

Boston Public Library VoIP Telephone System Frequently Asked Questions



1. What is VoIP?

VoIP stands for Voice over IP (or Internet Protocol); and “Internet Protocol” is the current standard for typical data networks. Voice traffic can run over the data network instead of having to run over dedicated phone lines.

2. Why do you have this system?

The old system has been in need of replacement due to age and occasional system failures, most commonly the inability to make calls internally between locations. Additionally, the manufacturer no longer supports the old phone systems, which made obtaining replacement parts a problem.

3. How do I reach a specific department at the Library?

The extension numbers are mostly unchanged, so you can either dial their public number directly or dial the extension from the main auto-attendant menu. The most commonly listed departments are also listed on the top level of the auto-attendant and there is the option to press zero to get to a live person.

4. How do I reach a specific branch at the Library?

Each individual branch’s main numbers are unchanged, so callers can continue to dial that number directly. You can also reach a branch by selecting the branch option from the central auto-attendant’s main number.

5. Can I still reach a live person?

The best way to get the information you need is to go through the main auto-attendant and select the information, department, or branch you need. You can, of course, always press zero to reach a live person during the hours the Library is open. If you are already in the mini-auto-attendant for a specific branch, pressing zero at that point will put your call through to that branch’s circulation desk.

6. Does this cost more?

The Library was successful in applying for and receiving federal eRate funds to support this project. The balance of funds was provided by a one-time City of Boston Capital project budget line.

7. When will this system be in place?

The Library moved some smaller departments and a couple of test branches onto the new system in October and November. Approximately 90% of the Central Library system migrated on November 23, 2010, and the remaining locations are expected to migrate to the new system on an ongoing basis through January 2011.