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**U.S. AIR FORCE**

“General”

Harlan White

Network Services Division

Director

West Virginia Library Commission



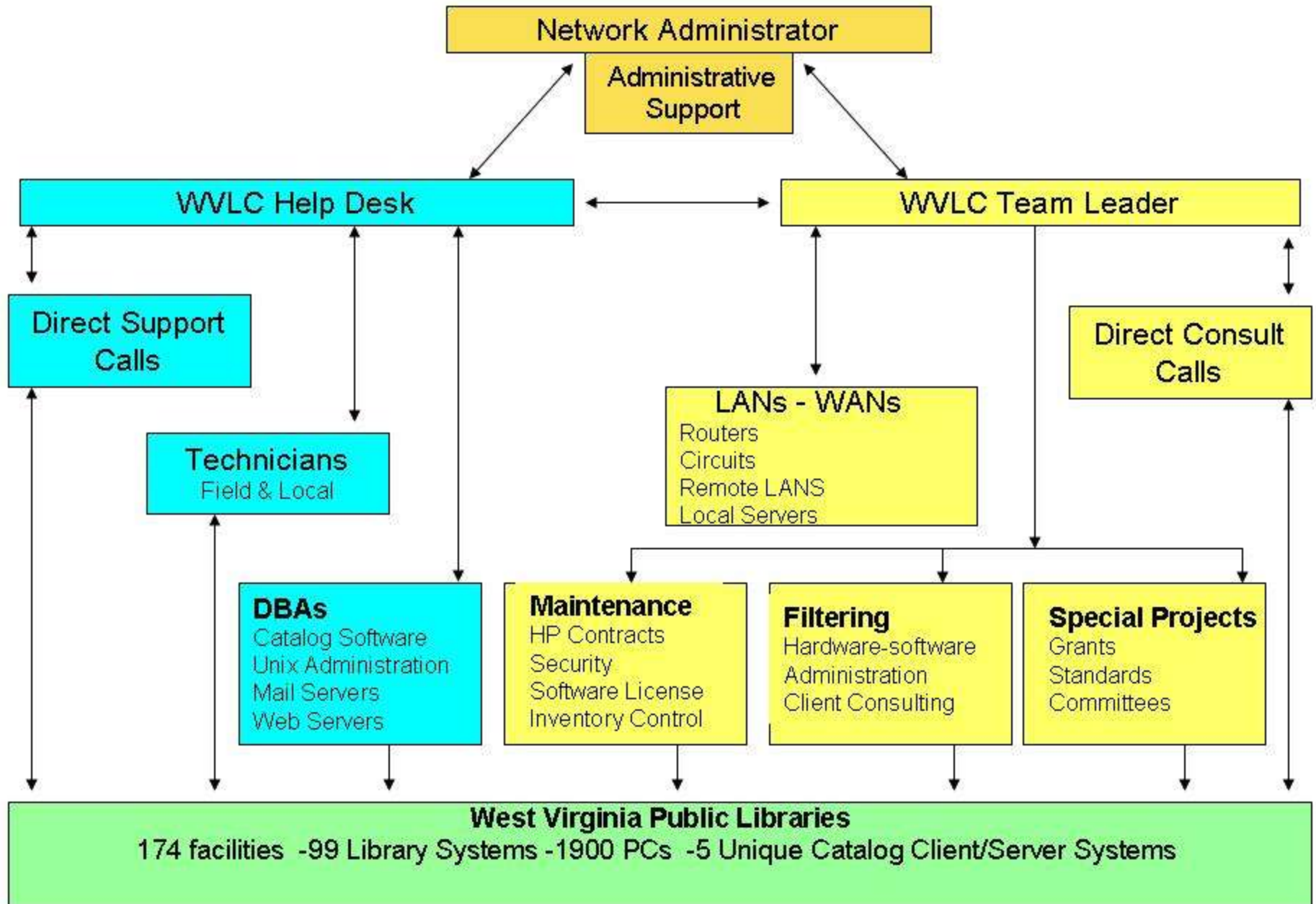
# WVLC NETWORK SERVICES

WV PUBLIC LIBRARY DIRECTORS BOOT  
CAMP, 2013

# WVLC Network Services Support

- Network personnel coordinate's efforts, standards and technical issues of the Administrative technical staff, field technicians, system administrators, software and hardware vendors, telecommunication and ISP providers.
