**MCLS Contact Procedures for LARS Network/ILS Outages/Hung reports
(adopted 12-4-10)**

What to do when the WorkFlows system goes down

1. When WorkFlows goes down at your library, check if the Internet is also down. Check to see if you can log in to WorkFlows. If you cannot log into WorkFlows or experience Internet problems, contact MCLS using the contact information below.

2. If you decide to go to the offline check out mode, set up the offline session, using the default due date for books. Go to check out and scan as you normally do. Change due date to match loaning period of items (DVDs and Videos) before you scan them.

3. Do not check any items in while the system is down. Do not shelve any items that were returned on the day of the system going down, until the system is back up and functioning. MCLS will call the member libraries when the system is back up. PLEASE DO NOT LOG IN UNTIL YOU RECEIVE THE ALL CLEAR FROM MCLS. MCLS will run all necessary reports.

4. If an individual library is the only one down, they should contact MCLS when they are back up. MCLS will run the offline circulation report.

5. After an outage, MCLS will send out an email that explains the causes and effects of the outage.

6. When the system goes down for a longer period, follow the above procedure, but consider the following things:

* Check shelf before doing overdue lists for the next couple of weeks. This may be impossible for the larger libraries.
* Reconcile the holds shelf at least once. If a patron came in and picked up holds and the system does not reflect this, the holds will eventually expire and be forwarded to the next person in the queue. This might get messy.
* Remember the date the system went down when looking at patron records and be ready to forgive fines based on this date.
* Holds placed by patrons on the day of the outage may be affected. If their hold doesn’t show, the hold will have to be put back in and the hold queue may have to be shuffled.
* If a patrons says they returned an item, check the shelf and if found, check in using fine free.

Primary Contact: Margie Verhelst, ILS/IT Specialist

 Phone (work): 920-686-3053

 Email: mverhelst@mcls.lib.wi.us

 Cell: 920-889-4104

 Phone (home): 920-458-5279

Second Contact: Becky Schadrie, Director

 Phone (work): 920-686-3051

 Email: rschadrie@mcls.lib.wi.us

 Cell: 920-242-4596

Third Contact: Kate Verhelst, Administrative Assistant

 Phone (work): 920-686-3052

 Email: kverhelst@mcls.lib.wi.us

 Cell: 920-331-0523

During the business day: 8 a.m. to 5 p.m.

Margie is the primary contact for any ILS or Internet outages when they occur. **Please contact Margie via office, then cell phone.**  If Margie does not respond to your call within 15 minutes, then call the second and third contacts listed.

When Margie is unavailable, the MCLS staff will be the first contact for any ILS or Internet problems that occur. Please contact the staff in the above order when reporting a problem.

If possible, the system staff will correct the problem immediately. If not, they will contact SirsiDynix Support for network support assistance.

MCLS staff will contact the member libraries as needed to inform them of the problems, the solutions they are attempting, and the estimated time to restore ILS or Internet service. From this information, the libraries can decide whether they will circulate offline or not.

MCLS staff will call all member libraries when ILS or Internet service is restored.

If Margie plans a scheduled outage, she will contact all member libraries by e-mail prior to the scheduled outage. Her messages will include the date and time of the outage, the reason for the outage, the expected length of time for the outage and how you will be notified when ILS or Internet service is restored.

In the rare circumstances that the MCLS office does not have phone service or e-mail service, contact the staff via the cell phone numbers listed.

Before 8 a.m. and after 5p.m. on weekdays and weekends

Your primary contact is Margie by cell phone or home phone. If she cannot fix the problem immediately, then she will contact the MCLS staff or SirsiDynix Support for network support assistance. If Margie does not respond to your call within 15 minutes, then call the second and third contacts listed.

The MCLS staff person will call the member libraries to inform them of the problems, the solutions being tried, and the estimated time to restore the ILS or Internet service.