

# 2017 - 2018 WIN Directory

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# How can the Support Desk help me?

When you're experiencing ALMA problems don't get frustrated – call the WIN SUPPORT DESK! The WIN Support Desk exists to help you with these questions! Here are some ideas to help us respond to your question(s) in the most expedient manner.

## For non-emergency problems, questions, advice etc.

- **Log into ExLibris Knowledge Center** Log on and see if there are any errors showing:
  - <http://knowledge.exlibrisgroup.com/>
  - Click on "System Status"



Browse by product:



- You will have 2 options: Multi-tenant environments and Single-tenant environments. **Choose Multi-tenant.**
- **Look at Alma NA01 for Primo and Alma NA02 for Alma** – All WIN locations are in these instances.

ExLibris System Status a ProQuest Company

System Status | Single Tenant | Privacy Policy | Security

The System Status page presents the latest information on the availability of all multitenant instances. You may check this page at any time to see the current status information, or subscribe to be notified via email of interruptions to any individual service. If you are experiencing a real-time, operational issue that is not indicated below, please inform us by opening a customer support request.

Product: All Region: All

Remember my instances Reset

Instance	Email Alerts	Current Status	Oct-11	Oct-10	Oct-09	Oct-08	Oct-07	Scheduled Maintenance
<input type="checkbox"/> Alma NA01								
<input type="checkbox"/> Alma NA02								
<input type="checkbox"/> Alma NA03								
<input type="checkbox"/> Alma CA01								
<input type="checkbox"/> Alma EU00								

- **OR Submit a support request through SupportSystem**  
<https://winsupport.supportsystem.com/>
- **OR send an email** ([winsupport@gonzaga.edu](mailto:winsupport@gonzaga.edu)) with your name, phone number, location and the description and duration of the problem (basically the same information as a support request).
- **OR call the 800 number** (800.388.2008 then 2) with your name, phone number, location and the description and duration of the problem.
- You will receive a phone call or email acknowledging receipt of your support request.
- One of us will be in touch as soon as possible.

### **For emergencies**

1. **Log into ExLibris Knowledge Center** Log on and see if there are any errors showing:  
<http://knowledge.exlibrisgroup.com/> *Directions above.*
2. **Call the WIN Support Desk immediately 509.313.3876 (then 0) or 800.388.2008 (then 0) and you will be directed to our on-call support staff person.**  
If you reach a voice mail box, please leave a message with your name, phone number, location and the description and duration of the problem.

Sydney Chambers, WIN Supervisor/Associate Professor  
Voice: 509.313.6537  
Email: [chambers@gonzaga.edu](mailto:chambers@gonzaga.edu)

Cindy Kirkpatrick, Project Manager  
Voice: 509.313.3839  
Email: [kirkpatrick@gonzaga.edu](mailto:kirkpatrick@gonzaga.edu)

Mary Ellen Willemsen, Project Manager  
Voice: 509.313.3818  
Email: [willemsen@gonzaga.edu](mailto:willemsen@gonzaga.edu)

WIN Library Network  
Voice 509.313.3876 or 800.388.2008  
Email: [winsupport@gonzaga.edu](mailto:winsupport@gonzaga.edu)  
502 E Boone Ave – AD 95  
Spokane WA 99258-0095



# Alphabetical List of Libraries

Library Name	Institution	WIN Library Code
CCS-Colville Center Library	Community College of Spokane	ICOL
CCS-Spokane Community College Library	Community Colleges of Spokane	ISCC
CCS-Spokane Falls Comm. College Library	Community Colleges of Spokane	ISFC
Corban University Library	OPALL	ICOR
Gonzaga University Florence Italy	Gonzaga	IGIF
Gonzaga University Law Library	Gonzaga	IGUL
Gonzaga University Library	Gonzaga	IGUF
Heritage University Library	Heritage	IHER
Lewis-Clark State College Library	North Idaho	ILCS
Mount Angel Abbey Library	OPALL	IMTA
Multnomah University Library	OPALL	IMUL
North Idaho College Library	North Idaho	INIC
Northwest Christian University Library	OPALL	INOR
Western Seminary Library	OPALL	IWES

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# List of Libraries by Institution

