Date: 3/22/02 12:40 PM
From: Anne Fischer
To: kbauman@mls.lib.ok.us
Subject: Automation Service Calls & Work Orders

Automation has implemented a new procedure for service calls.   When a tech comes to your library or department on a service call, they will have a copy of the work order that was called in to the Automation Help Desk. Once they have completed their work, they will be asking a staff member to sign the work order and will also be leaving a copy of the work order on the manager's desk.

This is being done so that there is a record for both Automation and the library or department that a tech was out to fix the problem and that they believe that the problem has been resolved. If a part has to be ordered to fix the problem, they will notify a staff member but will not leave a work order until the job has been completed.

Just a reminder: Please call Automation with your problems rather than sending them by e-mail. We want to provide you with good service and many times e-mails cannot convey all the information needed so it is better if we can talk to you about the problem so that we can clarify the issues before a tech is dispatched.

Also, please call 631-2210 to speak with the Help Desk rather than calling the techs directly. Most of the time, the techs are out on service calls or installations and the Help Desk staff will try to work with you to resolve the issue. If a tech needs to make a visit, they will contact the techs and ask them to stop by and look at the problem if possible before coming back to the office.

If you have a computer or printer that has an "Out of Order" sign on it for more than a day, please call to see if someone actually called the problem in to Automation. Several times lately we have been out to a library and found an "Out of Order" sign only to find out that no one ever reported the problem. We do want to keep the equipment in working order for the customers, but we can't fix something if we "don't know it's broke."

Thanks,

Anne Fischer