**CONTACTS AT 4CLS**

January 2019

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **SERVICE** | | **Contact Name** | **Email** | **Phone: (607) 723-8236** |
| Acquisitions / Ordering | | Jaclyn Praskavich | [JPraskavich@4cls.org](mailto:JPraskavich@4cls.org) | Ext. 363 |
|  | | Dannielle Swart | [DSwart@4cls.org](mailto:DSwart@4cls.org) | Ext. 362 |
| Advocacy | Campaigns &  Legislative Information | Steve Bachman | [SBachman@4cls.org](mailto:SBachman@4cls.org) | Ext. 301 |
| Agencies and Institutions, Services to | | See [Outreach Services](#Outreach) | | |
| Alarm Codes (to report Changes) | | See [Deliveries](#Deliveries) | | |
| Annual Report | 4CLS (printed) | Sherry Gorman | [SGorman@4cls.org](mailto:SGorman@4cls.org) | Ext. 305 |
| NY State / Filing | Eve Randall | [ERandall@4cls.org](mailto:ERandall@4cls.org) | Ext. 330 |
| Audiobooks, Downloadable | | See [Download Zone](#Downloadables) | | |
| Automated System | Agreements / Contracts | Steve Bachman | [SBachman@4cls.org](mailto:SBachman@4cls.org) | Ext. 301 |
| Automation Services | Emergencies | (607) 722-1948, option 1 | |
| Non-critical | (607) 722-1948, option 2 | |
|  | [automation@4cls.org](mailto:automation@4cls.org) |  |
| Circulation / Patron Registration |  | [circulation@4cls.org](mailto:circulation@4cls.org) |  |
| Duplicate Records |  | [collectionservices@4cls.org](mailto:collectionservices@4cls.org) |  |
| Email Accounts |  | [automation@4cls.org](mailto:automation@4cls.org) |  |
| Enterprise site support |  | [enterprise@4cls.org](mailto:enterprise@4cls.org) |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Automated System (cont.) | EnvisionWare | | See [EnvisionWare](#EnvisionWare) | | | | | | | |
| Equipment Problems | | Emergencies | | | (607) 722-1948, option 1 | | | | |
| Non-critical | | | (607) 722-1948, option 2 | | | | |
|  | | | [automation@4cls.org](mailto:automation@4cls.org) | | | |  |
| Network Connectivity | | Emergencies | | | | | (607) 722-1948, option 1 | | |
| Non-critical | | | | | (607) 722-1948, option 2 | | |
|  | | | | | [automation@4cls.org](mailto:automation@4cls.org) | |  |
| PC Reseller Program | |  | | | | | [reseller@4cls.org](mailto:reseller@4cls.org) | |  |
| Policy Changes | |  | | | | | [policy@4cls.org](mailto:policy@4cls.org) | |  |
| Serials Control | |  | | | | | [serialscontrol@4cls.org](mailto:serialscontrol@4cls.org) | |  |
| Ballot Initiatives | | | Steve Bachman | | | | [Sbachman@4cls.org](mailto:Sbachman@4cls.org) | | Ext. 301 | |  |
| Barcodes (orders) | | | See [Ordering](#Ordering) | | | | | | | |  |
| Billing, Library | | | Eve Randall | | | | | [ERandall@4cls.org](mailto:ERandall@4cls.org) | | Ext. 330 |
| Blue Cloud Analytics | | | Brian Lee | | | | | [BLee@4cls.org](mailto:BLee@4cls.org) | | Ext. 304 |
| Bookkeeping | | | Eve Randall | | | | | [ERandall@4cls.org](mailto:ERandall@4cls.org) | | Ext. 330 |  |
| Bookmobile | | |  | | | | | See [Outreach Services](#Outreach) | |  |  |
| Bookmobile ILL | | | Noelle Holmes | | | | | [NHolmes@4cls.org](mailto:NHolmes@4cls.org) | |  |  |
| Buildings | Construction Aid Program | | Brian Lee | | | | | [BLee@4cls.org](mailto:BLee@4cls.org) | | Ext. 304 |
| Planning / Ideas | | Steve Bachman | | | | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | Ext. 350 |
| Cataloging | Bibliographic / Title Records | | Emily Creo | | | | | [ECreo@4cls.org](file:///C:\Users\sbachman.4CLS\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KY6DY5N7\ECreo@4cls.org) | | Ext. 385 |
| Duplicate Records | |  | | | | | [collectionservices@4cls.org](mailto:collectionservices@4cls.org) | |  |
| Original Cataloging | | Emily Creo | | | | | [ECreo@4cls.org](file:///C:\Users\sbachman.4CLS\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KY6DY5N7\ECreo@4cls.org) | | Ext. 385 |
| Physical Processing (labels, RUSH, etc.) | | Megan Biddle | | | | | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | | Ext. 360 |
