

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.

Primary Contacts:

- 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.
- Workflow consultations are available upon request to provide custom training or review of workflow processes. The request must be made by a library director using the [Workflow Consult Request Form](#)
- 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@comprisetechologies.com or 1.800.531.0132

General hours for support are:

8:30 – 4:30 M-F

Staff provide best effort support after hours, but are not currently on call.

Important Websites & Resources

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 find 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

