MHLS Technology Operations

The MHLS technology operations department works in four major service groups

- **ILS Support** – support around Sierra and its administration, as well as related training

- **Cataloging Support** – record maintenance and upkeep, including all bibliographic and authority record changes

- **Tech Support** – we answer questions as part of our help desk, can assist in purchasing equipment, can assist you in maintaining helpful documentation, also applying for E-rate, preparing or researching for future technology related projects, and with various other remote and in person services.

- **ILL Support** – Need to find or request something that isn't available at MHLS? We have you covered

- **A La Carte**– certain additional services may be purchased or supported at additional cost. Contact the Technology Operations Manager for more information.

<u>**Primary Contacts**</u>:

- techsupport@midhudson.org: this email goes to our technology support staff. This email is appropriate for nearly all technology queries, with priority going to questions around Sierra.

- cataloging@midhudson.org: this emails goes to our cataloging staff. This is appropriate for questions or service requests around: fixing bibliographic records, loading carts as part of item procurement, other questions related to records within the ILS.

- interlibraryloan@midhudson.org: This email goes to all ILL staff. Need assistance finding a title that doesn't exist in our shared collection? MHLS ILL can search nationally for the item. (See below)

- webchanges@midhudson.org: this email goes to technology support staff and should be used for requests to change a MHLS managed library website.

- MHLS Alerts Email list - This email list is for the distribution of MHLS original content/information, which may be time sensitive, to member library directors and their designated staff. Member library directors may add staff email addresses to this list by contacting techsupport@midhudson.org.

- 845-471-6060 x240 – this support number may be used for phone support related to Sierra, managed websites, or tech support questions. Please prioritize email for non-urgent queries.

- SAM support is provided by support@comprisetechnologies.com or 1.800.531.0132

<u>**General hours for support are:**</u>
8:30 – 4:30 M-F
Staff provide best effort support after hours, but are not currently on call.

<u>**Important Websites & Resources**</u>

1. **MHLS Knowledgebase (Password projected – for access contact techsupport@midhudson.org)**
    This website is the primary repository for documents related to Sierra and Resource Sharing.
    a. New Sierra users guide: http://kb.midhudson.org/sierra-users-guide/
       Everything you need to know about Sierra

2. **IT Services Website**
   a. IT Services
      http://midhudson.org/topics/resource-sharing-2/technology-operations/department-services/
   b. Purchasing Equipment
      http://midhudson.org/topics/resource-sharing-2/technology-operations/tech-purchase-form/
   c. Library IT Documentation
      http://midhudson.org/topics/resource-sharing-2/technology-operations/tech-documentation/

Additional Service Notes:
There are some technical services provided at a fee to interested libraries. For additional details on the following services please contact the Technology Operations Manager.

SAM: Session and print management for public terminals

Managed Wordpress Websites: A shared-tenant website hosted and maintained by MHLS.

IT Contracts: Contracted in-person technology support

Interlibrary Loan Services

The MHLS Interlibrary Loan Department coordinates interlibrary loan (ILL) services for members to borrow from nationwide collections, when items are not available in Sierra (http://search.midhudsonlibraries.org **) or SEAL (**http://seal2.senylrc.org **).**

You'll find over 90% of what your patrons are looking for by searching the collections of MHLS member libraries through Sierra.

- **If the item is not available in Sierra**, member library staff should first check SEAL *(the regional database of catalogs from academic, special, public and school libraries in Columbia, Dutchess, Greene, Orange, Putnam, Rockland, Sullivan, and Ulster counties)*, and request the item through the SEAL interface.

- **If the item is not available in SEAL**, MHLS coordinates interlibrary loan services for member library staff to borrow from nationwide collections through OCLC.

At https://midhudson.org/topics/resource-sharing/ill-requests/ you will the MHLS Online ILL Request Form, the MHLS ILL Routing Slips and the answers to:
- How do I help my patron find material that is not in Sierra?
- How do SEAL items get to my library?
- How do I return SEAL items?
- How do I send out an item requested of my library through SEAL?
- How can an OCLC item ordered by the MHLS ILL Department get renewed?
- How do OCLC items ordered by the MHLS ILL Department get to my library?
- How do I return OCLC items ordered by the MHLS ILL Department?

Questions? Contact Tara Stohr, MHLS Interlibrary Loan and Cataloging Specialist, at ill@midhudson.org or 845-471-6060 x224