

**SHARED AUTOMATION SYSTEM USERS' GROUP  
MEETING OF MAY 24, 2012**

**SYSTEM UPDATE**

**Statistical Summary**

Circulation System Availability:	Mar: 100%	Apr: 100%
Patrons:	Apr 1 <sup>st</sup> : 687,144	May 1 <sup>st</sup> : 685,711 (-1,433)
Items:	Apr 1 <sup>st</sup> : 4,730,641	May 1 <sup>st</sup> : 4,775,377 (+44,736)
Bib Records:	Apr 1 <sup>st</sup> : 921,927	May 1 <sup>st</sup> : 938,073 (+16,146)
24/7 Phone Renewal:	Mar: 1,175	Apr: 1,158 (-17)
Training:	2 Circulation, 2 Linking, 2 Director's Station, 1 Acquisitions, 1 Serials	

**Library Thing for Libraries**

**3/20/2012 – 5/22/2012**

Times tag browser launched:	4,319
Tag browse:	2,073
Editions browse:	3,231
Tags clicked:	4,551
Similar items browse:	17,612
Review links clicked on:	6,534
Reviews submitted:	35

**Library Anywhere**

Date	Pages	Users	Visits	Pages per Visit	Average Visit (seconds)
December 2011	10,470	1,038	2,313	4.53	41.2
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	7,378	720	1,580	4.67	38.9

**Hold Pickup Notification Clarification**

We have had several helpdesk tickets in the last couple of months reporting that patrons were complaining that they had not received their hold-pickup notification (didn't matter if the notification was supposed to be by email, phone, or paper). As it turns out, in every case, the problem was that the patron was picking up the held item before the hold pickup notice could be generated.

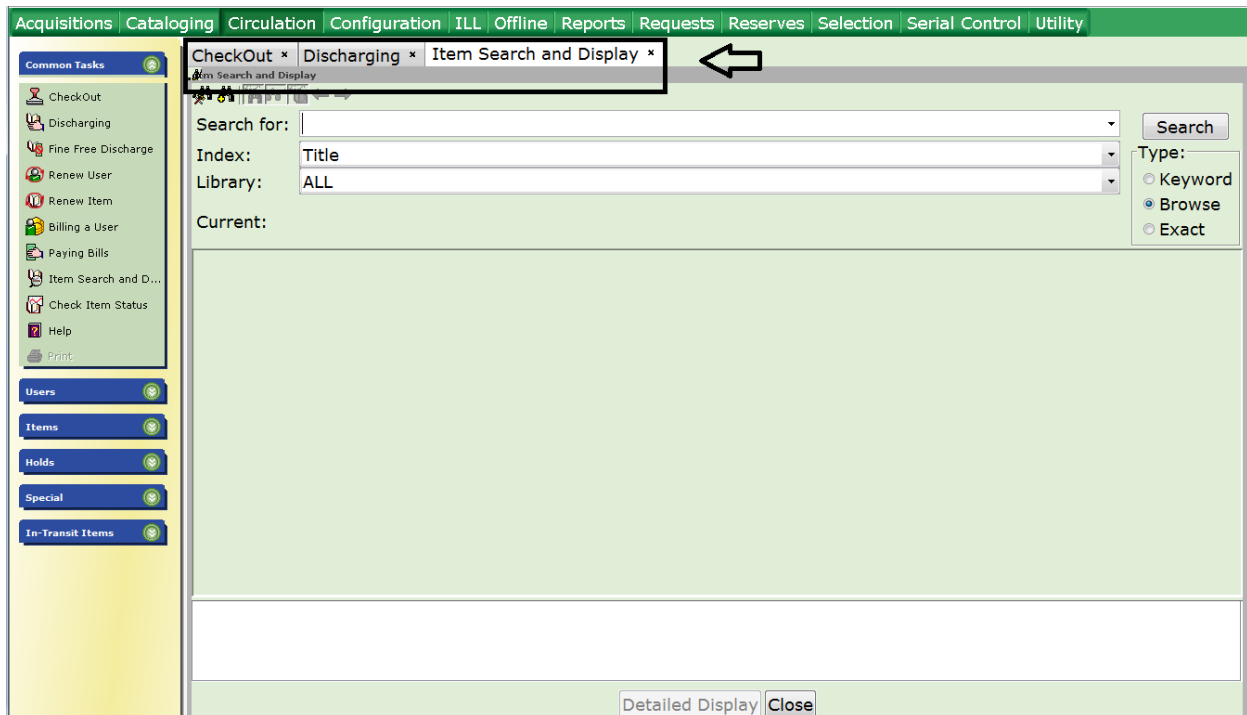
Please be aware that hold pickup notices (email, phone, and paper) are not generated when a hold is trapped and made available. All forms of hold pickup notices are dependent on reports that run at scheduled times and so are only generated in the early morning hours, and in the case of email and phone notices, again during mid-afternoon. If a patron picks up a held item before a hold notice can be generated, then no notice will be generated.

## Upgrade to Symphony 3.4.1

Just a reminder that we have scheduled the upgrade to Symphony 3.4.1 for the night of Sunday, June 3, 2012. The CD which includes the new WorkFlows client, installation instructions, and release highlights, was distributed this week in delivery. If you have not received the update CD by May 31, please contact John Inman at [jinman@tln.lib.mi.us](mailto:jinman@tln.lib.mi.us) or 248-536-3100 x140. The client must be installed on all library staff workstations prior to library opening on Monday, June 4, 2012.

