

Please fill out one form per incident.

**Millennium Slowness / Freezing Incident Report Form**  
**Please fold in half & return in Delivery or**  
**fax to MHLS (845) 454-5940 attn: Laurie Shedrick**

Library: \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_ YOUR NAME \_\_\_\_\_

Millennium is operating, but my transactions are taking (please circle one).  
 5 seconds    10 seconds    20 seconds    30 seconds    over 30 seconds

Millennium is Frozen (please circle an answer for both below).

Can you move your mouse?            Yes    No

My screen remained frozen for  
 30 sec.            45 sec.            1 min.            2min.            3 min.            5 min.  
 I ended the session after waiting \_\_\_\_\_ minutes.

Please check in the box next to the process you were in when the problem occurred.

Circulation		Cataloging		Telnet		Acquisitions	
Checking out	<input type="checkbox"/>	Saving an item	<input type="checkbox"/>	Freeing record	<input type="checkbox"/>	Example	<input checked="" type="checkbox"/>
Checking in	<input type="checkbox"/>	Editing an item field	<input type="checkbox"/>	Printing paging slips	<input type="checkbox"/>	Creating Bib	<input type="checkbox"/>
Retrieving a patron record	<input type="checkbox"/>	Bringing up bib/item	<input type="checkbox"/>	Printing overdues	<input type="checkbox"/>	Creating order record	<input type="checkbox"/>
Creating/Editing patron record	<input type="checkbox"/>	Creating brief bib record	<input type="checkbox"/>	Printing holds Cancelled	<input type="checkbox"/>	Retrieving order records	<input type="checkbox"/>
Saving hold	<input type="checkbox"/>	Placing A hold	<input type="checkbox"/>	Printing bills	<input type="checkbox"/>	Invoicing	<input type="checkbox"/>
Fines	<input type="checkbox"/>	Modifying hold	<input type="checkbox"/>		<input type="checkbox"/>	Updating fund/vendor files	<input type="checkbox"/>
Renewing	<input type="checkbox"/>	Deleting items	<input type="checkbox"/>		<input type="checkbox"/>	Posting	<input type="checkbox"/>
Viewing Holds	<input type="checkbox"/>	Editing Preferences	<input type="checkbox"/>		<input type="checkbox"/>	Receiving	<input type="checkbox"/>
Clearing Holdshelf	<input type="checkbox"/>	Creating Lists	<input type="checkbox"/>		<input type="checkbox"/>	Print/send orders	<input type="checkbox"/>
Retrieving a bib/item record	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Claim/Cancel	<input type="checkbox"/>
Adding items in circ. module	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Create Lists	<input type="checkbox"/>

If what you were doing is not listed, describe below.

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If you need immediate assistance please contact MHLS Tech Support 845-471-3440