



UUG

2018

ORLANDO

# Help Us Help You

Managing the Front Line of System Issues

Eileen Keller – ILS Operations Manager  
Nicole Turzillo – Helpdesk Manager

Suffolk Cooperative Library System



# Overview

- How we, a team of 5-6 people, help our member libraries, to the tune of 4548 resolved tickets in 2017



# Who we are





# Who we are



# What we are

- Suffolk COOPERATIVE Library System



# The Team





# What we do





# How we do it

- In-Library Point Person
- We'll take a phone call or ticket from any staff member in the building who needs help
- System changes, training requests and corrective measures go through our Library Coordinators



# PRTG



# Freshdesk

- Web-based Customer Support Software
- Allows us to
  - ◆ Organize tickets and contacts by Library
    - Find opened and closed tickets
    - Keep track of actions taken
  - ◆ Research similar issues
  - ◆ Manage canned responses and solutions
  - ◆ Post to Discussion Forums
  - ◆ Compete for achievements and other helpful tools!





# Organize tickets and contacts by Library

Customers

Contacts Companies

Delete





- West Babylon Public Library**  
18 contacts
- West Islip Public Library**  
16 contacts
- Westhampton Free Library**  
16 contacts
- Wyandanch Public Library**  
5 contacts

Customers Export · Import New

Contacts Companies


Showing: All ▾ All A B C D E F G H I J K L M N O P

Delete

-  **Paige Turner**  
Test Account  
SCLS sclsdemo@gmail.com  
Phone : 631-286-1600
-  **PALS Call Center**  
PALS Call Center  
SCLS help@suffolknet.org  
Phone : 631-286-1600
-  **Circulation Clerk**  
West Islip Public Library
-  **Librarian**  
Riverhead Free Library

# Find tickets by library

## Companies



**Westhampton Free Library**

16 contacts



Domains for this company  
westhamptonlibrary.net

### Notes

Add specific notes regarding this company. example - we are negotiating a 100K deal with this company

### Recent Tickets


Recent tickets raised by company contacts

-  wham error report #16014  
about 7 hours ago, Status: Closed • Agent: Eric Frank
-  offline #15979  
about 8 hours ago, Status: Open • Agent: Eric Frank



# Find tickets by contact

Contacts Assume Identity Change Password



**Nicole Turzillo**  
Mastics Moriches Shirley Community Library

Email

- [nturzillo@communitylibrary.org](mailto:nturzillo@communitylibrary.org)
- [nicole.turzillo@gmail.com](mailto:nicole.turzillo@gmail.com)  
[Send activation email](#)



Email has not been verified for this contact! [Send activation email](#)

**About**

Add specific notes regarding this contact example - LA Lakers fan etc.

[+ Add Tag](#)

**Recent conversations** ▾  
Recent ticket and forum activities

-  test #11717  
8 months ago, Status: Closed • Agent : Nicole Turzillo
-  Account Test #8656  
about 1 year ago, Status: Closed • Agent : Nicole Turzillo





# Keep track of actions taken

The screenshot shows the Suffolk Cooperative Library System's ticket management dashboard. The top navigation bar includes 'Dashboard', 'Tickets', 'Solutions', 'Forums', 'Customers', 'Reports', and 'Admin'. A '+ New' button and a search icon are also present. The 'Filter Tickets' sidebar on the left allows filtering by Agents (Me, Unassigned), Groups, Created (Any time), and Due by (Overdue, Today). The main area displays 'New & My Open Tickets' sorted by Date Created, showing 13 tickets. The first three tickets are:

Item	Agent	Status	Priority
Items out of scope #15944	Nicole Turzillo	Open	High
Check-in records missing #15941	Nicole Turzillo	Open	Low
Sierra Issues #15933	Nicole Turzillo	Open	Low



# Keep track of actions taken

## Ticket Summary

Unresolved Tickets ▶

204  
Unresolved

 45  
Overdue

 0  
Due Today

 120  
Open

 58  
On Hold

 0  
Unassigned

### Recent Helpdesk Activity



**Eileen Keller** has sent a **reply** to the ticket **WB Order records out of scope with correct location codes (#16027)**  
an hour ago



**Eileen Keller** has sent a **reply** to the ticket **Loan Rule Determiner Table (#15977)**  
2 hours ago



**Eileen Keller** has sent a **reply** to the ticket **Global Update (#15649)**  
2 hours ago

### To-Do (0)

Add To do



# Research similar issues

🔍 Patron API

Filter

Sorted by: **Relevance** ▾

Showing:

All Results

**Tickets**

Solutions

Forums

Customers



[Trouble with Logging in to Lynda.com #14881](#)

Hello, When trying to access our subscription service Lynda.com, I am unable to login to the site with my HBAY barcode and password. I have tried with my Rogers Memorial Library barcode and it worked. Here is the site: <https://www...>

Agent: Ellen Nasto  
Status: Closed  
Group: Member Services



[Freegal is blocking patrons #14900](#)

Hi, We've had a call that **patrons** cannot get into Freegal. They receive a message

Agent: Ellen Nasto  
Status: Closed  
Group: Member Services



[Freegal not working #14894](#)

there, just saw your update and didn't see **API** mentioned. Our freegal account worked late

Agent: Ellen Nasto  
Status: Closed  
Group: Member Services



[Fwd: Https patron api #14611](#)

Subject: Https **patron api** >> What will be the new url of the https **patron api**?

