

ARTSTOR

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SUPPORT

Primary and Technical Contacts

ARTstor User Services is the contact point for participating institutions. User Services staff are available by email, phone, or fax from 9am to 8pm EST, Monday through Friday for feedback, problem-solving or general questions.

Contact information for ARTstor User Services:

151 East 61st Street
New York, NY 10021

Telephone: 888.278.0079 (USA only)

Fax: 212.500.2401

Email: userservices@artstor.org

User Services also maintains a support website at support.artstor.org. This site is password protected; please enter "leonardo" for the username and "davinci" for the password. The support site includes materials to assist with training and internal communications.

Areas of support:

- :: Assisting with system requirements, access testing, and setup diagnosis
- :: Providing general information, background materials, and help documentation
- :: Troubleshooting to find solutions to individual issues
- :: Providing software and content updates via newsletters and email

Mailing lists:

User Services maintains two mailing lists for Primary and Technical Contacts. Contacts are automatically added to each list upon account activation.

- :: ANNOUNCE is an announcement-only mailing list that we use to send important updates on topics such as newly available content and tools, notices about system outages, etc.
- :: DISCUSS is a discussion mailing list designed to foster communication and idea sharing across all participating institutions.

End Users

Although we believe the online help documents available within the Digital Library should answer most questions that arise, end users may also contact User Services directly via feedback forms located under the "Help" toolbar menu. There are two forms that can be completed to get help, ask questions, report bugs, suggest content corrections, or request improvements.

TRAINING

Sessions with ARTstor Representatives

WebEx

Using the WebEx (www.webex.com) online interactive classroom tool, a person or group at a participating institution can be trained remotely by staff in ARTstor's offices. WebEx sessions are available at four levels: Basic, Intermediate, Advanced, and Offline Image Viewer. Training sessions are conducted upon request and offered free of charge at reasonable levels. All that is required at the trainee site is an internet connection and a telephone.

Conferences

ARTstor User Services staff are frequent attendees at many relevant professional conferences, such as ALA, VRA, ARLIS/NA and CAA. Whenever possible, we host a suite in the conference hotel where ARTstor users are invited to drop in for training. Information about the hours and locations of these suites are published in advance on ARTstor mailing lists and in the newsletter.

On-Site Sessions

ARTstor staff are happy to schedule on-site training sessions. ARTstor does not charge for on-site training, despite the significant staffing and travel costs entailed. However, we do try to ensure that the investment made in on-site training has the widest impact possible. For this reason, we require that institutions desiring on-site training ensure the participation of either 30 individuals or representatives from at least four institutions.

Training Presentations

There are four training presentations online at the ARTstor support website (support.artstor.org). These PowerPoint presentations address a number of topics related to using the Digital Library and provide exercises for Basic, Intermediate, Advanced and OIV training sessions. These presentations can be downloaded and edited to reflect the needs of your users.