| Continuing Education (CE) | | | See [Training](#Training) | | | | | | | |  |
| Charters, Library & Amendments | | | Steve Bachman | | | | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | Ext. 301 |
| Children’s Programs | | | Sarah Reid | | | | | [sreid@4cls.org](mailto:sreid@4cls.org) | | Ext. 350 |
| Circuit Programs | Coordination / General Questions | |  | | | | | [circuits@4cls.org](mailto:circuits@4cls.org) | |  |
| Joining / Canceling | | Laura Henry | | | | | [LHenry@4cls.org](mailto:LHenry@4cls.org) | | Ext. 366 |
| Circulation | Problems | |  | | | | | [circulation@4cls.org](mailto:circulation@4cls.org) | |  |
| Reports | |  | | | | | [reports@4cls.org](mailto:reports@4cls.org) | |  |
| Training | | See [Training](#Training) | | | | | | | |
| Collection Development | Adult / Weeding | | Megan Biddle | | | | | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | | Ext. 360 |
| Audiovisual | | Megan Biddle | | | | | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | | Ext. 360 |
| Juvenile / Weeding | | Sarah Reid | | | | | [sreid@4cls.org](mailto:sreid@4cls.org) | | Ext. 350 |
| Collection Services | Information | | Megan Biddle | | | | | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | | Ext. 360 |
| Support | |  | | | | | [collectionservices@4cls.org](mailto:collectionservices@4cls.org) | |  |
| Commissioners’ Regulations | | | Steve Bachman | | | | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | Ext. 301 |
| Computer Emergencies | | | See [Automated System](#Automated) | | | | | | | |
| Computer Help Desk | | | See [Automated System](#Automated) | | | | | | | |
| Computer Training | | | See [Training](#Training) | | | | | | | |
| Confidentiality of Library Records | | | See [Library Records](#Records) | | | | | | | |
| Construction | | | See Buildings | | | | | | | |
|  | | |  | | | | | | | |
| Database Subscrip-tions (Research Center, NOVELny, etc.) | Information | | Brian Lee | [BLee@4cls.org](mailto:BLee@4cls.org) | | | | | | Ext. 304 |
| Support | |  | [researchcenter@4cls.org](mailto:researchcenter@4cls.org) | | | | | |  |
| Deliveries | | | Robert Brown | | [Rbrown@4cls.org](mailto:JJeffords@4cls.org) | | | | | Ext. 380 |
| Directors, How to Hire | | | Steve Bachman | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | | | Ext. 301 |
| Directory Changes (hours, staff, etc.) | | |  | | [enterprise@4cls.org](mailto:enterprise@4cls.org) | | | | |  |
| Disabled, Services to | | | See [Outreach Services](#Outreach) | | | | | | | |
| Donations (materials, gift books, etc.) | | | See [Cataloging](#Cataloging) | | | | | | | |
| Download  Zone (audiobooks & eBooks) | Information | | Megan Biddle | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | | | | | | Ext. 360 |
| Support | |  | [downloadzone@4cls.org](mailto:downloadzone@4cls.org) | | | | | |  |
| Education Laws | | | Steve Bachman | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | | | Ext. 301 |
| EnvisionWare | | Information | Steve Bachman | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | | | Ext. 301 |
| Support |  | | [envwsupport@4cls.org](mailto:envwsupport@4cls.org) | | | | |  |
| Equipment Loan | | Die cut machine | Sarah Reid | | [sreid@4cls.org](mailto:sreid@4cls.org) | | | | | Ext. 350 |
| Laptops / Traveling classroom |  | | [travelingclassroom@4cls.org](mailto:travelingclassroom@4cls.org) | | | | |  |
| Video Projector | Sherry Gorman | | [SGorman@4cls.org](mailto:SGorman@4cls.org) | | | | | Ext. 305 |
| E-rate Program | | | Eve Randall | | [ERandall@4cls.org](mailto:ERandall@4cls.org) | | | | | Ext. 330 |
| Events Calendar | | | Sarah Reid | | [sreid@4cls.org](mailto:sreid@4cls.org) | | | | | Ext. 350 |
| Funding and Governance | | | Steve Bachman | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | | | Ext. 301 |