Agent: Ruth Westfall  
Status: Closed  
Group: PALS Support







# Manage Solutions

 Solutions



Manage

New Article



## Internal Solutions

- [Call Center Management \(4\)](#)
- [Administration \(0\)](#)
- [Computer Services \(0\)](#)
- [Member Services \(0\)](#)
- [PALS Support \(5\)](#)

[View all folders...](#)

## General

- [Help for Helpdesk \(1\)](#)
- [SCLS \(8\)](#)
- [Suffolkweb Mail \(1\)](#)
- [Call Center Forums \(1\)](#)

## Sierra

- [Acquisitions \(10\)](#)
- [Circulation \(25\)](#)
- [Connecting \(12\)](#)
- [Course Reserves \(1\)](#)
- [Create Lists \(4\)](#)


[View all folders...](#)

## Encore / WebPAC

- [Encore \(1\)](#)
- [WebPAC \(6\)](#)
- [Mobile Live-brary \(1\)](#)



# Manage Solutions



## Suffolk Cooperative Library System

Welcome **Paige Turner**  
[Edit profile](#) - [Sign out](#)

[Home](#) | [Solutions](#) | [Forums](#) | [Tickets](#)

### Submit a ticket

Requester \*

**Subject \***

Library \*

Description \* 

**B** *I* U

+ Attach a file

#### Related articles...

[Installing Offline Circulation](#)  
Offline Circulation still utilizes the Millennium Environment. [http://go ...](http://go...)  
<http://go.suffolknet.org/offline> Download and

[Checking the Offline Circulation Error Report](#)  
transactions, a copy of the MilCirc Offline Error Report will be emailed to each ... were not properly cleared from MilCirc Offline the last time

[Uploading Offline Circulation Transactions for Processing](#)  
When you have finished using Offline Circulation, the following steps need to be ... followed for each terminal. From the Offline Circulation

[Using Offline Circulation](#)  
Before each use of Offline Circulation, follow these steps at each PC that will ... Preferences for each terminal. From Offline Circulation, go

[Troubleshoot Offline uploads](#)  
If you encounter either of the offline upload issues listed, use the directions ...  
[help@suffolknet.org](mailto:help@suffolknet.org) 1. Unable to upload offline

[Show all results](#)





# Discussion Forums

Dashboard Tickets Solutions Forums Customers Reports Admin + New Search

All Categories / Discussion Forums / Cataloging Discussion ★ Reply Edit Topic Mark as Spam Lock Topic Merge Topic

## Cataloging Reminders

No replies None 24 views

Nicole Turzillo created topic  
6 months ago on Mon, 30 Oct, 2017 at 1:21 PM

A few things to remember:

**Media Items:**

If you are the first library to attach an item record (on order item records do not count), please check and change the 300 field (physical description) to match the number of discs of the item in hand. You should also change this field before requesting a Skyriver record. If the Skyriver record has a different number of discs, Union Catalog cannot overlay the record.

**655\_7 DVD-Video discs:**

This heading is not valid. If you choose to add it as a genre heading, the second indicator is 0, not 7.

655\_0 DVD-Video discs

Thank you.

You have this Question. ?

NO

[Convert Topic to Ticket](#)

4 people following this topic

L S K































# Compete for achievements!

Dashboard Tickets Solutions Forums Customers Reports Admin + New Search

< Back to Dashboard

Agent Group Showing All Agents Showing Current Month

	 Most Valuable Player	 Customer Wow Champion	 Sharpshooter	 Speed Racer
1	 <b>Nicole Turzillo</b> 735	 <b>Dave Douglas</b> 110	 <b>Nicole Turzillo</b> 205	 <b>Nicole Turzillo</b> 390
2	 <b>Dave Douglas</b> 290	 <b>Ellen Nasto</b> 60	 <b>Dave Douglas</b> 45	 <b>Dave Douglas</b> 90
3	 <b>Ellen Nasto</b> 210	 <b>Samantha Alberts</b> 20	 <b>Ellen Nasto</b> 35	 <b>Ellen Nasto</b> 60
4	 <b>Eric Frank</b> 150	 <b>Debi Groh</b> 10	 <b>Eric Frank</b> 25	 <b>Eric Frank</b> 40
5	 <b>Eileen Keller</b> 70	 <b>Eric Frank</b> 10	 <b>Eileen Keller</b> 20	 <b>Samantha Alberts</b> 20
6	 <b>Ruth Westfall</b> 65	 <b>Ruth Westfall</b> 10	 <b>Aurora Maravalli</b> 20	 <b>Debi Groh</b> 10



# Cross-Departmental usage

- Member Services uses the Helpdesk for Overdrive issues
- Union Catalog uses it for Cataloging/Bib record issues and Skyriver requests
- Youth Services answers 1 ticket a year
  - ◆ This one ticket/year used to be emailed and printed and put in a binder. Progress doesn't look the same for everyone.
- Administration uses it for room & equipment reservations



