**MAIL BOXES**

300 General Mail Box (Unannounced Option 0)

301 Staff Directory (Option 6; an “Information” Mail Box)

302 Library and Museum Hours (Option 4; an “Information” Mail Box)

**PHONE LINES ASSOCIATED WITH THIS BUILDING**

Line 1 518-673-2314

This is the main line; all incoming calls go here first. If this line is busy, the incoming call with be bumped to -2312 or -2320 (see below).

Line 2 518-673-5243

This is the fax line for the machines upstairs AND down; the downstairs fax can send and receive.

The upstairs fax can send only. We will try having just the one line for both fax machines and see if this works smoothly for us; if not, we will explore adding a another line.

Line 3 518-673-2312

This is an incoming/outgoing line for calls.

Line 4 518-673-2320

This is an incoming/outgoing line for calls.

*Line 5 518-673-4758*

*This is an outgoing line ONLY dedicated to our security and fire alarm; we cannot access this line.*

|  |  |
| --- | --- |
| **EXTENSION** | **LOCATION/PERSON** |
| 100 | N/A |
| 101 | N/A |
| **102** | **Jason Cooper; Bookkeeper** |
| **103** | **Library Desk** |
| 104 | Board/Conference Room |
| **105** | **Museum Desk** |
| **106** | **Mid-Desk (Library)** |
| **107** | **Hannah Stahl, Library Director** |
| 108 | N/A |
| 109 | N/A |
| **110** | **Mary Beth Vought, Regional Art Gallery Director** |
| 111 | N/A |
| **112** | **Sue Friedlander, Executive Director & Chief Curator** |
| **113** | **Mary Alexander, Curator of Education & Public Engagement** |
| **114** | **Peg Voth, Library Assistant** |
| 115 | Servery |
| 116 | Classroom |
| **117** | **Michael Rivenburgh, Buildings & Grounds; Security** |

**TELEPHONE SCRIPTS**

**Master Script (Auto-Attendant; ID 1)**

Thank you for calling the Canajoharie Library and Arkell Museum.

If you know your party’s extension you may dial it now.

For the Library Desk press 2.

For the Museum Desk press 3.

For Library and Museum Hours press 4.

For Tours and Rentals press 5. *(goes to Mary Alexander extension 113)*

For the Staff Directory press 6.

To hear these options again press 7.

Thank you.

*(pause)*

**Library Desk (Option 2; extension 103)**

Thank you for calling the Canajoharie Library. We are open Tuesday, Thursday, and Friday from 10:00am until 5:00pm, on Wednesday from 10:00am until 7:30pm, and Saturday and Sunday from noon until 5:00pm. For information about programs and events please visit our website [www.canajoharielibrary.org](http://www.canajoharielibrary.org). For all other questions please leave a message.

**Museum Desk (Option 3; extension 105)**

Thank you for calling the Arkell Museum. We are open Tuesday through Friday from 10:00am until 5:00pm, and Saturday and Sunday from noon until 5:00pm. For information about exhibits, programs and events please visit our website [www.arkellmuseum.org](http://www.arkellmuseum.org). For all other questions please leave a message.

**Library and Museum Hours (Option 4; Information Mail Box 302)**

The Canajoharie Library and Arkell Museum are open Tuesday through Friday from 10:00am until 5:00pm, and Saturday and Sunday from noon until 5:00pm. The Library also remains open until 7:30pm on Wednesday. The Regional Art Galleries share the same hours as the Library.

**Staff Directory (Option 6; Information Mail Box 301)**

For Jason Cooper, Bookkeeper, press 102

For Hannah Stahl, Library Director, press 107

For Mary Beth Vought, Regional Art Gallery Director, press 110

For Sue Friedlander, Executive Director & Chief Curator, press 112

For Mary Alexander, Curator of Education & Public Engagement, press 113

For Peg Voth, Library Assistant, press 114

For Michael Rivenburgh, Buildings & Grounds, press 117

**General Mail Box (Unannounced Option 0; Mail Box 300)**

Thank you for calling the Canajoharie Library and Arkell Museum. We are open Tuesday through Friday from 10:00am until 5:00pm, and Saturday and Sunday from noon until 5:00pm. The Library also remains open until 7:30pm on Wednesday. The Regional Art Galleries share the same hours as the Library. For information about programs and events please visit our websites [www.canajoharielibrary.org](http://www.canajoharielibrary.org) and [www.arkellmuseum.org](http://www.arkellmuseum.org). For all other questions please leave a message.

**PROGRAMMING**

*(to the best of our knowledge these short form directions are correct)*

**To change the main auto-attendant greeting**

Press program key

Press hold key

Enter administrator password (456) followed by # key

Press 6

Press 1

Enter 1# to go to auto-attendant greeting

Day greeting will play (press 1 to record and 1 to stop)

Night greeting will be played next

After press # in day greeting, changes can be made to that the same way as above

**To program a guest or information mailbox (300, 301, 302, etc.)**

Press program button

Press \* key

Enter mailbox number and press # key

Enter password (password is the same as the mailbox number) and press # key

Choose option 1

Follow prompts: press 1 to record, 2 to delete, or 3 to listen

After you finish your recording press 1 or # key to stop

**Directory Names**

Press program button

Press hold button

Enter administrator password (456) followed by # key

Press 6

Press 2

Enter the extension number you wish to add/change

Press # key

Press 1 to record and 1 to stop