Information and Digital Technologies
December 1, 2008

After Hours/Weekend Service Contacts (Full List)

Circulation Desk Supervisor will call as necessary per the After Hours/Weekend procedures, the following:

Facilities	*Admin*	*Cell*	*Backup*	*Cell*
●Emergency (i.e. power outage or disaster)	Mark Lester	619-294-5913 OR 619-307-1900	See Below	
If Mark Lester is unavailable, call (in the order to the right) the backup administrator until a contact is made. .			Mark Stover	619-300-7349
			Mark Figueroa	619-507-7773
			Jon Cawthorne	619-307-1902
Michael Boback (760-522-8963 cell)/Chill Plant (46729) should be called if the AC in LL-405 Server Room is frozen and leaking. Call Physical Plant Work Control @ 44754 for buckets & plastic sheeting for equipment.				

System	*Admin*	*Cell*	*Backup*	*Cell*
●ECR Server ●ILL Document Delivery ●InfoDome/Libweb Server ●Lib Instruction Classrooms	Mark Figueroa	619-507-7773	**If Mark Figueroa is unavailable, call (in the order below) the backup administrator until a contact is made.**	
●LibProxy Server ●Netware File Servers (i.e. Arwen, Palm, Twig, Teak, etc.) ●Network (ON / OFF Campus) ●PAC Server, Circuit, Link+ ●Public Computers ●Remote Access (On/Off campus) to Library ●ROHAN/Academic Unix Server ●SDSUCard Services ●Student Computing Ctr			Mark Stover	619-300-7349
			Mark Lester	619-294-5913 OR 619-307-1900
			Jon Cawthorne	619-307-1902
●Blackboard	James Frazee	619-723-6847	Jim Julius	619-846-3974
●Web Portal	John Ross	858-344-1780		

Administrators can authorize the following primary or backup person to come in and affect repairs on the above systems or contact the necessary campus offices in an emergency.

System	Primary	Pager or Cell	Backup	Pager or Cell
ECR Server	Kyle Murley	619-972-6669	Mark Figueroa	619-507-7773
ILL Document Delivery	Mark Figueroa	619-507-7773	Kyle Murley	619-972-6669
InfoDome/Libweb Server	Ron Nash	619-507-7771		
Lib Instruction Classrooms	Mark Figueroa	619-507-7773	Kyle Murley	619-972-6669
LibProxy Server	Kyle Murley	619-972-6669	Ron Nash	619-507-7771
Netware File Servers (i.e. Arwen, Palm, Twig, Teak, etc.)	Mark Figueroa	619-507-7773	Kyle Murley	619-972-6669
Network (ON or OFF Campus)	Mark Figueroa On Campus	619-507-7773	Ron Nash Off Campus	619-507-7771
PAC Server, Circuit, Link+	Brian Moore	619-296-7873(H) 619-917-9816	Brian Lenz	619-701-0789
Public Computers	**Inside Library** Mark Figueroa	619-507-7773	**RBR & SCC** Brian Lenz	619-701-0789
Remote Access (On/Off campus)	Ron Nash	619-507-7771		
ROHAN/Academic Unix Server	Ron Nash	619-507-7771		
SDSUCard Services	Brian Lenz **He will Email SDSUCard**	619-701-0789 **via Web-page**	Mark Figueroa **Gateway for**	619-507-7773 **server outages**
Student Computing Center	Brian Lenz	619-701-0789	Mark Figueroa	619-507-7773

The above pagers or cell phones can also be reached via the Web-Page Gateway at http://lfolks.sdsu.edu/webpage/