- We assist library staff throughout the State with the above issues and work individually with them to resolve problems with computers, network connectivity, subscription services and other technical issues.
- We provide back-up technical support and materials for the in-house and field technicians via telephone, e-mail, or often in person, on location at libraries across the state.

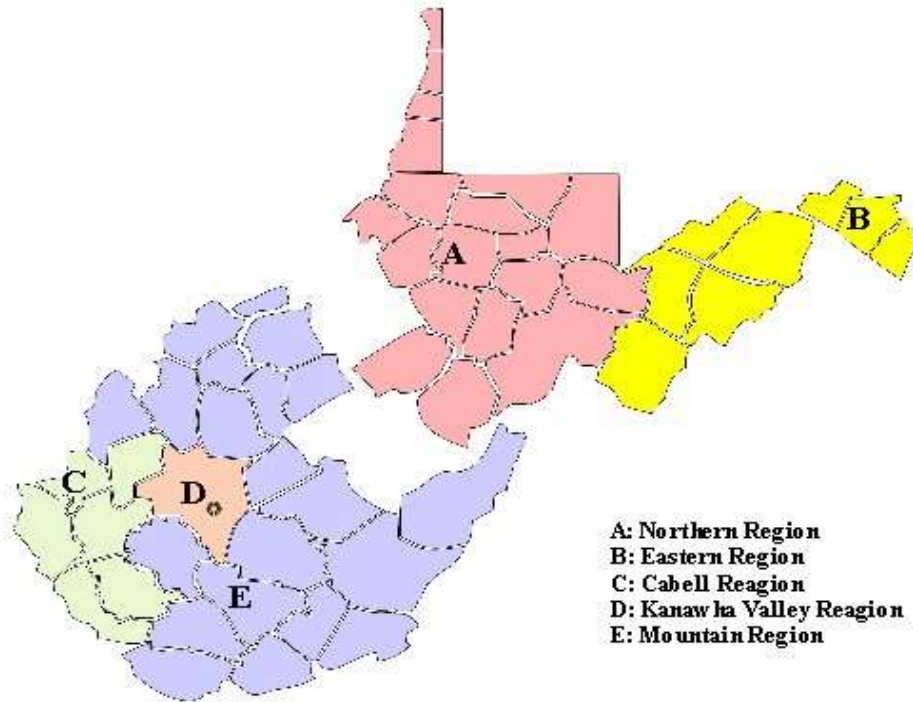
# WV Library Commission Technology Support Structure