# Other features

## Helpdesk Productivity



Dispatch'r



Supervisor



Observer



Scenario Automations



Email Notifications



Canned Responses



Customer Satisfaction



Arcade



Email Commands



Apps





# Other features

## Reports

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### Helpdesk Analysis



Helpdesk  
In-depth

### Productivity



Agent  
Performance



Group  
Performance



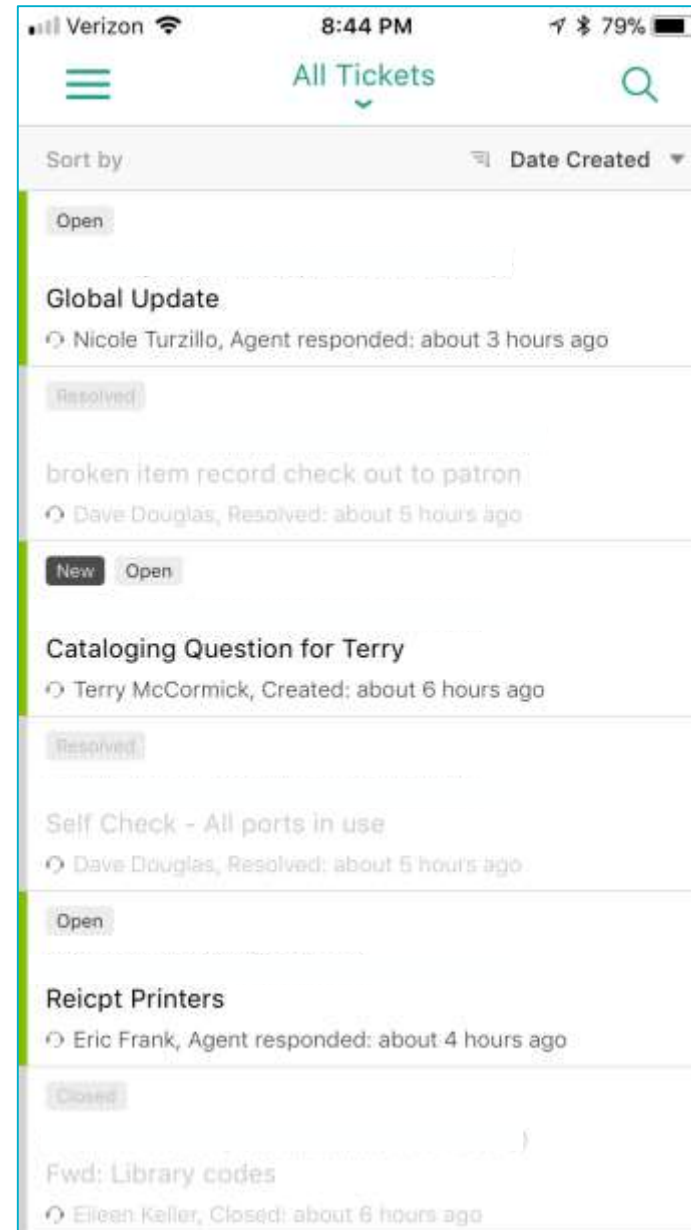
Time Sheet  
Summary

### Customer Happiness

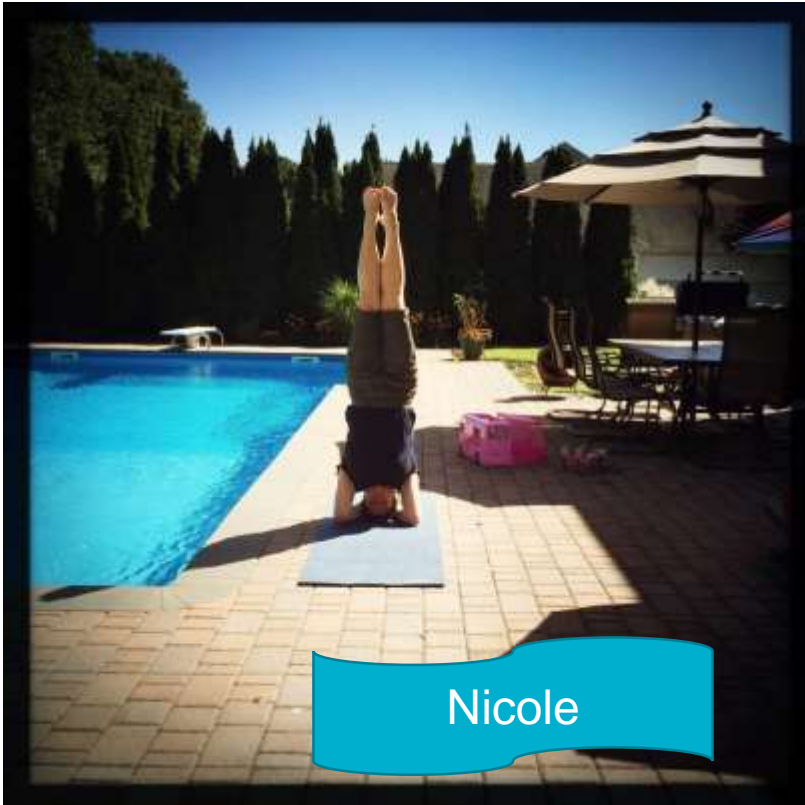


# Other Features

- Forward email to [help@suffolknet.org](mailto:help@suffolknet.org)
- Opens ticket in Freshdesk
- Totally confuses customers
- Can work on the road



