

Systems Evening and Weekend Technology Support

Revised 4/11/06

The Director of Libraries decided to re-instate 24/7 beeper coverage for technology support in July 2004. A four-person rotation provides technology support for critical emergency calls throughout the week. The beeper telephone is **413-292-9501**. A beeper call may be placed directly by a staff member who determines a major service is down. However, please be sure to contact building monitors to avoid duplication of effort. Also, please provide as much information as possible about the problem you are reporting, and your name and your telephone number.

Examples of critical emergency situations that warrant a beeper call are:

- UMass or Four College III server is down.
- UMass web server is down, critical for access to all library materials
- UMass EZProxy server is down - off site users cannot access library databases
- Five College Finding Aids server is down
- E-Reserve is down.
- Heat, fire, intrusion alarms in computer room are on
- UMass printing stations not functioning, i.e. no printing at all
- Large scale failure of library computers on main floor.
- Any failure of a major library computer system that prevent patrons or staff from doing their work.

We ask that calls relating to a single machine or resource be reported to the Systems Tel. number 545-0074 or submitted to syshelp@library.umass.edu so that they can be addressed during normal business hours. Questions regarding this memo may be directed to MJ Canavan, 5-6824 or email mjcanavan@library.umass.edu

Submitted by MJ Canavan

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