

TECHNICAL SERVICES BUREAU

Guideline No. 2019-08

Title: Systems are down



Impact/benefit:

- Patrons
 - they might want to know about the PACs (Polaris and Koha)
- Reference/ILL/Circulation
 - PSB definitely needs to know
- SALS consortium/Koha libraries
 - potentially significant impact on their work

Mainly affects the work of:

Most staff, both in the State Library and in the SALS consortium

Policy involves these rules, systems:

__ RDA _X_ SALS _X_ Polaris _X_ OCLC _X_ other: Rural Services Koha

Policy addresses these problems, needs:

Who should help to diagnose problems; who should report them; how is this activity communicated

Policy/Procedure:

- First check to see if it's simply an Internet connection problem. Try to access a state government website and try to access a commercial website, e.g., GSD and New York Times.
- Check to see if you can connect to your network drives
- If you are a DCA employee report Internet connection problems via DCA-Today IT tickets.
 - <http://dcatoday.dca.state.nm.us/helpdesk.php?action=submit&SID>
- If connectivity seems to be fine, then check the various sites for system alerts:
 - Polaris:
 - <https://support.iii.com/>
 - OCLC:
 - <https://oclc.service-now.com/status>
 - Equinox (Koha):
 - <https://support.esilibrary.com/>
- If nothing is indicated via system alerts, then
 - Polaris: submit a Supportal ticket. Brad or Lori should do this; if they aren't available then Laura can submit a ticket. You can, too--ask Brad for Supportal access if you don't have it.

- <https://support.iii.com/>
 - OCLC: Brad or Lori or Laura submits ticket.
 - <http://www.oclc.org/content/forms/worldwide/en/contact-support.html>
 - Koha: Brad submits ticket; you can too--
 - **(877. 673. 6457)**
 - **info@esilibrary.com or https://support.esilibrary.com/**
- Give reports to the affected communities
 - if problem relates to connectivity
 - any system alerts
 - when you submit a ticket
 - and when you learn about fixes, etc.
- Community contacts:
 - Polaris: **DCA--NMSL_STAFF@state.nm.us** and **nmsalsa@lists.zianet.com**
 - OCLC: same as Polaris
 - Koha: Rural Services staff