# SLN Regional Hubs

West Virginia Library Commission  
Library Network Services

Harlan White 03/14/2003



# Field Tech Staff

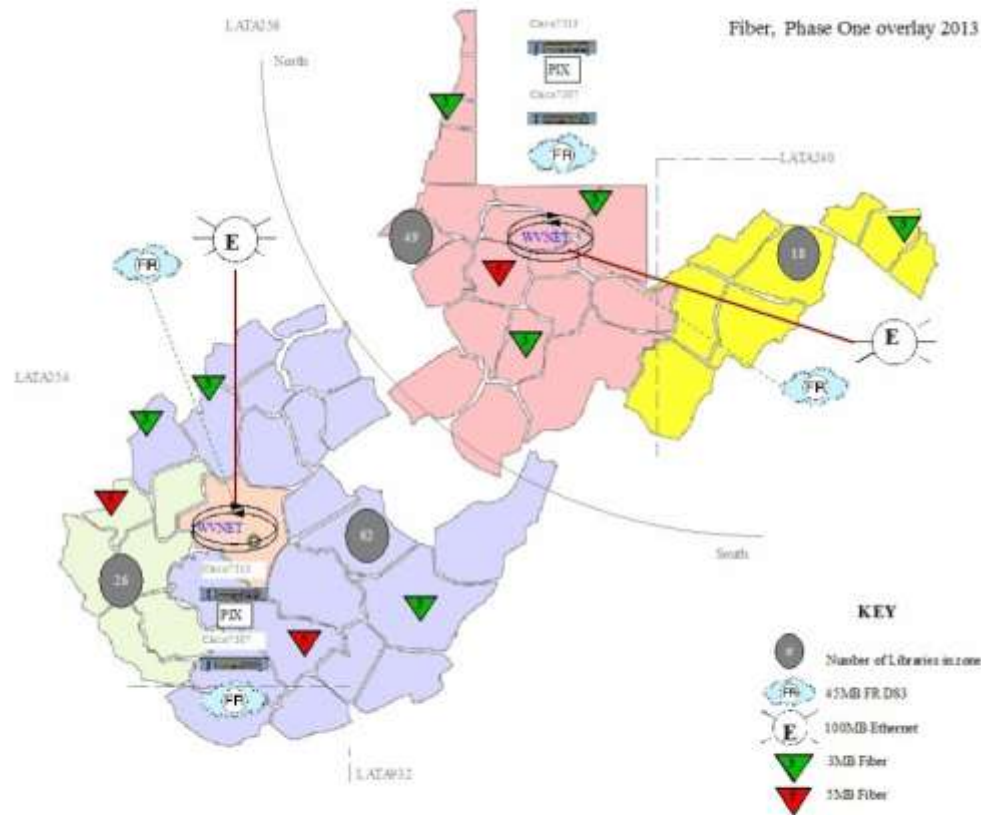


# Statewide Library Network



Culture Center • 1900 Kanawha Blvd. E. • Charleston, WV 25305 Phone: 304.558.2041 • FAX: 304.558.2044 • In-State Toll Free: 800.642.9021

Karen Goff, Executive Secretary



**Notes:**

- > Unless otherwise posted, all zone libraries utilize 1.5Mb Frame relay to a 45Mb DS3 link
- > Libraries tagged for phase I upgrades are based exclusively on bandwidth usage reports.
- > Removing the top 10 users will free up bandwidth on the DS3's for those awaiting Phase II

# Tech Rescue Enabled XFER

**T-REX**

Tech Rescue Enabled Xfer software



**WVLC Network Services**

# Public Access Computers

Please Log Off to Clear Browser and My Documents



PUBLIC ACCESS COMPUTERS AND WIRELESS SERVICE IN THIS LIBRARY ARE HOSTED ON THE STATE LIBRARY NETWORK (SLN). THE SLN IS SUPPORTED WITH STATE AND FEDERAL FUNDS AND IS SUBJECT TO POLICIES, PROCEDURES, AND STANDARDS, INCLUDING FILTERING, MONITORING, AND AUDITING REQUIRED BY THE FUNDING AUTHORITIES. USE OF THIS SYSTEM IS EXPRESSED CONSENT TO SUCH MONITORING AND RECORDING. ANY UNAUTHORIZED ACCESS OR USE OF THIS SYSTEM IS PROHIBITED AND COULD BE SUBJECT TO CRIMINAL AND CIVIL PENALTIES. A COPY OF THE LIBRARY'S INTERNET USE POLICY IS POSTED AND AVAILABLE AT THE DESK.





# State Library Network

- Private IP Network
- Domain names
- Firewall
- Web filter (with override)

# State Library Network

- Site webpages
- Email
- Remote access:  
<http://webmail.wvlc.lib.wv.us/src/login.php>
- Catalog Server and client support
- Regional and on site tech staff

# State Library Network

- Tech staff location

<http://whereis.wvlc.lib.wv.us/>

- Helpdesk 1-800-642-9021 opt. 5

<http://10.99.241.19/sitehelpdesk/user/log.asp>

- Fortress and Anti-virus software

- TREN remote restore software



**THANK  
YOU!**