

Updated May 13<sup>th</sup>, 2025

## **After Hours Support**

### **For Emergency Use only which is defined as You are Unable to Circulate Items on Polaris.**

The Computer Network Services Department has a cell phone with voice mail. In most cases you will be able to reach someone immediately. If by chance the phone is in an area that has poor reception, you will be prompted to leave a message. As soon as the phone is back in a service area we will be prompted to access the voice mail.

If you need to contact Computer Network Services in the case of an emergency (**can't circulate**) **after 4:00 PM Mon.-Fri.**, and on weekends or holidays, please use the following procedure.

1. **If you are having any type of issue complete a ticket.**
2. Call **1-607-227-0516 (Eric's-cell)**
3. Call **1-607-591-3290 (Wayne's-cell)**
4. We will answer or you will be prompted to leave a message.
5. When prompted, leave a brief message along with the **Library Name, Area Code and Phone Number** you want us to call you back at and then hang up.
6. If you don't receive a response within 30 minutes, call again. (this phone number shouldn't be used during regular business hours)
7. **Remember, if you are using the phone that you want us to call you back on and you're using it, we won't be able to respond to your call.**

## **REGULAR HOURS SUPPORT**

**Regular business hours are Mon.-Fri. 8:00 AM to 4:00 PM (except holidays)**

**The phone number for Regular Hours Support is 1-800-909-3557 ext. 237 or the local number 1-607-273-4074 ext. 237 or the direct dial number 607-319-5614 (bypasses the System auto-attendant and extension entry)**

**If you are having any type of issue complete a ticket.**