**CONTACTS AT 4CLS**

January 2019

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

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| 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 |  |
| Network Connectivity | Emergencies | (607) 722-1948, option 1 |
| Non-critical | (607) 722-1948, option 2 |
|  | automation@4cls.org |  |
| PC Reseller Program |  | reseller@4cls.org |  |
| Policy Changes |  | policy@4cls.org |  |
| Serials Control |  | serialscontrol@4cls.org |  |
| Ballot Initiatives | Steve Bachman | Sbachman@4cls.org  | Ext. 301 |  |
| Barcodes (orders) | See [Ordering](#Ordering) |  |
| Billing, Library | Eve Randall | ERandall@4cls.org | Ext. 330 |
| Blue Cloud Analytics | Brian Lee | BLee@4cls.org  | Ext. 304 |
| Bookkeeping | Eve Randall | ERandall@4cls.org | Ext. 330 |  |
| Bookmobile |  | See [Outreach Services](#Outreach) |  |  |
| Bookmobile ILL | Noelle Holmes | NHolmes@4cls.org  |  |  |
| Buildings | Construction Aid Program | Brian Lee | BLee@4cls.org | Ext. 304 |
| Planning / Ideas | Steve Bachman | SBachman@4cls.org | Ext. 350 |
| Cataloging | Bibliographic / Title Records | Emily Creo | [ECreo@4cls.org](file:///C%3A%5CUsers%5Csbachman.4CLS%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CKY6DY5N7%5CECreo%404cls.org) | Ext. 385 |
| Duplicate Records |  | collectionservices@4cls.org |  |
| Original Cataloging | Emily Creo | [ECreo@4cls.org](file:///C%3A%5CUsers%5Csbachman.4CLS%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CKY6DY5N7%5CECreo%404cls.org) | Ext. 385 |
| Physical Processing (labels, RUSH, etc.) | Megan Biddle | MBiddle@4cls.org | Ext. 360 |
| Continuing Education (CE) | See [Training](#Training) |  |
| Charters, Library & Amendments | Steve Bachman | SBachman@4cls.org | Ext. 301 |
| Children’s Programs | Sarah Reid | sreid@4cls.org | Ext. 350 |
| Circuit Programs | Coordination / General Questions |  | circuits@4cls.org |  |
| Joining / Canceling | Laura Henry | LHenry@4cls.org | Ext. 366 |
| Circulation | Problems |  | circulation@4cls.org |  |
| Reports |  | reports@4cls.org |  |
| Training | See [Training](#Training) |
| Collection Development | Adult / Weeding | Megan Biddle | MBiddle@4cls.org | Ext. 360 |
| Audiovisual | Megan Biddle | MBiddle@4cls.org | Ext. 360 |
| Juvenile / Weeding | Sarah Reid | sreid@4cls.org | Ext. 350 |
| Collection Services | Information | Megan Biddle | MBiddle@4cls.org | Ext. 360 |
| Support |  | collectionservices@4cls.org |  |
| Commissioners’ Regulations | Steve Bachman | 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  | Ext. 304 |
| Support |  | researchcenter@4cls.org |  |
| Deliveries | Robert Brown | Rbrown@4cls.org | Ext. 380 |
| Directors, How to Hire | Steve Bachman | SBachman@4cls.org | Ext. 301 |
| Directory Changes (hours, staff, etc.) |  | enterprise@4cls.org |  |
| Disabled, Services to | See [Outreach Services](#Outreach) |
| Donations (materials, gift books, etc.) | See [Cataloging](#Cataloging) |
| DownloadZone (audiobooks & eBooks) | Information | Megan Biddle | MBiddle@4cls.org | Ext. 360 |
| Support |  | downloadzone@4cls.org |  |
| Education Laws | Steve Bachman | SBachman@4cls.org | Ext. 301 |
| EnvisionWare | Information | Steve Bachman | SBachman@4cls.org | Ext. 301 |
| Support |  | envwsupport@4cls.org |  |
| Equipment Loan | Die cut machine | Sarah Reid | sreid@4cls.org | Ext. 350 |
| Laptops / Traveling classroom |  | travelingclassroom@4cls.org |  |
| Video Projector | Sherry Gorman | SGorman@4cls.org | Ext. 305 |
| E-rate Program | Eve Randall | ERandall@4cls.org | Ext. 330 |
| Events Calendar | Sarah Reid | sreid@4cls.org | Ext. 350 |
| Funding and Governance | Steve Bachman | SBachman@4cls.org | Ext. 301 |
| Going to the Voters | See Ballot Initiatives |

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

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

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| Websites | 4CLS-hosted Websites & Blogs |  | automation@4cls.org |  |
| 4CLS’s Intranet | Steve Bachman | SBachman@4cls.org  | Ext. 301 |
| 4CLS’s Website |  | [enterprise@4cls.org](file:///C%3A%5CUsers%5Csbachman.4CLS%5CAppData%5CLocal%5CMicrosoft%5CWindows%5CTemporary%20Internet%20Files%5CContent.Outlook%5CKY6DY5N7%5Centerprise%404cls.org) |  |
| Domain Names | See [Internet Services](#Internet) |
| Website Template | Jeff Henry | JBHenry@4cls.org | Ext. 310 |
| Weeding Reports |  | reports@4cls.org |  |
| Workshops | Certificates of attendance | Sherry Gorman | SGorman@4cls.org | Ext. 305 |
| Registration | Sherry Gorman | SGorman@4cls.org | Ext. 305 |
| X-Collections | Ann Ziemba | AZiemba@4cls.org | Ext. 324 |
| Young Adult & Teen Services | Sarah Reid | 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