

# HelpDesk Introduction

## **What is the HelpDesk?**

HelpDesk tickets are the fastest way to contact IFLS staff with any question or concern you may have. All queries are placed in a line and the IFLS staff member best suited to answer will respond.

## **When should I use the HelpDesk?**

You can use the HelpDesk at any time for any question you may pose to IFLS staff. For example, you can notify IFLS your library wishes to purchase a new computer; to post an open position at your library on the website; and for help with an administrative question.

## **I think I know who to contact at IFLS, do I still need to fill out a HelpDesk ticket?**

You can reach out to the staff member directly, there is no wrong door! However, for the fastest response it is still recommended to submit a HelpDesk ticket. For example, if you ask a courier question and the staff member typically in charge of courier is out of the office, another staff member can view the ticket and may be able to assist.

**IFLS staff are here to help! You can ask us anything.**