## Symphony 3.4.1 Highlight

Symphony 3.4.1 has been enhanced to display wizard windows as tabs in the client workspace. Users can now use wizards in either multiple tabs or multiple windows. The tabbed display can be customized to display at the top or the bottom of the client workspace. This is customizable through the Desktop Setup menu of the WorkFlows Java client (Preference, Desktop and then Desktop Setup).



## Holiday Closings

TLN and the Shared Automation Department will be closed on Sunday, May 27 and Monday, May 28 for the Memorial Day holiday. The helpdesk will not be staffed during the holiday hours. Shared system staff will use the holiday to perform system maintenance in preparation for the upgrade to Symphony 3.4.1 on June 3. eLibrary will only be available intermittently during the holiday hours, while the maintenance work is being done.

## **COSUGI Conference**

I found the conference this year to be very positive – many of the important promises didn't seem like they were just words on a Powerpoint slide, but instead took the form of demonstrations of the beginnings of truly tangible results. Highlights from the conference include:

### **Some Symphony v3.5 key enhancements:**

- Input our own subject line for e-mail notices
- Encryption of PINs
- Broadcast a system message to all logged-in WF users
- Add item categories 3, 4, 5
- Document system-required user records and flag them as only editable by the system admin.

**Web Client** – An early prototype of a new web-based client was demonstrated live during conference. The first release (with Symphony 3.5) will only include the cataloging module, and enhancements will still be implemented in WorkFlows, so the intent isn't to be a complete replacement for WorkFlows right away, but rather that the two products can be used side-by-side as needed/desired--even on the same computer, if there are some things one does better than the other--until customers decide to switch over.

- The demo blew attendees away-- I heard several gasps, saw a lot of jaws proverbially hit the floor, and there was much applause as a record was imported, compared side-by-side with an existing local preliminary record and a single desired MARC field was dragged from the "new" record and dropped into the "old" record.
- Another function that was demonstrated live was the ability to create copies when importing records via Z39.50 (which SmartPort currently can't do), copy an existing item record to create X number of new item records (and specify a range of barcode numbers to use for the new item records), and overlay existing records with incoming records with the click of one button.
- The client is being built using GWT and HTML5.
- After cataloging (which is first because it's one of the most difficult of the common modules that every site uses, and the catalog data is the base on which everything else is built), the next module will be circulation, followed by acquisitions and serials. Development of the cataloging module will be relatively slow as they do all of the necessary R&D to build the basic framework and construct the look & feel templates; development of other modules should go much more quickly as a result.

**Director's Station** – is being totally rebuilt & rebranded as "Analytics Station". Version 5.0 is projected for Q1 of 2013, but a very early prototype was demonstrated live at the conference.

- It will be built on the same back end that the Horizon Web Reporter product is built on, Microstrategy, using Microstrategy's "Visual Insight". Both Analytics Station and Web Reporter will be upgraded to MicroStrategy 9.2.1.
- They're focusing on performance to achieve the same end results, so that what currently takes minutes should take seconds.
- Analytics Station for Symphony will pull in ALL of the data from ALL of the database tables, not just the subset of stuff that Director's Station currently gets. SirsiDynix are also considering how to optionally leave out specific pieces of data if a specific site requests that, such as leaving out some user fields for FBI/privacy reasons.
- The prototype live demo involved using the new equivalent of the "All checkout measures (Historical)" report with a year's worth of transaction log data and it tallied in seconds what currently takes minutes--it tallied and displayed results almost as fast as the engineer could make the data selections. Subsequently graphing that data in all sorts of different ways also only took seconds, even when changing and adding to what fields were being used for the X and

Y axes. The final product might be a little slower than that due to the sheer mountain of data involved, but it looks like it will be significantly faster.

- Some data cubes will include near-real time data, others may be a little further behind. Their current goal is to send deltas every 15 minutes instead of full nightly loads.
- They're working on a report within Analytics Station to display the ENTIRE history for a particular item over the specified time (e.g. date created by and by whom, date checked out and by whom/to whom, date checked in and by whom, date put in transit and by whom, etc.), with the ability to swap out columns and thus the selection and arrangement of data on the fly.

**eResource Central** – a new for-pay module/add-on for including e-resources (e-books, e-audiobooks, e-videos for now; e-journals perhaps in a future release) in the catalog, with one-click download from the hitlist, availability status on the hitlist, eReader-agnostic interface, DRM-agnostic interface, centralized sign-on for all e-resources, integrated \*options\* for Buy-copy and/or Donate-to-library buttons, and more.

- For Enterprise, Portfolio, BookMyne, and Social Library for Facebook, it will integrate into the existing interface. For e-Library or sites who use a third-party OPAC/discovery client/overlay, it will include a separate, Enterprise-like interface.
- Instead of each site loading MARC records for e-resources into their own catalog, eRC takes descriptive metadata from the vendors into its own database, normalizes/upgrades it to SD's content standards, integrates that with the local site's catalog data, and presents all relevant hits from either source to the end user. So in essence, SD will grab, catalog, and load bibliographic records for e-resources so that you don't have to do any of that anymore--and those e-resource records won't count towards your total title count (and thus impact your annual maintenance costs).
- eRC will be designed to be consortial- and multisite-friendly from day one and thus downgrade cleanly to suit the needs of a single-site customer.
- An early prototype was demonstrated, to almost as much applause as the web client got, especially after the announcement that it will work with Axis 360, Recorded Books' OneClickDigital e-audiobooks, and (development still in progress) Overdrive. However, later on in the conference folks started to realize that if you don't already use Enterprise, this basically would replace your existing OPAC with "Enterprise Lite."