Institution	Library Name	WIN Library Code
Community College of Spokane	CCS-Colville Center Library	ICOL
Community Colleges of Spokane	CCS-Spokane Falls Comm. College Library	ISFC
Community Colleges of Spokane	CCS-Spokane Community College Library	ISCC
Gonzaga	Gonzaga University Law Library	IGUL
Gonzaga	Gonzaga University Library	IGUF
Gonzaga	Gonzaga University Florence Italy	IGIF
Heritage	Heritage University Library	IHER
North Idaho	North Idaho College Library	INIC
North Idaho	Lewis-Clark State College Library	ILCS
OPALL	Western Seminary Library	IWES
OPALL	Northwest Christian University Library	INOR
OPALL	Multnomah University Library	IMUL
OPALL	Mount Angel Abbey Library	IMTA
OPALL	Corban University Library	ICOR

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# Libraries Alphabetical

## CCS-Colville Center Library

**Library Site Street Address:** 985 S. Elm Street  
**Mailing Address:** Community Colleges of Spokane Branch  
**City State Zip:** Colville WA 99114  
**Phone:** 509.685.2124

## CCS-Spokane Community College Library

**Library Site Street Address:** 1810 N Greene St  
**Mailing Address:** 1810 N Greene-Mailstop 2160  
**City State Zip:** Spokane WA 99217-5399  
**Phone:** 509.533.7045

## CCS-Spokane Falls Comm. College Library

**Library Site Street Address:** 3410 W. Ft George Wright Dr  
**Mailing Address:** 3410 W. Ft George Wright Dr-Stop 3020  
**City State Zip:** Spokane WA 99224-5288  
**Phone:** 509.533.3834

## Corban University Library

**Library Site Street Address:** 5000 Deer Park Drive SE  
**Mailing Address:** 5000 Deer Park Drive SE  
**City State Zip:** Salem OR 97317  
**Phone:** 503.375.7028

## Gonzaga University Florence Italy

**Library Site Street Address:**  
**Mailing Address:**  
**City State Zip:**  
**Phone:** +39-055-215-226 x202

# Libraries Alphabetical

## Gonzaga University Law Library

**Library Site Street Address:** 721 N Cincinnati  
**Mailing Address:** POBox 3528 Gonzaga University School of Law  
**City State Zip:** Spokane WA 99202  
**Phone:** 509.323.5792

## Gonzaga University Library

**Library Site Street Address:** 502 E Boone Ave  
**Mailing Address:** 502 E Boone Ave, Ad Box 95  
**City State Zip:** Spokane WA 99258  
**Phone:** 509.323.5931

## Heritage University Library

**Library Site Street Address:** 3240 Fort Road  
**Mailing Address:** 3240 Fort Road  
**City State Zip:** Toppenish WA 98948  
**Phone:** 509.865.8523

## Lewis-Clark State College Library

**Library Site Street Address:** 500 8th Ave  
**Mailing Address:** 500 8th Ave  
**City State Zip:** Lewiston ID 83501  
**Phone:** 208.792.2396

## Mount Angel Abbey Library

**Library Site Street Address:** One Abbey Drive  
**Mailing Address:** One Abbey Drive  
**City State Zip:** St. Benedict OR 97373  
**Phone:** 503.845.3102

# Libraries Alphabetical

## Multnomah University Library

**Library Site Street Address:** 8435 NE Glisan Street  
**Mailing Address:** 8435 NE Glisan Street  
**City State Zip:** Portland OR 97220  
**Phone:** 503.-251.5323

## North Idaho College Library

**Library Site Street Address:** 1000 W Garden Ave  
**Mailing Address:** North Idaho College 1000 W Garden Ave  
**City State Zip:** Coeur d'Alene ID 83814  
**Phone:** 208.769.3355

## Northwest Christian University Library

**Library Site Street Address:** 828 E 11th Ave  
**Mailing Address:** 828 E 11th Ave  
**City State Zip:** Eugene OR 97401  
**Phone:** 541.684.7237

## Western Seminary Library

**Library Site Street Address:** 5511 SE Hawthorne Blvd  
**Mailing Address:** 5511 SE Hawthorne Blvd  
**City State Zip:** Portland OR 97215-3367  
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# Library Staff by First Last Name

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Anthony	Tardiff	IGUF	509.313.3844	tardiff@gonzaga.edu
Ashley	Sundin	IGUL	509.313.3753	Sundin@lawschool.gonzaga.edu
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Barbara	Barnes	ILCS	208.792.2235	blbarnes@lcsc.edu
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Dawn	Mosher	ISCC	509.533.3805	dawn.mosher@ccs.spokane .edu

# Library Staff by First Last Name

First Name	Last Name	WIN Lib Code	Phone	Email
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Dr. Philip	Johnson	IMUL	503.251.5323	pjohnson@multnomah.edu
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# Library Staff by First Last Name

