



Southeastern Libraries Cooperating & Southeast Library System

Serving academic, public, school, and special libraries

Service: Help Desk

Definition (Can include activities): Provide library staff a means to reach out for assistance with questions, issues, and general help regarding SELCO Services, or other library matters.

Expectations of SELCO Staff:

- Answer and respond to Help Desk phone calls and emails during posted hours
- Log, troubleshoot and resolve tickets in a timely manner
- Assign tickets to appropriate staff / departments
- Follow up with both SELCO Staff, and Library Staff regarding tickets
- Monitor tickets and escalate as necessary
- Identify topics for the SELCO Information Portal
- Identify topics for training based on help desk trends

Expectations of Libraries:

- Contact the SELCO Help desk when needed
- Be informative about what the issue, or reason is
- Understand Help Desk hours and what constitutes an Emergency After Hours situation

Expectations of Vendor: Provide support and troubleshooting for Service Desk site, and software

SELCO Contact: Help Desk