# Because sometimes..



Nicole



Eric



# Because sometimes..



Ruth



Dave





# Because sometimes...

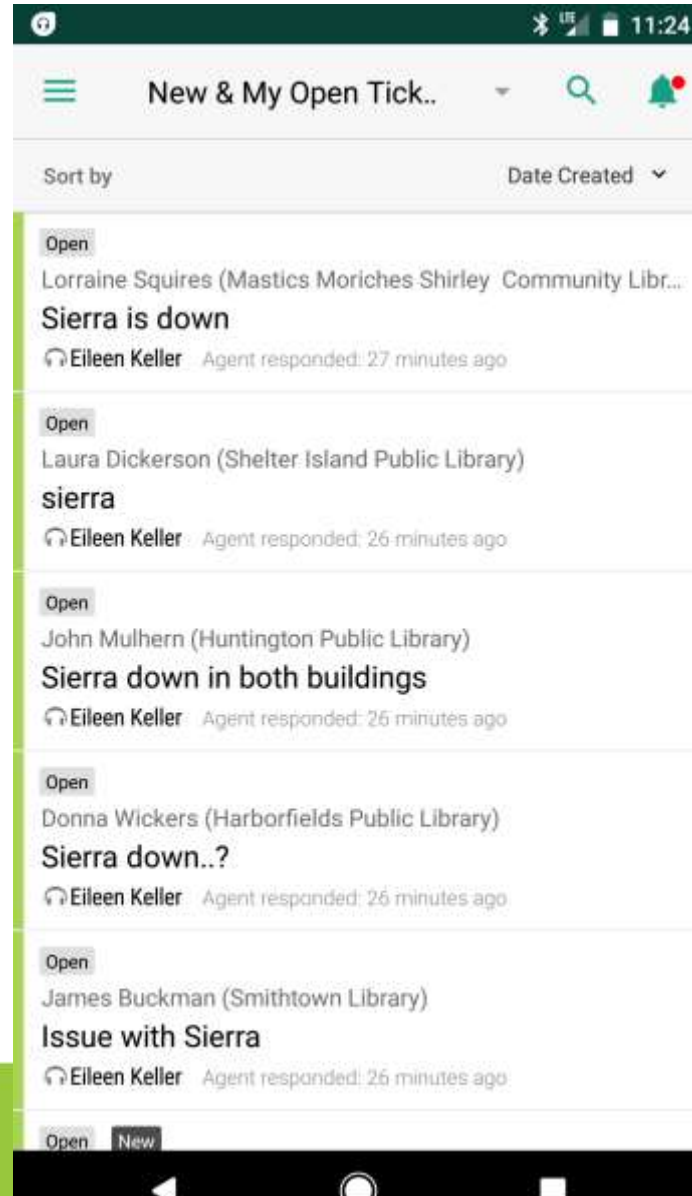


Eileen





# SYSTEM GOES DOWN!!!!



So everything is terrible



# Communication Plan

- Freshdesk is our first line for communication, but when there's a system wide issue, we send out multiple forms of communication.
  - ◆ Twitter
  - ◆ Net Notify
  - ◆ Constant Contact
  - ◆ Myrtle



# Twitter

- We're not really chatty on twitter. Don't @ me.



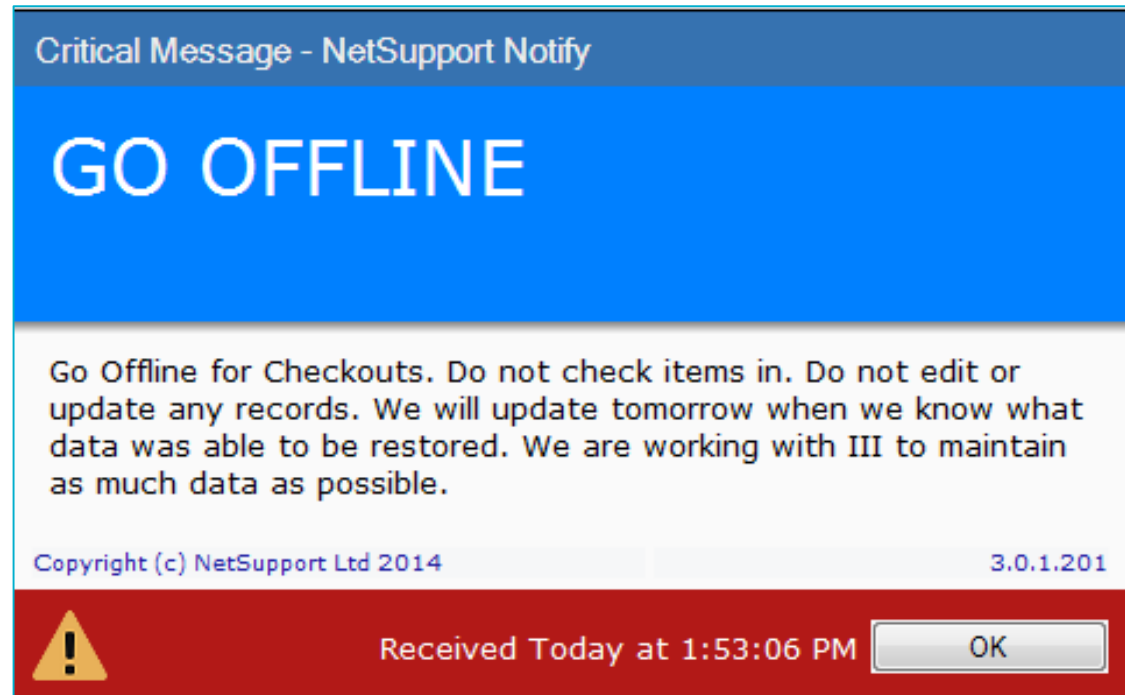
**PALS Helpdesk** @PALSstatus · Mar 28

We are investigating reports of multiple Jar File errors and Sierra Login failure. III has been notified.



