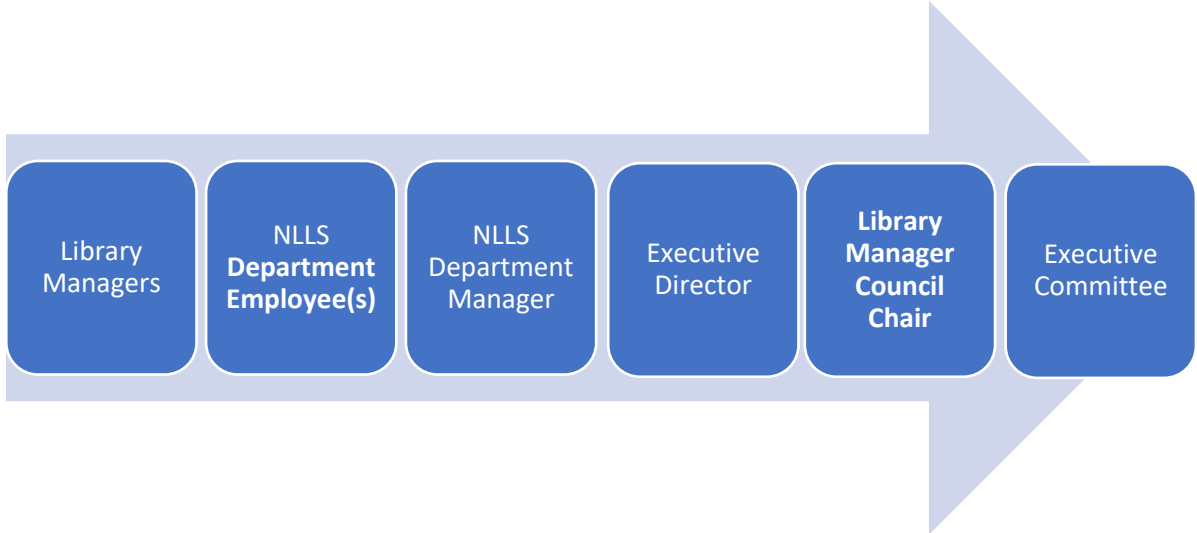


STATEMENT OF POLICY AND PROCEDURE			
Section:	NLLS LIBRARY MANAGERS	Effective:	Sept 8, 2018
Chapter:	Code of Ethics	Page(s):	1
Subject:	General Communication Protocol – Library Managers	Revised Date:	Mar 2, 2019
			Sec 1, 3V
		Review Date:	Jan 30, 2019

GENERAL COMMUNICATION PROTOCOL – LIBRARY MANAGERS

- a. General Communication channel flow for first point of contact in day to day operational matters.
- b. All communications must follow this flow chart, deviation to this process will be re-routed back through proper channels.
- c. To allow for urgent requests please flag “urgent” on a helpdesk ticket request and cc. manager on initial email request.
- d. Communications for each step will be responded to within two (2) NLLS working days.
- e. Automatic replies from helpdesk will not be considered as “responded” to.
- f. A helpdesk ticket must be the number one method of communication.
- g. Phone is number two if internet communication is down or access is unavailable, a phone message with call back details and time must be left. Helpdesk ticket will be created by NLLS employee to track this event.
- h. All tickets will be closed after thirty (30) days if no contact has been made back in response to NLLS.
- i. One (1) request per ticket to be entered.
- j. Multiple requests within one (1) helpdesk ticket will be rejected and sent back to originator.



NLLS Executive Board Chair

Mar 2, 2019

Date of Approval