| Going to the Voters | | | See Ballot Initiatives | | | | | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Grants / Funding Sources | Construction Grants, NY State | Steve Bachman | [SBachman@4cls.org](mailto:SBachman@4cls.org) | Ext. 301 |
| Research, Writing, Development | Steve Bachman | [SBachman@4cls.org](mailto:SBachman@4cls.org) | Ext. 301 |
| Insurance | Building and Contents | Eve Randall | [ERandall@4cls.org](mailto:ERandall@4cls.org) | Ext. 330 |
| Errors and Omissions | Eve Randall | [ERandall@4cls.org](mailto:ERandall@4cls.org) | Ext. 330 |
| Interlibrary Loan (ILL) | Library-to-Library ILL | Megan Biddle | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | Ext. 360 |
| Out-of-System ILL / BARC | Megan Biddle | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | Ext. 360 |
| Routing Slips | Megan Biddle | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | Ext. 360 |
| Internet Services | 4CLS Email |  | [automation@4cls.org](mailto:automation@4cls.org) |  |
| 4CLS-hosted Email Lists & Subscriptions |  | [automation@4cls.org](mailto:automation@4cls.org) |  |
| Domain Names |  | [automation@4cls.org](mailto:automation@4cls.org) |  |
| Websites | See [Websites](#Websites) | | |
| Intranet | | See [Websites](#Websites) | | |
| General Information | |  | [contactus@4cls.org](mailto:contactus@4cls.org) |  |
| Laws, Library | | Steve Bachman | [SBachman@4cls.org](mailto:SBachman@4cls.org) | Ext. 301 |
| Library Cards - Ordering | | See [Ordering](#Orders) | | |
| Literacy Programs (adult, children, or families) | | Sarah Reid | [Sreid@4cls.org](mailto:Sreid@4cls.org) | Ext. 350 |
| LLSA (Local Library Services Act) | | Eve Randall | [ERandall@4cls.org](mailto:ERandall@4cls.org) | Ext. 330 |
| Long-range Planning | | See [Strategic Planning](#Strategic) | | |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Minimum Standards, NY State | | | | Steve Bachman | | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | Ext. 301 |
| New Director Orientation | | | | Steve Bachman | | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | Ext. 301 |
| Newsletter | | | | Steve Bachman | | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | Ext. 301 |
| NOVELny | | | | See [Database Subscriptions](#Databases) | | | | | | |
| Online Contracts | | | | See [Automated System](#Automated) | | | | | | |
| Ordering | | Barcodes (item) | |  | [barcodelabels@4cls.org](mailto:barcodelabels@4cls.org) | | | | |  |
| Barcodes (patron) | |  | [barcodelabels@4cls.org](mailto:barcodelabels@4cls.org) | | | | |  |
| Books, Audiovisual, etc. | | See [Acquisitions](#Acquisitions) | | | | | | |
| Library Cards | |  | | | [patroncards@4cls.org](mailto:patroncards@4cls.org) | | |  |
| PC Equipment | | See [Automated System](#Automated) | | | | | | |
| Routing Slips (Salmon) | Megan Biddle | | | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | | Ext. 360 | | |
| Outreach Services | | | | Sarah Reid | | | [SReid@4cls.org](mailto:SReid@4cls.org) | | | Ext. 350 |
| PC Reseller Program | | | | See [Automated System](#Automated) | | | | | | |
| PC Technical Support | | | | See [Automated System](#Automated) | | | | | | |
| Processing, Physical | | | | Megan Biddle | | | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | | | Ext. 360 |
| Programming | | | | Sarah Reid | | | [SReid@4cls.org](mailto:SReid@4cls.org) | | | Ext. 350 |
| Puppets and Props | | | | Ann Ziemba | | | [AZiemba@4cls.org](mailto:AZiemba@4cls.org) | | | Ext. 324 |
| Sarah Reid | | | [SReid@4cls.org](mailto:SReid@4cls.org) | | | Ext. 350 |
| Rare Book Preservation | | | | Laura Henry | | | [LHenry@4cls.org](mailto:LHenry@4cls.org) | | | Ext. 366 |
| Research Center | | | | See [Database Subscriptions](#Databases) | | | | | | |
| Rural Underserved, Services to | | | | See [Outreach Services](#Outreach) | | | | | | |