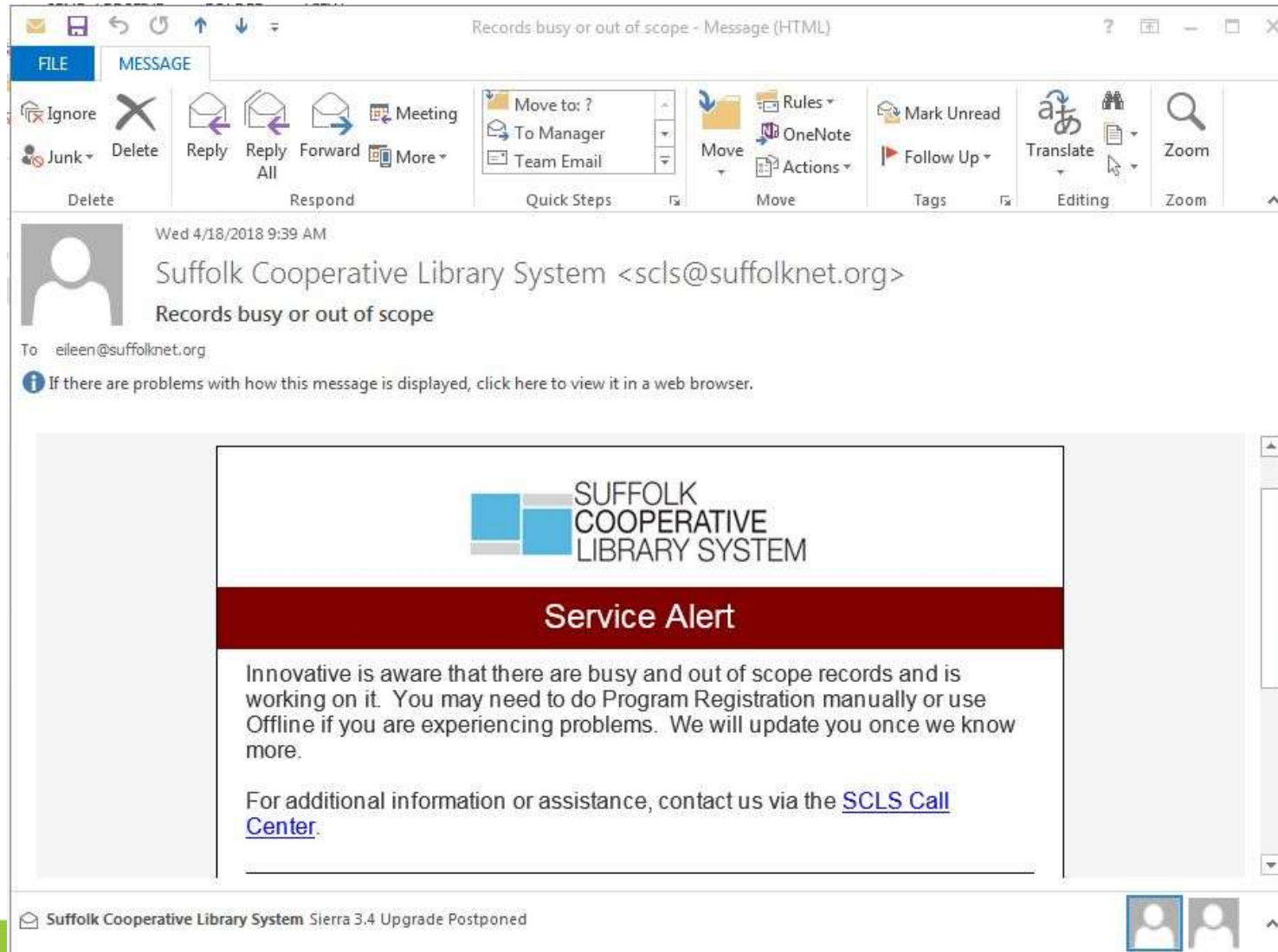
# Net Notify

- This pops up on member libraries' computers, and usually says the same thing twitter says





# Constant Contact



Records busy or out of scope - Message (HTML)

**FILE** **MESSAGE**


Ignore X Delete Reply Reply All Forward Meeting More

Move to: ? To Manager Team Email Move Rules OneNote Actions


Mark Unread Follow Up Translate Zoom


Delete Respond Quick Steps Move Tags Editing Zoom

Wed 4/18/2018 9:39 AM

 Suffolk Cooperative Library System <scls@suffolknet.org>  
Records busy or out of scope

To eileen@suffolknet.org

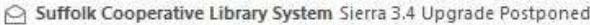
 If there are problems with how this message is displayed, click here to view it in a web browser.




**Service Alert**

Innovative is aware that there are busy and out of scope records and is working on it. You may need to do Program Registration manually or use Offline if you are experiencing problems. We will update you once we know more.

For additional information or assistance, contact us via the [SCLS Call Center](#).

 Suffolk Cooperative Library System Sierra 3.4 Upgrade Postponed





# Constant Contact

## Recent Campaigns

View all campaigns

	<b>Service Alert-Template</b> SENT Legacy Newsletter Email, Sent Apr 18, 2018	<b>0%</b> OPEN RATE	<b>0%</b> CLICK RATE	More
	<b>Scoping april 18</b> SENT Legacy Newsletter Email, Sent Apr 18, 2018	<b>15%</b> OPEN RATE	<b>0%</b> CLICK RATE	More
	<b>Barriers to Long Term Care</b> DRAFT Legacy Newsletter Email, Created Apr 18, 2018			More

Create

1978 Contacts  
ADD SIGN-UP FORMS

View guides, FAQs, and videos.  
Find helpful apps and integrations,  
or services that save you time.

