WV PUBLIC LIBRARY DIRECTORS BOOT CAMP, 2013

WVLC NETWORK SERVICES

“General”
Harlan White
Network Services Division
Director
West Virginia Library Commission
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

Network Administrator
- Administrative Support
  - WVLC Help Desk
  - WVLC Team Leader
  - LANs - WANs
    - Routers
    - Circuits
    - Remote LANS
    - Local Servers
  - Technicians
    - Field & Local
  - DBAs
    - Catalog Software
    - Unix Administration
    - Mail Servers
    - Web Servers
  - Maintenance
    - HP Contracts
    - Security
    - Software License Inventory Control
  - Filtering
    - Hardware-software Administration
    - Client Consulting
  - Special Projects
    - Grants
    - Standards
    - Committees

Direct Support Calls
- WVLC Help Desk
- Technicians
- DBAs
- Maintenance
- Filtering
- Special Projects

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West Virginia Public Libraries
174 facilities - 99 Library Systems - 1900 PCs - 5 Unique Catalog Client/Server Systems
SLN Regional Hubs

West Virginia Library Commission
Library Network Services

Map created 03/14/2005

A: Northern Region
B: Eastern Region
C: Cabell Region
D: Kanawha Valley Region
E: Mountain Region
Field Tech Staff

Alex

Mike

Tina

Matt

Scott
Statewide Library Network
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
- 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

• Fortress and Anti-virus software

• TREX remote restore software
THANK YOU!