| Rush Processing | | | | See [Cataloging](#Cataloging) | | | | | | |
| Salmon Slips | | | | See Ordering, Routing Slips | | | | | | |
| School District Libraries | | | | See [Charters, Library](#Charters) | | | | | | |
| Serials Control | | | | See [Automated System](#Automated) | | | | | | |
| Spectrum | | |  | | | [automation@4cls.org](mailto:automation@4cls.org) | | |  | |
| State Aid | | | | Steve Bachman | | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | Ext. 301 |
| Story Times | | | | Sarah Reid | | | [SReid@4cls.org](mailto:SReid@4cls.org) | | | Ext. 350 |
| Strategic Planning | | | | Steve Bachman | | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | Ext. 301 |
| Technical Services | | | | See [Collection Services](#Collection) | | | | | | |
| Time-Warner / Road Runner | | | |  | | | [automation@4cls.org](mailto:automation@4cls.org) | | |  |
| Training | Acquisitions / Ordering | | | Megan Biddle | | | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | | | Ext. 360 |
| Barcoding | | | Megan Biddle | | | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | | | Ext. 360 |
| Circulation | | | Brian Lee | | | [BLee@4cls.org](mailto:BLee@4cls.org) | | | Ext. 304 |
| Enterprise | | | Brian Lee | | | [BLee@4cls.org](mailto:BLee@4cls.org) | | | Ext. 304 |
| Interlibrary Loan | | | Steve Bachman | | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | Ext. 301 |
| Research Center | | | Brian Lee | | | [BLee@4cls.org](mailto:BLee@4cls.org) | | | Ext. 304 |
| Weeding (adult) | | | Megan Biddle | | | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | | | Ext. 360 |
| Weeding (juvenile) | | | Sarah Reid | | | [SReid@4cls.org](mailto:SReid@4cls.org) | | | Ext. 350 |
| WorkFlows, Item Information, Database Maintenance | | | Megan Biddle | | | [MBiddle@4cls.org](mailto:MBiddle@4cls.org) | | | Ext. 360 |
| Trustees | | 4CLS Board | | Steve Bachman | | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | Ext. 301 |
| Member Libraries / Board Development | | Steve Bachman | | | [SBachman@4cls.org](mailto:SBachman@4cls.org) | | | Ext. 301 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Websites | | 4CLS-hosted Websites & Blogs |  | [automation@4cls.org](mailto:automation@4cls.org) |  |
| 4CLS’s Intranet | Steve Bachman | [SBachman@4cls.org](mailto:SBachman@4cls.org) | Ext. 301 |
| 4CLS’s Website |  | [enterprise@4cls.org](file:///C:\Users\sbachman.4CLS\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\KY6DY5N7\enterprise@4cls.org) |  |
| Domain Names | See [Internet Services](#Internet) | | |
| Website Template | Jeff Henry | [JBHenry@4cls.org](mailto:JBHenry@4cls.org) | Ext. 310 |
| Weeding Reports | | |  | [reports@4cls.org](mailto:reports@4cls.org) |  |
| Workshops | Certificates of attendance | | Sherry Gorman | [SGorman@4cls.org](mailto:SGorman@4cls.org) | Ext. 305 |
| Registration | | Sherry Gorman | [SGorman@4cls.org](mailto:SGorman@4cls.org) | Ext. 305 |
| X-Collections | | | Ann Ziemba | [AZiemba@4cls.org](mailto:AZiemba@4cls.org) | Ext. 324 |
| Young Adult & Teen Services | | | Sarah Reid | [SReid@4cls.org](mailto:SReid@4cls.org) | Ext. 350 |

4CLS Support E-Mail Addresses Quick List

Barcode Labels

* barcodelabels@4cls.org

Circuits Program

* circuits@4cls.org

Circulation

* circulation@4cls.org

Collection Services

* collectionservices@4cls.org

Contact Us

* contactus@4cls.org

Directors’ Station

* dstation@4cls.org

Downloadables eBooks & audiobooks

* downloadzone@4cls.org

Enterprise site support (online catalog)

* enterprise@4cls.org

EnvisionWare

* envwsupport@4cls.org

Patron Cards

* patroncards@4cls.org

PC or Network problems

* automation@4cls.org

PC Reseller Program

* reseller@4cls.org

Policy Changes

* policy@4cls.org

Reports & Statistics

* reports@4cls.org

Research Center

* researchcenter@4cls.org

Serials Control

* serialscontrol@4cls.org

Title Records

* titlerecords@4cls.org