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# Library Staff by First Last Name

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Shannon	Casteel	ILCS	208.792.2229	scasteel@lcsc.edu
Sharalyn	Williams	ISCC	509.533.8171	sharalyn.williams@ccs.spokane.edu
Sharde'	Mills	ISFC	509.533-3224	Sharde.Mills@ccs.spokane.edu
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Valerie	Kitt	IGUF	509.313.6540	kitt@gonzaga.edu
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Weston	Werner	IWES	503.517.1850	wwerner@westernseminary.edu



# Library Staff by Last First Name

Last Name	First Name	WIN Lib Code	Phone	Email
Allen	Kathleen	IGUF	509.313.6545	allenk@gonzaga.edu
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Atkins	Sherry	IWES	503.517.1842	satkins@westernseminary.edu
Bagley	Caitlin	IGUF	509.313.6529	bagley@gonzaga.edu
Baierl	Elaine	IGUF	509.313.6533	baierl@gonzaga.edu
Barnes	Barbara	ILCS	208.792.2235	blbarnes@lcsc.edu
Berry	Jeff	IHER	509.865.0711	berry_j@heritage.edu
Bidwell	Lynne	ILCS	208.792.2438	lbidwell@lcsc.edu
Bjork	Johanna	ILCS	208.792.2395	jcbjork@lcsc.edu
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Bracke	Paul	IGUF	509.313.6535	bracke@gonzaga.edu
Cain	Greg	ISFC	509.533.3833	Greg.Cain@sfcc.spokane.edu
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Charles	Patrick	IGUL	509.313.3739	pcharles@lawschool.gonzaga.edu
Chu	Frances	IGUF	509.313.5618	chuf@gonzaga.edu
Copeland	Aleta	ISFC	509.533.3819	
Cromer	Jennifer	ILCS	208.792.2829	jjcromer@lcsc.edu
Davis	Sarah	ICOR	503.375.7028	sdavis@corban.edu
Delgado	Oanh	ISCC	509.533.8255	oanh.delgado@ccs.spokane.edu
DuTell	Debbie	INOR	541.684.7246	ddutell@nwc.edu
Edgar	Connie	ICOR	503.589.8194	cedgar@corban.edu
Ertelt	Victoria	IMTA	503.845.3102	victoria.ertelt@mtangel.edu
Finney	Andy	INIC	208.769.3266	awfinney@nic.edu
Flath	Bruce	IMTA	503.845.3360	bruce.flath@mtangel.edu
Flower	Kate	ILCS	208.792.2451	klflower@lcsc.edu
Gallagher-Starr	Scott	INOR	541.684.7278	sgallagherstarr@nwc.edu
Goehner	Barbara	IGUL	509.313.3757	bgoehner@lawschool.gonzaga.edu
Goodwin	MaryAnn	ISFC	509.533.3820	Maryann.goodwin@ccs.spokane.edu
Goodwin	MaryAnn	ISCC	509.533.3820	Maryann.goodwin@ccs.spokane.edu
Grinolds	Becky	ILCS	208.792.2394	bgrinold@lcsc.edu

# Library Staff by Last First Name

Last Name	First Name	WIN Lib Code	Phone	Email
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Heppner	Br. Simon	IMTA	503.845.3217	simon.hepner@mtangel.edu
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Holderness	Melinda	IMTA	503.845.3303	melinda.holderness@mtangel.edu
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Hutton	Laura	IGUF	509.313.3813	hutton@gonzaga.edu
Johnson	Dr. Philip	IMUL	503.251.5323	pjohnson@multnomah.edu
Johnson	Marilyn	IGUL	509.313.3761	mjohnson3@lawschool.gonzaga.edu
Johnston	Ann	INIC	208.769.3240	atjohnston@nic.edu
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Melnikova	Lyudmila	INIC	208.769.3239	LNMelnikova@nic.edu

# Library Staff by Last First Name

Last Name	First Name	WIN Lib Code	Phone	Email
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Miller	Jennifer	ICOL	509.279.6736	jennifer.miller@scc.spokane.edu
Miller	Laura	IGUL	509.313.3781	millerla@lawschool.gonzaga.edu
Miller	Jennifer	ISCC	509.279.6736	jennifer.miller@ccs.spokane.edu
Mills	Sharde'	ISFC	509.533-3224	Sharde.Mills@ccs.spokane.edu
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