Need additional help?  
Call a coach, free.  
866-289-2101



# And most importantly, Myrtle



# Things we've learned (the hard way)

Some questions will never go away

Hold Thresholds #15936

Closed: about 1 hour ago , Resolved on time

**Loan Rules for Adult DVDs and Blu-rays #15934**

Created: about 4 hours ago , Due in 21 days

FW: I-Types #15901

Closed: about 8 hours ago , Resolved on time

itype 110 #15895

Closed: about 6 hours ago , Resolved on time



# Things we've learned (the hard way)

## Canned Responses are your friend

Response title \*

System-Wide Issue

Message \*

**B** *I* U ☰ ☷ ▲ ▣ ☰ 🖼️ ✖

Hi {{ticket.requester.firstname}},

RE: {{ticket.id}} {{ticket.subject}}{{ticket.public\_url}}

Thank you for reporting this issue. We have had several reports of the same problem from other PALS Libraries, and we are working to resolve the problem as soon as possible. As this appears to be a system-wide issue, keep an eye on your email throughout the day for any PALS updates we send out regarding progress on this issue.

{{ticket.agent.name}}  
{{helpdesk\_name}}





# Things we've learned (the hard way)

- Maybe don't half-ass a rebrand:

I have a stupid question...I sent you the item #. What's the Call Center?

- Reference interview skills still apply:

Hello,

Just wondering if anyone else is having any issues with Sierra.

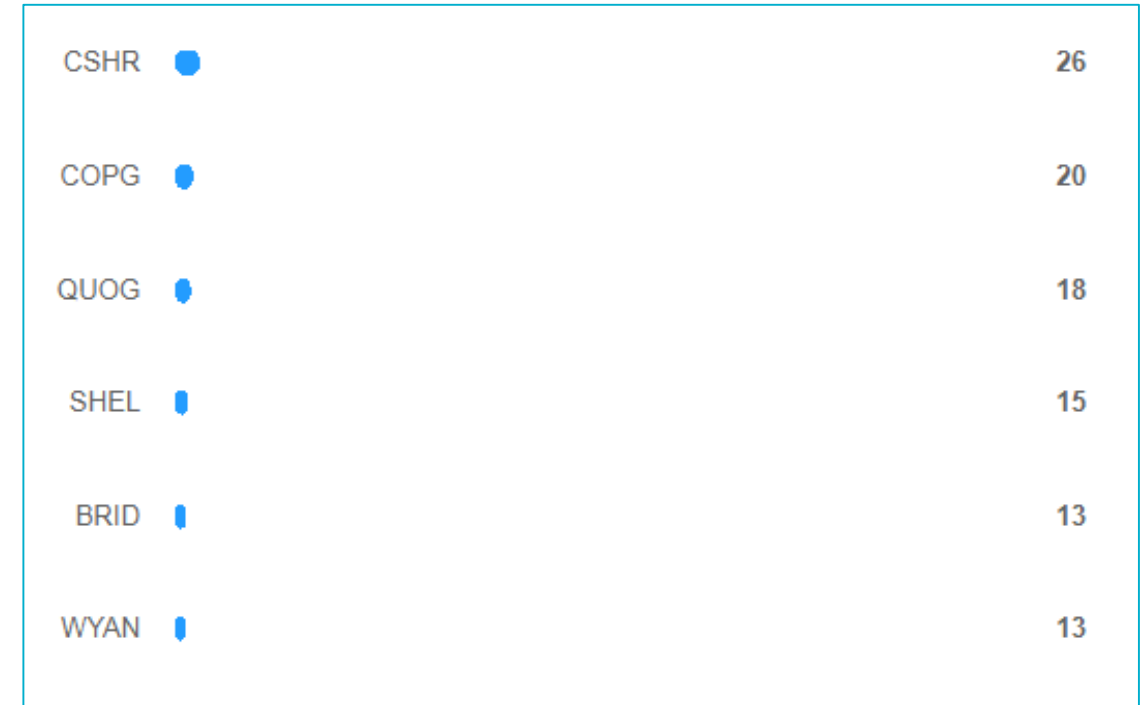
Thanks,

Our 2 circulation computers were able to open Sierra but our 2 reference computers can not.



