



Staff Contacts & Downtime Procedures

BCCLS Office: 201-489-1904
BCCLS Office FAX: 201-489-4215

STAFF			
Name	Title	Email Address	Phone
Marie Coughlin	Executive Director	marie@bccls.org	201-498-7302
Bernadette Hard	Bookkeeper	bernadette@bccls.org	201-498-7304
Dan Lane	Digital Initiatives Librarian	dan@bccls.org	201-498-7311
Darlene Swistock	Office Manager, Executive Assistant	darlene@bccls.org	201-498-7301
Eric Lozauskas	Director of Information Technology	eric@bccls.org	201-498-7309 *973-865-1790
Joe Guida	Senior Field Service	joe@bccls.org	201-498-7317 *201-741-2449
Margaret Rose O'Keefe	Catalog & Collection Development Librarian	margaret@bccls.org	201-498-7316
Matthew Mitchel	Foreign Language Subscriptions	matthew@bccls.org	-
Mike Grgurev	Systems Administrator	mike@bccls.org	201-498-7314
Mike McCue	Cataloger	mccue@bccls.org	-
Rich Woldan	Senior Field Service	richard@bccls.org	201-498-7315 *201-745-2366
Susan Skelley	Bibliographic Specialist	susan@bccls.org	-
Yumi Choi	Senior Cataloging Librarian	yumi@bccls.org	201-498-7313

*Eric, Joe, and Rich have cell phones for emergency use. Asterisk denotes cell phone #

Who To Contact

Most questions should be submitted by filling out a Support form here:

<http://staff.bccls.org/support/support.php>

If your question is NOT covered under a Support form, please see the chart below for information on who to contact. If you're not sure which staff member can best help you, email your question to:

support@bccls.org

****Reminder – staff may be unable to read their personal mail when out of the office.****

CONTACTS FOR COMMON QUESTIONS

Question	Contact
Bookmarks, Brochures	bccls@bccls.org
Calendar Changes	susan@bccls.org , support@bccls.org
Constant Contact	support@bccls.org
eBCCLS	downloadable@bccls.org
Equipment Orders	support@bccls.org
Equipment Pricing	http://staff.bccls.org/about/RateCard.pdf
Foreign Language Subscriptions	matthew@bccls.org
General Information	bccls@bccls.org
Invoices	bernadette@bccls.org
Network Infrastructure	eric@bccls.org
No-hits – All Materials	Send photocopies to BCCLS Office OR email scanned images to cataloging@bccls.org
Overdue/Billing Notices	polaris@bccls.org
Patron Record Problems	polaris@bccls.org
Patron Registration Cards	bccls@bccls.org
Polaris	polaris@bccls.org
Policies & Procedures	mike@bccls.org
Purple Slips	bccls@bccls.org
Reports	support@bccls.org
Want Ads	support@bccls.org
Website/Website Hosting	support@bccls.org

DOWNTIME PROCEDURES for MAJOR INCIDENTS

CALL THE OFFICE IF:

1. Unable to CIRCULATE or your BCCLS network is down

OR

2. The CATALOG is down on ALL library computers AND you have called and confirmed that the CATALOG is down at another BCCLS library

IF POSSIBLE, PLEASE VISIT

<http://www.bccls.info/>

FOR EMERGENCY ANNOUNCEMENTS

Or Else PLEASE CALL

**The BCCLS office @ 201-489-1904
(option 4 for emergency support and cell phone coverage)**

IF NO ANSWER

**As mentioned above, option 4 provides a direct forward to a cell phone
for after hours coverage (typically Eric)**

Holidays – Refer to Holiday Listing @

http://staff.bccls.org/support/contact_us.php