

TECHNICAL SERVICES BUREAU  
Guideline No. 2014-08



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
- SALSA consortium/Koha libraries
  - potentially significant impact on their work

Mainly affects the work of:

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

Policy involves these rules, systems:

\_\_ RDA \_X\_ SALSA \_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://supportal.polarislibrary.com/>
  - OCLC:
    - <http://www.oclc.org/support/systemalerts.en.html>
  - Equinox (Koha):
    - <http://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 Brigitte, Laura or Chris can submit a ticket.

- <https://supportal.polarislibrary.com/>
- OCLC: Brad or Lori or Laura submits ticket.
  - <http://www.oclc.org/content/forms/worldwide/en/contact-support.html>
- Koha: Brad or Chris submits ticket
  - **(877. 673. 6457)**
  - **info@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