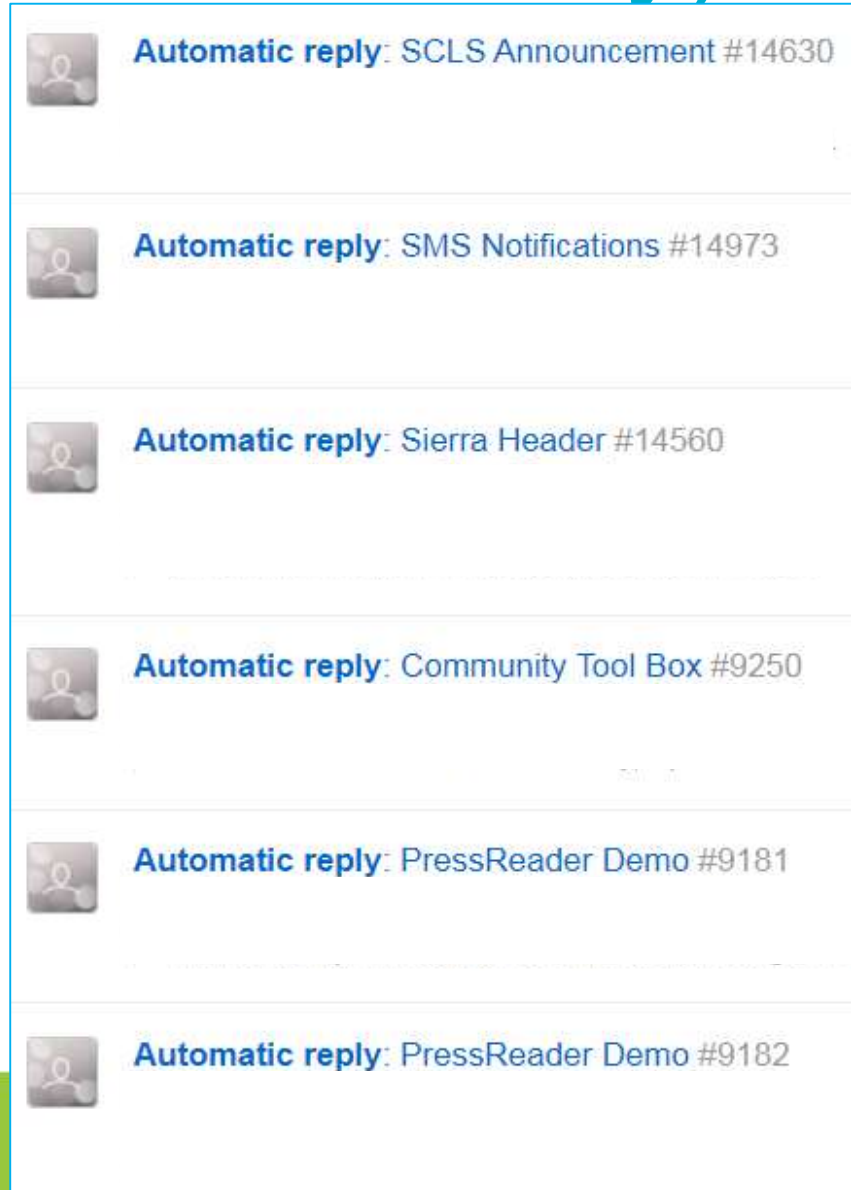
# Things we've learned (the hard way)

Size matters...



# Things we've learned (the hard way)

Everyone goes on vacation in July



A screenshot of a social media profile's automatic replies. The replies are listed in a vertical column, each preceded by a grey profile picture icon. The text of the replies is as follows:

- Automatic reply: SCLS Announcement #14630
- Automatic reply: SMS Notifications #14973
- Automatic reply: Sierra Header #14560
- Automatic reply: Community Tool Box #9250
- Automatic reply: PressReader Demo #9181
- Automatic reply: PressReader Demo #9182



