

Email Thread: Library Alarm System Malfunction

From: Stephanie Tetter

Sent: Wednesday, October 24, 2012 9:32 AM

To: Aletia Egipciaco; Amelia Converse; Amy Chirman; Bernadine Abbott; Catherine Webb; Deborah Ruiz; Denise Sallee; Durell Stouffer; Ellen Pastore; Ellen Pastore - home (egillpastore@me.com); Enrique Preciado; Erik McDonald; Erik Thurman; Janice Neal; Jennifer Fellguth; Jennifer Lagier Fellguth; Karenmpc@aol.com; Kevin Haskin; Kirk Hall; Mario Alvarez; nealjanice@att.net; Phuc Le; Richard McNelly; Robert Llanos-Hinson; Roseann Erwin; Stephanie Tetter; Thu Duong; William Easton

Cc: Adria Gerard; Brian Streetman; Paula Norton; Bruce Wilder; Rosaleen Ryan; Edwin Lake; Celine Pinet
Subject: Alarm system in LTC

Due to the problem with the LTC alarm system, the entire LTC will close at 8 PM tonight. Tomorrow morning the alarm system will be fully tested and we will know whether it is “ fixed enough “ that regular hours can resume.

Let me or Erik M. know if you have questions.

Thanks

s

Stephanie Tetter

Library Division Chair

Monterey Peninsula College Library

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(831) 646-4082

From: Pete Olsen

Sent: Wednesday, October 24, 2012 9:27 AM

To: Stephanie Tetter

Subject: RE: Library alarm system

Sounds good. I just got off the phone with Erik and he said basically the same thing. H probably told you, it was due to Bart's fingers being in it. I'm hearing he neglected to take the system off of test when he left yesterday rendering the alarm system unusable. He talked Erik through the steps to take it out of test so that's apparently where we are now. Hopefully the “test” in the morning will reveal whether or not we're good to go.

Thanks,

Pete

From: Stephanie Tetter

Sent: Wednesday, October 24, 2012 9:22 AM

To: Pete Olsen

Subject: RE: Library alarm system

the alarm is now set and we no longer have the "call for service" message on the display panels. We can't actually test it to make sure it's all working until we are closed.

The 1st floor closed at 8 pm last night (same time as the library – they usually close later) because they weren't sure the alarm could be set when they left or, if it went off, that they could turn it off...I think they should close at 8 again tonight and we can test it tomorrow...if it isn't working, then we can have someone come fix it.

How does that sound?

S

From: Adria Gerard
Sent: Wednesday, October 24, 2012 8:32 AM
To: Janice Neal; Stephanie Tetter; Deborah Ruiz; Pete Olsen
Cc: Brian Streetman; Rose Kuualooha Fishel
Subject: RE: Library alarm system malfunction - unable to arm it at closing tonight

Hi All,

Because we didn't know how the alarms would react when we did the ESSC/Library changeover last night, we closed the ESSC and ushered all students out when the library closed at 8pm (Don't worry, we didn't tell them why ☺).

Thanks, Janice, for informing us of the situation, and keep us posted, Pete, on the service call so we know whether we need to make adjustments tonight as well.

Adria

From: Pete Olsen
Sent: Wednesday, October 24, 2012 7:47 AM
To: Stephanie Tetter
Subject: RE: Library alarm system

That's why I wanted to talk to Erik before I called in Sentry. I thought it was a bit coincidental too. We'll see how this shakes out..

Thanks,,
Pete

From: Stephanie Tetter
Sent: Wednesday, October 24, 2012 7:45 AM
To: Pete Olsen
Subject: RE: Library alarm system

Just between the 2 of us, it sounds like when Bart was here yesterday, he worked at the alarm panel trying to make it "talk" to the computer downstairs, and the next time anyone tried to set an alarm it would not work. (coincidence? I would bet not, but I don't know).

Just FYI it sounds like maybe we should not be the ones on the hook for this service call)

Thx

S

From: Pete Olsen
Sent: Wednesday, October 24, 2012 7:41 AM
To: Stephanie Tetter
Cc: Kevin Haskin; Amelia Converse
Subject: RE: Library alarm system

Thanks

From: Stephanie Tetter
Sent: Wednesday, October 24, 2012 7:30 AM
To: Pete Olsen
Cc: Kevin Haskin; Amelia Converse
Subject: RE: Library alarm system

Thanks, Pete!

I'm copying Kevin and Amy to keep them in the loop also

S

From: Pete Olsen
Sent: Wednesday, October 24, 2012 7:22 AM
To: Erik McDonald
Cc: Stephanie Tetter
Subject: RE: Library alarm system

I have an email in to Sentry asking for their help with this. It may just be a reply in the form of an email or a phone call or it might possibly be a service visit. I'll keep you posted.

Pete

From: Janice Neal
Sent: Tuesday, October 23, 2012 7:19 PM
To: Stephanie Tetter; Deborah Ruiz; Adria Gerard; Pete Olsen
Subject: Library alarm system malfunction - unable to arm it at closing tonight

Stephanie, Deborah, Adria & Pete-

We will not be able to arm the security system at the MPC Library at closing tonight as all of the alarm pads have a digital display message stating "Call for Service" and will not allow me to enter my security code.

Campus Security (Larry) is aware of this. Ron (Maintenance) has responded and told me he'd contact Pete. The expectation is that Pete will contact the security system vendor in the morning so they can initiate a solution.

Library staff, downstairs staff and custodial staff have been alerted.

Two tips that may help the vendor troubleshoot:

*Some of the alarm pads have "active" keys meaning they have sound/light when you press them; some pads have "dead" keys- no sound/light. None of the pads will accept an entry of a security code.

*Eric & Phuc were working with "someone" this morning and it involved the security system. A change may have been made to a circuit board?

If you need to reach me tomorrow, call my cell at 869-0435.

Jan Neal
Librarian on Duty

From: Erik McDonald
Sent: Tuesday, October 23, 2012 3:43 PM
To: Pete Olsen
Cc: Stephanie Tetter
Subject: Library alarm system

It appears we're stuck at trying to figure out the six digit all numerical passcode for the alarm panel that I can't seem to find any documentation for. Apparently it was set up by either Sentry or First Alarm and I was hoping that I could be provided with an invoice number or contact so I can ask for the passcode that was set up for our system. Once that is done I should be able to have Bart walk me through the rest over the phone.

Erik McDonald
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