

Requesting Support

The Department of Information and Innovation's (DII) Service Desk is available to access support for the wide area network and to insure that wireless service is available from the wireless access points. Only the Library Director or person designated by the Library Director should call the DII Service Desk. Under no circumstances should library patrons call the DII Service Desk. Library patrons should direct their support questions to your circulation desk. Be prepared with the following information before you call the Service Desk:

1. **The name of the library and the town from which you are calling.**
2. **Your name. A phone number and email address where you can be reached.**
3. **Are you requesting help with a problem or requesting service to your network?**

If you are requesting help with a problem:

4. **When did you first become aware of the problem?**
5. **Does the problem affect wireless devices, wired devices, or all devices on the network?**
6. **What type of device are you trying to connect from?**
(patron workstation, staff workstation, personal tablet, cell phone, etc.)
7. **What resource are you trying to connect to?**
(Google, Library Circulation Website, Library Circulation Server, etc.)
8. **What specific error message are you receiving?**
9. **DII Service Desk can be reached at 802-828-6620 or or toll free 1-855-828-6620, option 1.**

DII Service Desk will route your call to a network engineer who will provide service. If you are calling outside of the regular State of Vermont business day (Monday thru Friday, 7:45am to 4:30pm) you can leave a voicemail which will be responded to on the next business day or for an emergency you can choose to be forwarded to the answering service. DII network engineers respond outside of the business day with best effort – an immediate response is not guaranteed.

Local Area Network Management

The library is responsible for supporting the local area network on their own. This includes things such as application support, printing, login support, connecting to the wireless access points, and premise wiring. If you are a staff member or contractor providing such support for the library you can contact DII Service Desk and a network engineer can provide you with information about the network switch port or wireless access point, but we will not troubleshoot the local area network for you.

Moving a device: Ports on the switch are configured for the appropriate network (patron, staff, server, etc.). You can relocate a device by simply moving the patch cable at the patch panel – do not use a different switch port.

Adding\Removing devices: To add or remove a device contact the DII Service Desk. A network engineer will configure and activate a new switch port or deactivate an old switch port for the device.

Wireless Service

Your wireless network is available to anyone within range (normally most public and staff areas within the library and within the immediate vicinity of the exterior of the library). Users should select the wireless network with your library's Name from their device to connect to the library's wireless network. Users will be prompted with your library's acceptable use policy, which they must accept in order to connect to the network. Some devices may require the user to open their web browser in order to accept the acceptable use policy. After accepting the policy, users have open access to the Internet.

Wireless access points on your network are configured by a network engineer at DII. A green light on the wireless access point indicates it is functioning properly, but no clients are connected. A blue light indicates that clients are connected. For all other color lights, please contact the DII Service Desk.