# Everyone exaggerates all the time

Problem as reported



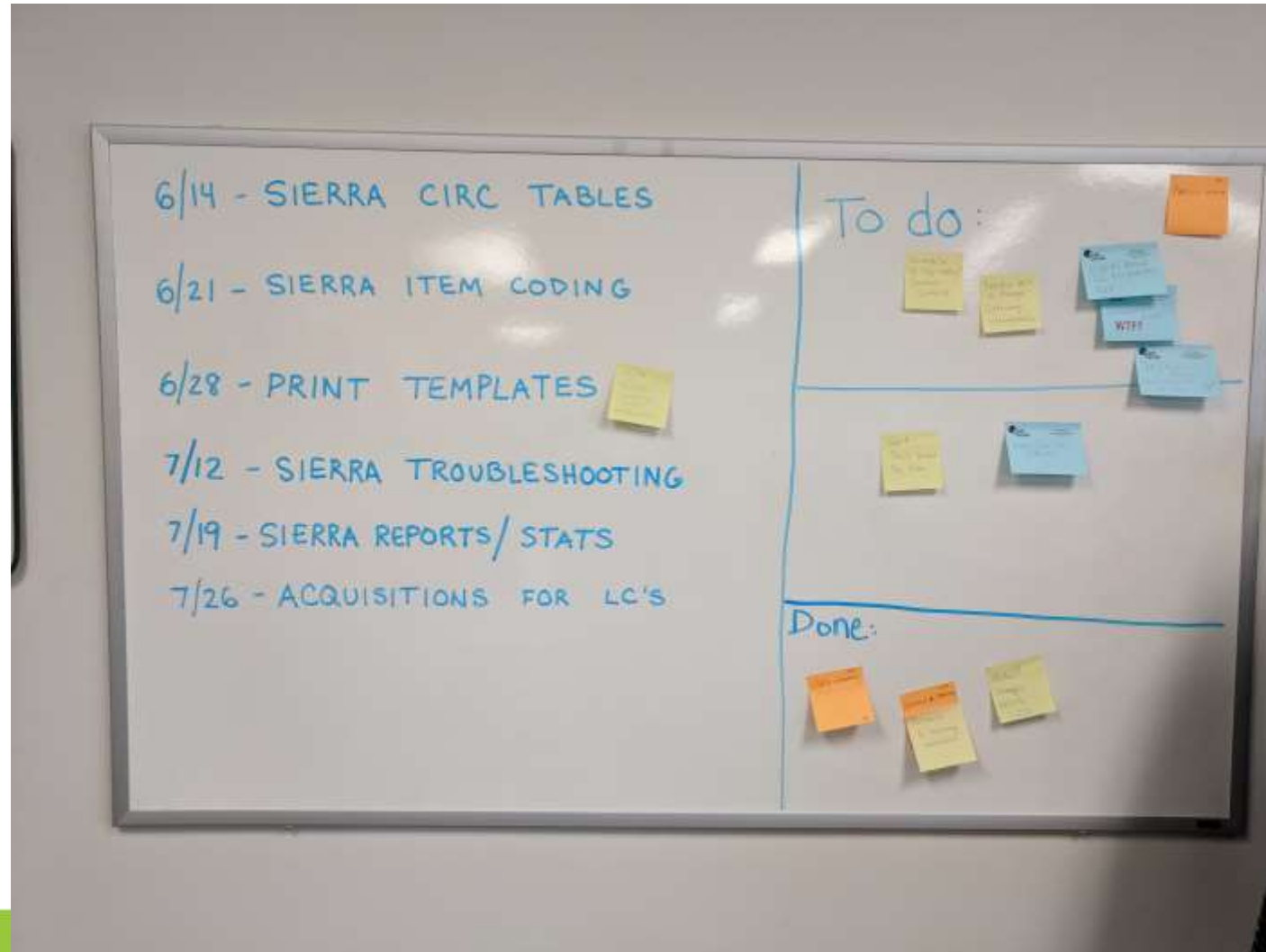
# Everyone exaggerates all the time

Actual Problem





# Training Helps



- **I am not necessarily a patient person but patience is effective so I use it.**

**-Jessamyn West**

<http://librarian.net/stax/4841/ask-a-librarian-how-does-drop-in-time-actually-work/>

- People will send you a picture of a screenshot
- People will call someone else if you give them an answer they don't like
- People will forget that they are one library among 54



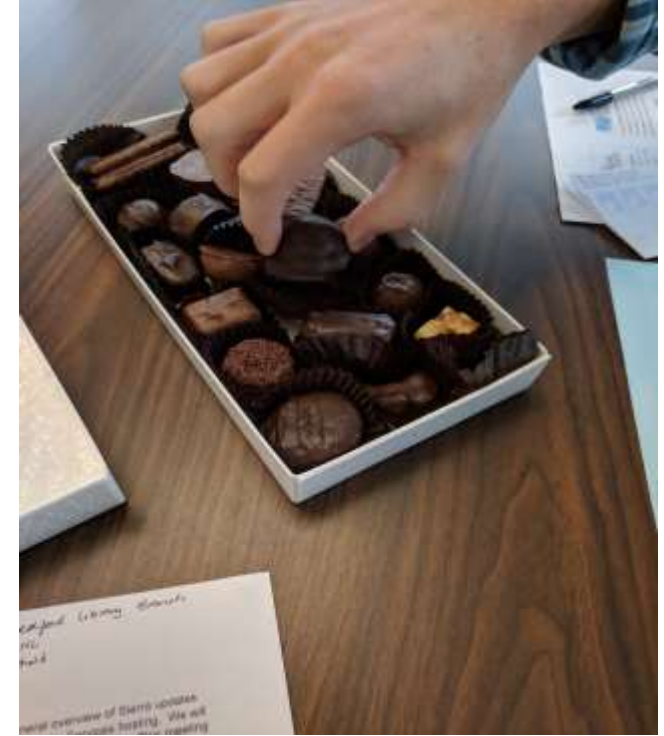
# It's Coffee Time.

- Yes, we regularly take a 3pm coffee break. And talk about anything that's not work. Because it's important to let off some steam
- But we always end up talking about work
- And we all have matching espresso mugs



# Things to Consider

- Be prepared to eat your feelings
  - ◆ Make sure chocolate is easily accessible
- Like the people you work with
- Have a sense of humor
- Keep a variety of coffee and stress relief tea on hand



# Additional training/skills to consider

1. Reference Interviewing
2. Life Coaching
3. Dealing with persistent manic people
4. Listening Skills
5. How to be super passive aggressive (see #3)
6. Become a Yoga Teacher
7. Knitting
8. Painting
9. And whatever Eric's hobby is...





# But Seriously Folks

- Have a communication plan
- Communicate early and often
- Know the common issues and questions and create a unified response
- Reach out to your users for troubleshooting when you get stuck
- Know your limits, build in breaks, reach out to people who will let you vent constructively
- If you've got a great team around you, lean on them



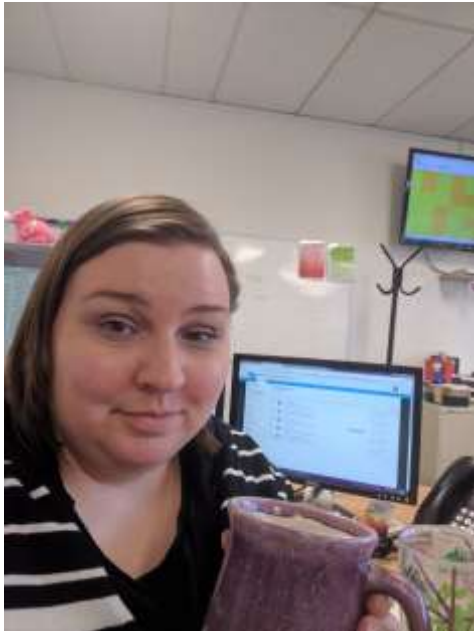
In conclusion, it's coffee time.



You can find us at [help@suffolknet.org](mailto:help@suffolknet.org)

Eileen Keller

[eileen@suffolknet.org](mailto:eileen@suffolknet.org)



Nicole Turzillo

[nicole@suffolknet.org](mailto:nicole@suffolknet.org)

