

Who Does What for PAC

PAC Functions	Contact	Phone / Email
CONTROL DOWN	INFOSYS Service Desk	46753 / infosys@library.sdsu.edu
PAC IS NOT IN REAL TIME	INFOSYS Service Desk	46753 / infosys@library.sdsu.edu
RESTARTING PORTS	INFOSYS Service Desk	46753 / infosys@library.sdsu.edu
SYSTEM ERROR MESSAGES	PAC Support	42397 / bmoore
PATRON SEARCH STATISTICS	PAC Support	42397 / bmoore
PATRON ACQUISITION REQUESTS	Mary Beth Link	44448 / mlink
CIRC PARAMETERS	Wendy Schmidt / Brian Lenz	45759 / wschmidt or 41652 / blenz
CIRC STATS	Wendy Schmidt / Brian Lenz	45759 / wschmidt or 41652 / blenz
BOOLEAN REQUESTS:		
Circulation	Wendy Schmidt / Brian Lenz	45759 / wschmidt or 41652 / blenz
Collection Development	Mary Beth Link	44448 / mlink
Government Publications	Miriam Gitchoff	46754 / mgitchof
Catalog Database	Sharon Watson	44675 / swatson
Acquisitions / Serial	Marsha Shea	44121 / mshea
Acquisitions / Mono	Pam Hall	44732 / phall
OPAC	PAC Support	42397 / bmoore
Periodicals	Mina Muessigmann	46755 / minamues
FOR STATISTICAL REPORTS:		
Technical Services – Acquisitions	Pam Hall	44732 / phall
Technical Services – Cataloging	Sharon Watson	44675 / swatson
Collection Development	Mary Beth Link	44448 / mlink
Circulation	Wendy Schmidt / Brian Lenz	45759 / wschmidt or 41652 / blenz
OPAC	PAC Support	42397 / bmoore
IF FOR THE FIRST TIME, YOU NEED TO:		
Load Records Onto PAC	PAC Support	42397 / bmoore
Output Records From PAC	PAC Support	42397 / bmoore
Ftp Records From / To PAC	PAC Support	42397 / bmoore
LOAD / INPUT / OUTPUT / FTP PAC RECORDS		
Gov Pubs (AutoGraphics)	Miriam Gitchoff	46754 / mgitchof
Ebooks	Terry Ventura	48775 / tventura
OCLC	Terry Ventura	48775 / tventura
Approvals	Pam Hall	44732 / phall
PROCESS PURGE	Pam Hall	44732 / phall
TO DELETE PAC RECORDS OF ANY KIND:		
Acquisitions / Serials	Pam Hall / Marsha Shea	44732 / phall or 44121 / mshea
Cataloging	Sharon Watson	44675 / swatson
Circ	Wendy Schmidt / Brian Lenz	45759 / wschmidt or 41652 / blenz
FREEING BUSY RECORDS:		
Acquisitions (order, checkin)	Pam Hall	44732 / phall
Circulation (patron, course)	Wendy Schmidt / Brian Lenz	45759 / wschmidt or 41652 / blenz
Cataloging (bib., item, authority)	Sharon Watson	44675 / swatson
LOGINS:		
Logins—New / Additions / Problems	PAC Support	42397 / bmoore
PASSWORDS:		
Passwords - New / Additions	Unit Heads	As Appropriate for your Unit
Password - Deletions	PAC Support	42397 / bmoore
MENU MESSAGES:		
Menu Messages - New	PAC Liaison	As Appropriate for your Unit
Menu Messages - Changes	PAC Support	42397 / bmoore

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LIBRARY INFORMATION SCREENS:		
Suggestion Responses	Assigned per topic	
Department	Wendy Schmidt / Brian Lenz	45759 / wschmidt or 41652 / blenz
HELP SCREENS	Anne Turhollow	44921 / turhollo
KEYWORD SYN	Anne Turhollow	44921 / turhollo
SYSTEM OPTIONS - CHANGES:		
Circulation	Wendy Schmidt	45759 / wschmidt
OPAC	Anne Turhollow	44921 / turhollo
Database Maintenance	Sharon Watson	44675 / swatson
Acquisitions / Serials	Pam Hall	44732 / phall
RECORD TYPES / TEMPLATES - CHANGES:		
Database Maintenance	Sharon Watson	44675 / swatson
Circulation	Wendy Schmidt / Brian Lenz	45759 / wschmidt or 41652 / blenz
Acquisitions / Serials	Pam Hall	44732 / phall
RECORD CORRECTIONS:	Sharon Watson	44675 / swatson
SYSTEM CODES - CHANGES:		
Circulation	Wendy Schmidt / Brian Lenz	45759 / wschmidt
Database Maintenance	Sharon Watson	44675 / swatson
Acquisitions / Serials	Pam Hall	44732 / phall
SERVICE REQUESTS:		
Software: THE PAC (Wyse 50/55 and Infodome) and Reference Databases ONLY	INFOSYS Service Desk	46753 / infosys@library.sdsu.edu
Hardware:	INFOSYS Service Desk	46753 / infosys@library.sdsu.edu
REFERENCE DATABASES - PROBLEMS:		
Summary Holding Corrections - Multiple	PAC Support	42397 / bmoore
Summary Holding Corrections - One	Mina Muessigmann	46755 / minamues
Database Failure / Error Messages	INFOSYS Service Desk	46753 / infosys@library.sdsu.edu
WEBPAC:		
HTML Menu Screens	Anne Turhollow	44921 / turhollo
HTML Info Screens	Anne Turhollow	44921 / turhollo
HTML Help Screens	Anne Turhollow	44921 / turhollo
IMPLEMENTATIONS:		
ENHANCEMENTS	PAC Liaison	As Appropriate for your Unit
NEW PAC PROJECTS	John Ross	45858 / jross