

2011 Evergreen Indiana Annual Conference

Optimizing Your Help Desk Experience

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- I. The Who¹ of the Help Desk
 - a. Aliens or robots? Who (wo)mans the help desk?
 - i. For better or worse, Evergreen Indiana help desk staff members are human in every sense of the word.
- II. Is There Gas in the Tank?
 - a. Eliminate variables (they had it coming, anyway)
 - i. Check for all the things that you know how to check.
 - ii. Retry after troubleshooting any problems you found.
- III. Terminology – IT Professionals are from Mars, Librarians are from Venus
 - a. There are 10 types of people in this world: Those who understand binary and those who do not.
 - i. Seek clarification of any terms that you don't understand (this is where your grade school teacher would have said "There are no stupid questions.").
 - ii. Understand, likewise, that you may very well know more about a topic and its lingo (especially in cataloging) than the person to whom you are communicating.
- IV. Channeling Your Tolstoy Within – Crafting Your Help Desk Ticket Masterpiece
 - a. Establish the characters
 - i. Give all the necessary details; leave out all that aren't.
 - b. Stay on plot
 - i. Problems removing Items Out from a patron and the inability to add an umlaut to her name are probably separate issues. Submit each as a separate ticket.
 - c. Re-assert Your Premise
 - i. Where possible, supply multiple examples of your issue to ensure that it's replicable.
- V. Frank Costanza, Part I: Escalation
 - a. "Serenity Now—Insanity Later"
 - i. If you're at your wit's end (hopefully before) and frustrated at the lack of resolution, call Adam at (317) 232-3290 or send an email to adbowling@library.in.gov.
- VI. Frank Costanza, Part II: Festivus-style Airing of the Grievances from You
 - a. "I got a lotta problems with you people."
 - i. Comment (constructively, please) on issues you've had with the help desk and/or its staff.
 - ii. Give recommendations on how to approve the process.
 - iii. Please retrieve any shoes/other projectiles you may have justifiably thrown at Adam during this session before leaving the room.

¹ Pete Townshend not included.