

MONTANA SHARED CATALOG

Support information for Symphony Workflows, eLibrary, Directors Station, Web Services, EBSCO Host e-books and “Discover It”

MSC Support: http://msl.mt.gov/For_Librarians/Montana_Shared_Catalog/Support/default.asp

Contact: http://msl.mt.gov/For_Librarians/Montana_Shared_Catalog/Members/contactus.asp

The after-hours emergency MSC Support “Duty” Phone number is (406) 431-7681.

Before you holler for help:

- Please try to research the issue before contacting MSC. If you are not sure how to do something, check the Workflow Help module or MSC web pages and training guides.
- Please do not remove a report ending in ERROR as it will be needed to study the cause.
- Please try to avoid reporting problems if you will not be available to follow them up. We may need further examples or may ask you to test a configuration change.
- Please log one case per ticket or call. Each problem may be worked on by a different member of the staff and may take a varying amount of time to complete.

When to contact the Montana Shared Catalog staff:

Contact us if there is a problem with, or a question about, any operational aspect of the MSC System including the Symphony ILS and related equipment and network. Please note that problems related to your library’s local hardware or network, are the responsibility of the local library’s staff or technical support personnel. MSC Staff is happy to answer questions or help troubleshoot those problems but cannot be expected to resolve them. Administrative questions should be directed to the MSC Director or to your representative on the MSC Executive Committee

The Montana Shared Catalog provides 24-hour access to all members of the MSC Staff. Contact during normal working hours is available by the online help desk, phone, and email. We prefer the online help desk as it enables us to better share the workload and most importantly, to track ticket progression thru assignment, trouble-shooting and solution. Non-emergency support can also be submitted at any time via the online help desk.

The after-hours “duty” phone (406-431-7681) should only be used for reporting emergency situations (down system, continuous search errors, hung reports, or other erratic behavior) to MSC Staff during non-traditional work hours.

When reporting a problem to MSC Staff or SirsiDynix Customer Support, it is useful if you have the following information at hand:

- The sequence of events that led to the problem
- Full details of any error messages, together with the debug file if generated
- Examples of affected records, e.g. specific borrowers/items
- Which logins and/or PCs are affected?
- If it is a problem with a report, record the report log
- Screenshots illustrating the problem may also be helpful. Include attachments with the trouble ticket or in a separate email.

Submit Trouble Tickets to the MSC Staff at

<http://msc.showmypc.com/tickets/open.php>

No login required – just an email address but **please** include your contact phone number.

Updated 2/22/2013

Other Valuable Links:

MSL Learning Portal for MSC: http://learning.montanastatelibrary.org/shared_catalog/

MSC Archived Training Webinars: <http://vimeo.com/search?q=Montana+Shared+Catalog>

MSC Blog: <http://montanasharedcatalog.blogspot.com/>

MSC "For Members": http://msl.mt.gov/For_Librarians/Montana_Shared_Catalog/Members/default.asp

SirsiDynix Support Center Info

SirsiDynix's Support Center can provide additional support for librarians in the Montana Shared Catalog. Your library director can find out more than just the basic information about the SirsiDynix modules. The "how to's" and "why for's" are available in training guides and online classes from SirsiDynix on this website: <http://support.sirsidynix.com>

The Support Center website requires a user name and password. To gain access to the Support Center website, contact Ken or Mike, to create a login. The various Symphony discussion forums and lists can also be accessed if interested. See the next page for a list of forums and lists you might be interested in following.

The Support Center website contains training guides, online training classes thru "Mentor" (costs involved), general news items, documentation, tech tips and FAQs. When you have access to the Support Center, you will be able to search the Solutions database for answers to your questions or download manuals, presentations and documentation. Solution searching can be done by browsing the site or by keyword searching.

FOR REGISTERING For SirsiDynix Support Center Website Access: Contact Ken or Mike and give provide the first letter of first name, your last name and email address.

If desired, check any of these forums that you might be interested in. You might request all of them but only Mike or Ken can give you privileges to certain ones.

Discussion Forums for (name) :

These check boxes (*) represent product enhancement forums (editable by Administrator users only.)

Please note, Administrator users can only edit other users' Enhancement forum privileges. Otherwise, all users can edit **only their own** regular Discussion forum privileges.

Special Forums:

International Development:

General Forums:

About the Website:

About SirsiDynix:

Windows Server Admin:

Unix/Linux Server Admin:

Public Libraries:

K-12 Libraries:

Add-Ons and Other Products Forums:

Hyperion: *

iBistro/iLink: *

Web2: *

Director's Station: *

Z39.50: *

SchoolRooms:

Hosted (SaaS/ASP):

Enterprise:

StaffWeb:

URSA

SirsiDynix Symphony/Unicorn Forums:

System Administration: *

SirsiDynix Symphony/Unicorn & Consortia: *

Academic Reserves: *

Accountability: *

Acquisitions: *

Booking: *

Cataloging: *

Circulation: *

Outreach: *

Reporting: *

Serials: *