DALNET

THE DALNET HELP DESK
Hosted by the Detroit Public Library!

CONTACTS
Voice: 313-833-9816 Ext. #4861
Fax: 313-832-5983
email: dalnet@detroit.lib.mi.us

HELP DESK STAFF
Tracy Massey, Lead Help Desk Assistant
Tarissa Williams, Help Desk Assistant

REGULAR HOURS OF OPERATION
Monday through Saturday, 9:00 a.m. to 5:00 p.m. with a guaranteed one-hour initial response time. (Excluding national holidays)

EMERGENCY SERVICE PAGER
Pager#313-503-0239, Monday through Saturday, 6:00 a.m.-9:00 a.m. and from 5:00 p.m. till Midnight. On Sunday, from 6:00 a.m. till Midnight. Emergency service is limited to providing technical assistance in resolving networking problems related to critical links. Call back is guaranteed within 15 minutes.

What is the DALNET Help Desk?
For now, "First Tier" service starting 2/14/00, is offered. First Tier service is defined as phone answering, service validation, data entry for logging of reported problems, issue tracking, and basic Horizon/WebPAC/Frame Relay questions.

Who should call the DALNET Help Desk?
Callers should be those persons authorized to report DALNET system problems. Each DALNET institutions' Project Manager should arrange this authorization.

What type of problems should be reported?
ALL Horizon/WebPAC-related questions or problems, server connection problems, Frame Relay questions, etc., should be directed to the DALNET Help Desk. Even if your problem relates, for example, not being able to figure out how to do a task in Cataloging or WebPAC configuration, it should still be sent to the DALNET Help Desk as a *non-emergency* request. This is because ALL reported problems will be logged by the Help Desk, even through many types of questions will still be forwarded to the DALNET Systems Librarians for now.

Wasn't the Help Desk supposed to provide some other additional services as well?
Yes. As mentioned, only First Tier service will be provided starting now, but an announcement will be made by the DALNET Help Desk when other services are available, to include: Knowledge base creation, Reporting and Data Analysis, and Frame Relay Monitoring.

Your Link to DALNET Member Libraries & Updated DALNET Database Standards

The **DALNET web site:**
http://www.lib.wayne.edu/dalnet/

For information on **DALNET Technical Standards**, Policies & Guidelines:
http://www.lib.wayne.edu/dalnet/policies/

Certificate of Attendance
for
The DALNET Cataloging & Authorities Control Users Group Forum Available!

If you would like to receive a Certificate of Attendance for attending the Forum, please contact Fran Krempasky at (313)-577-6439, or via email at: ag3412@wayne.edu