

SWLS Member Libraries After-hours Emergency Protocols

I. Member libraries not on the SWLS Wide-Area Network (WAN):

- A. Fennimore
- B. Gratiot
- C. Hazel Green
- D. Montfort
- E. Platteville

1. First contact is your library director.
2. Follow your library's posted emergency protocols.

II. SWLS network/WAN (Wide-Area Network) libraries:

1. First contact is your library director.
 2. Follow the library's emergency protocols before calling SWLS.
 3. When requesting support, follow the *SWLS Staff Emergency Contact Protocol (see attached)*.
-

Emergency Issue: ILS/Verso 4 Functionality Failure

I. Task: Determine status of ILS/Verso 4

A. If available, check the Auto-Graphics System Status page:

http://www4.auto-graphics.com/agus/system_status.html

1. If the Internet/A-G status page is unavailable, see: **Emergency Issue: Suspected Internet Outage**
2. ILS/Verso 4 status is 'operational'
Refresh the browser and/or reboot the computer
3. ILS/Verso 4 status is 'down'
Use library's alternative circulation protocol
 - a. pencil/paper
 - b. Verso 4: Standalone Circ Utility
 - c. scanner and spreadsheet

Emergency Issue: Suspected Internet Outage

Suggestions for developing library protocols

I. Task: Determining status of Internet service

A. Status: Local/LAN (Local Area Network) Issue

1. Staff's first contact: Library director
2. Contact 3-5 other open libraries about their Internet status
3. If your library is the only one without internet service:
 - a) Contact the local Telco (telephone company)
 - b) If Telco issues are the cause, ask if they have a repair timeframe.
 - c) Contact: BadgerNet Converged Network (BCN) Phone: 888 955 2638
 - i. Ask if they can "see" your router
 - ii. If not, they will file a ticket
 - iii. If yes, Follow the *Router Reboot Protocol* (see attached)
 - d) Contact: WISNET Network Operations Center
 - i. 24x7x365 Phone: 608 442-6761, Ext. 1
 - e) If the local area network (LAN) remains down after applying the *Router Reboot Protocol*, consult a technician
 - f) If the DSL is not working, call the local Telco (telephone company) about interruptions in the service area
 - g) If it is not a Telco issue, libraries with a supplemental DSL may be able to access the Internet/use the ILS/Verso 4

B. Status: System-wide/WAN (Wide Area Network) Issue

1. Staff's first contact: Library director
2. Contact 3-5 other open libraries about their internet status
 - a) If your library is the only one without internet service, follow steps in **A.3** above
 - b) If the other open libraries contacted are without service, follow the *SWLS Staff Emergency Contact Protocol*

If unable to make direct contact with SWLS staff according to the *SWLS Staff Emergency Contact Protocol*, leave a voicemail request for support as specified.

October 2014

Protocol for Rebooting a Router

- ❖ The steps listed below will ensure that all devices have been cleared of their cache memory and that the network is being started fresh.
- ❖ These steps are best performed prior to turning everything on.

Steps toward resolving network connection issues:

1. Turn off all network devices (PC's, printers, network switches, etc.)
2. Turn off the Router(s) and wait 30 seconds.
3. Turn on the Cisco Router(s) and wait 5 minutes.
4. Turn on a few select devices on the wireless and wired networks: start with the switches, then turn on a couple of PC's.
5. If the PC's are getting proper IP addresses, they should be getting connected and successfully connecting to the Internet.
6. Turn on the remaining devices (PC's, Printers, etc.) on the network.

If, after performing these steps, you are still having a problem, consult a tech. The problem may be with the router.

Provided by Patrick Rice/Tech Assurance

SWLS Staff Contacts <i>(For Member Library Staff Use Only)</i>	During Regularly Scheduled Hours Monday—Friday 8:00 a.m.—4:30 p.m.
--	---

Report to SWLS staff members in the following order

VERSO 4 — ILS Kim Betty Peggy	Internet Outage Peggy Krista
---	---

SWLS AFTER-HOURS EMERGENCY PROTOCOL

Do this FIRST:
Contact your Director &/or follow your library's emergency protocol
before calling SWLS Support

Protocol for Contacting SWLS Support Staff

1. Voicemail **Contact #1 & WAIT 30 minutes for a response**
2. After 30 minutes, **Contact #2 & WAIT 30 minutes for a response**
3. After 30 minutes, **Contact #3**

Include the following Emergency Details in Voicemail

- Give a detailed description of the emergency
- What you have already done to troubleshoot this issue
(e.g. called your director, rebooted the computer, router reboot, called Telco/BCN, etc.)
- Include the **exact text of error messages received**

ILS Functionality Failure			Internet Outage		
#1	Kim	608 822 3933	#1	Peggy	608 732 6830
#2	Betty	608 822 3467	#2	Krista	608 574 2193
#3	Peggy	608 732 6830			