while staff use the holiday hours to perform system maintenance.

**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 have been finding more and more 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.

**MeLCat & Labeling items bound for RIDES**

When sending out items bound for delivery via RIDES make sure to use their label maker site ([https://members.mcls.org/~webmaint/rides\\_labels/selector.cfm](https://members.mcls.org/~webmaint/rides_labels/selector.cfm)) to print delivery labels. Do not use due date labels in place of delivery labels as they are not the same. Items with just due date labels will not be delivered by RIDES. These items will be accepted by RIDES, but will travel through their hubs with no destination until they are eventually returned to TLN as undeliverable. An example of each label is below: