

CONTACTS AT 4CLS

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SERVICE		Contact Name	Email	Phone: (607) 723- 8236
Acquisitions / Ordering		Jaclyn Praskavich	JPraskavich@4cls.org	Ext. 363
		Dannielle Swart	DSwart@4cls.org	Ext. 362
Advocacy	Campaigns & Legislative Information	Steve Bachman	SBachman@4cls.org	Ext. 301
Agencies and Institutions, Services to		See Outreach Services		
Alarm Codes (to report Changes)		See Deliveries		
Annual Report	4CLS (printed)	Sherry Gorman	SGorman@4cls.org	Ext. 305
	NY State / Filing	Eve Randall	ERandall@4cls.org	Ext. 330
Audiobooks, Downloadable		See Download Zone		
Automated System	Agreements / Contracts	Steve Bachman	SBachman@4cls.org	Ext. 301
	Automation Services	Emergencies	(607) 722-1948, option 1	
		Non-critical	(607) 722-1948, option 2	
			automation@4cls.org	
	Circulation / Patron Registration		circulation@4cls.org	
	Duplicate Records		collectionsservices@4cls.org	
	Email Accounts		automation@4cls.org	
Enterprise site support		enterprise@4cls.org		

Automated System (cont.)	EnvisionWare	See EnvisionWare		
	Equipment Problems	Emergencies	(607) 722-1948, option 1	
		Non-critical	(607) 722-1948, option 2	
			automation@4cls.org	
	Network Connectivity	Emergencies	(607) 722-1948, option 1	
		Non-critical	(607) 722-1948, option 2	
			automation@4cls.org	
	PC Reseller Program		reseller@4cls.org	
	Policy Changes		policy@4cls.org	
	Serials Control		serialscontrol@4cls.org	
Ballot Initiatives		Steve Bachman	Sbachman@4cls.org	Ext. 301
Barcodes (orders)		See Ordering		
Billing, Library		Eve Randall	ERandall@4cls.org	Ext. 330
Blue Cloud Analytics		Brian Lee	BLee@4cls.org	Ext. 304
Bookkeeping		Eve Randall	ERandall@4cls.org	Ext. 330
Bookmobile			See Outreach Services	
Bookmobile ILL		Noelle Holmes	NHolmes@4cls.org	
Buildings	Construction Aid Program	Steve Bachman	SBachman@4cls.org	Ext. 301
	Planning / Ideas	Steve Bachman	SBachman@4cls.org	Ext. 350
Cataloging	Bibliographic / Title Records	Emily Creo	ECreo@4cls.org	Ext. 385
	Duplicate Records		collectionsservices@4cls.org	
	Original Cataloging	Emily Creo	ECreo@4cls.org	Ext. 385
	Physical Processing (labels, RUSH, etc.)	Megan Biddle	MBiddle@4cls.org	Ext. 360
Continuing Education (CE)		See Training		
Charters, Library & Amendments		Steve Bachman	SBachman@4cls.org	Ext. 301

Children's Programs		Sarah Reid	sreid@4cls.org	Ext. 350
Circuit Programs	Coordination / General Questions		circuits@4cls.org	
	Joining / Canceling	Laura Henry	LHenry@4cls.org	Ext. 366
Circulation	Problems		circulation@4cls.org	
	Reports		reports@4cls.org	
	Training	See Training		
Collection Development	Adult / Weeding	Megan Biddle	MBiddle@4cls.org	Ext. 360
	Audiovisual	Megan Biddle	MBiddle@4cls.org	Ext. 360
	Juvenile / Weeding	Sarah Reid	sreid@4cls.org	Ext. 350
Collection Services	Information	Megan Biddle	MBiddle@4cls.org	Ext. 360
	Support		collectionservices@4cls.org	
Commissioners' Regulations		Steve Bachman	SBachman@4cls.org	Ext. 301
Computer Emergencies		See Automated System		
Computer Help Desk		See Automated System		
Computer Training		See Training		
Confidentiality of Library Records		See Library Records		
Construction		See Buildings		
Database Subscriptions (Research Center, NOVELny, etc.)	Information	Brian Lee	BLee@4cls.org	Ext. 304
	Support		researchcenter@4cls.org	
Deliveries		Jeff Jeffords	JJeffords@4cls.org	Ext. 380
Directors, How to Hire		Steve Bachman	SBachman@4cls.org	Ext. 301
Directory Changes (hours, staff, etc.)			enterprise@4cls.org	

Disabled, Services to		See Outreach Services		
Donations (materials, gift books, etc.)		See Cataloging		
Download Zone (audiobooks & eBooks)	Information	Megan Biddle	MBiddle@4cls.org	Ext. 360
	Support		downloadzone@4cls.org	
Education Laws		Steve Bachman	SBachman@4cls.org	Ext. 301
EnvisionWare	Information	Steve Bachman	SBachman@4cls.org	Ext. 301
	Support		envwsupport@4cls.org	
Equipment Loan	Die cut machine	Sarah Reid	sreid@4cls.org	Ext. 350
	Laptops / Traveling classroom		travelingclassroom@4cls.org	
	Video Projector	Sherry Gorman	SGorman@4cls.org	Ext. 305
E-rate Program		Eve Randall	ERandall@4cls.org	Ext. 330
Events Calendar		Sarah Reid	sreid@4cls.org	Ext. 350
Funding and Governance		Steve Bachman	SBachman@4cls.org	Ext. 301
Going to the Voters		See Ballot Initiatives		

Grants / Funding Sources	Construction Grants, NY State	Steve Bachman	SBachman@4cls.org	Ext. 301
	Research, Writing, Development	Steve Bachman	SBachman@4cls.org	Ext. 301
Insurance	Building and Contents	Eve Randall	ERandall@4cls.org	Ext. 330
	Errors and Omissions	Eve Randall	ERandall@4cls.org	Ext. 330
Interlibrary Loan (ILL)	Library-to-Library ILL	Megan Biddle	MBiddle@4cls.org	Ext. 360
	Out-of-System ILL / BARC	Megan Biddle	MBiddle@4cls.org	Ext. 360
	Routing Slips	Megan Biddle	MBiddle@4cls.org	Ext. 360
Internet Services	4CLS Email		automation@4cls.org	
	4CLS-hosted Email Lists & Subscriptions		automation@4cls.org	
	Domain Names		automation@4cls.org	
	Websites	See Websites		
Intranet	See Websites			
General Information			contactus@4cls.org	
Laws, Library	Steve Bachman		SBachman@4cls.org	Ext. 301
Library Cards - Ordering	See Ordering			
Literacy Programs (adult, children, or families)	Sarah Reid		Sreid@4cls.org	Ext. 350
LLSA (Local Library Services Act)	Eve Randall		ERandall@4cls.org	Ext. 330
Long-range Planning	See Strategic Planning			

Minimum Standards, NY State	Steve Bachman	SBachman@4cls.org	Ext. 301
New Director Orientation	Steve Bachman	SBachman@4cls.org	Ext. 301
Newsletter	Steve Bachman	SBachman@4cls.org	Ext. 301
NOVELny	See Database Subscriptions		
Online Contracts	See Automated System		
Ordering	Barcodes (item)	barcodelabels@4cls.org	
	Barcodes (patron)	barcodelabels@4cls.org	
	Books, Audiovisual, etc.	See Acquisitions	
	Library Cards	patroncards@4cls.org	
	PC Equipment	See Automated System	
	Routing Slips (Salmon)	Megan Biddle	MBiddle@4cls.org
Outreach Services	Sarah Reid	SReid@4cls.org	Ext. 350
PC Reseller Program	See Automated System		
PC Technical Support	See Automated System		
Processing, Physical	Megan Biddle	MBiddle@4cls.org	Ext. 360
Programming	Sarah Reid	SReid@4cls.org	Ext. 350
Puppets and Props	Ann Ziemba	AZiemba@4cls.org	Ext. 324
	Sarah Reid	SReid@4cls.org	Ext. 350
Rare Book Preservation	Laura Henry	LHenry@4cls.org	Ext. 366
Research Center	See Database Subscriptions		
Rural Underserved, Services to	See Outreach Services		
Rush Processing	See Cataloging		
Salmon Slips	See Ordering, Routing Slips		
School District Libraries	See Charters, Library		
Serials Control	See Automated System		
Spectrum		automation@4cls.org	
State Aid	Steve Bachman	SBachman@4cls.org	Ext. 301

Story Times		Sarah Reid	SReid@4cls.org	Ext. 350
Strategic Planning		Steve Bachman	SBachman@4cls.org	Ext. 301
Technical Services		See Collection Services		
Time-Warner / Road Runner			automation@4cls.org	
Training	Acquisitions / Ordering	Megan Biddle	MBiddle@4cls.org	Ext. 360
	Barcoding	Megan Biddle	MBiddle@4cls.org	Ext. 360
	Circulation	Brian Lee	BLee@4cls.org	Ext. 304
	Enterprise	Brian Lee	BLee@4cls.org	Ext. 304
	Interlibrary Loan	Steve Bachman	SBachman@4cls.org	Ext. 301
	Research Center	Brian Lee	BLee@4cls.org	Ext. 304
	Weeding (adult)	Megan Biddle	MBiddle@4cls.org	Ext. 360
	Weeding (juvenile)	Sarah Reid	SReid@4cls.org	Ext. 350
	WorkFlows, Item Information, Database Maintenance	Megan Biddle	MBiddle@4cls.org	Ext. 360
Trustees	4CLS Board	Steve Bachman	SBachman@4cls.org	Ext. 301
	Member Libraries / Board Development	Steve Bachman	SBachman@4cls.org	Ext. 301

Websites	4CLS-hosted Websites & Blogs		automation@4cls.org	
	4CLS's Intranet	Steve Bachman	SBachman@4cls.org	Ext. 301
	4CLS's Website		enterprise@4cls.org	
	Domain Names	See Internet Services		
	Website Template	Jeff Henry	JBHenry@4cls.org	Ext. 310
Weeding Reports			reports@4cls.org	
Workshops	Certificates of attendance	Sherry Gorman	SGorman@4cls.org	Ext. 305
	Registration	Sherry Gorman	SGorman@4cls.org	Ext. 305
X-Collections		Ann Ziemba	AZiemba@4cls.org	Ext. 324
Young Adult & Teen Services		Sarah Reid	SReid@4cls.org	Ext. 350

4CLS Support E-Mail Addresses Quick List

Barcode Labels

- barcodelabels@4cls.org

Circuits Program

- circuits@4cls.org

Circulation

- circulation@4cls.org

Collection Services

- collectionservices@4cls.org

Contact Us

- contactus@4cls.org

Directors' Station

- dstation@4cls.org

Downloadables eBooks & audiobooks

- downloadzone@4cls.org

Enterprise site support (online catalog)

- enterprise@4cls.org

EnvisionWare

- envwsupport@4cls.org

Patron Cards

- patroncards@4cls.org

PC or Network problems

- automation@4cls.org

PC Reseller Program

- reseller@4cls.org

Policy Changes

- policy@4cls.org

Reports & Statistics

- reports@4cls.org

Research Center

- researchcenter@4cls.org

Serials Control

- serialscontrol@4cls.org

Title Records

- titlerecords@4cls.org