

## Quick Guide to System Services

### If you need...

IT help (hardware/network/troubleshooting)  
Library cards or registration cards  
Outreach gear  
OverDrive support  
Technology equipment loans

### If you want to...

Set up a new staff member with email and ILS login  
Remove a staff member from the system  
Update information about your trustees  
Post a job on the NCLS website  
Sign a patron up for the Books by Mail program  
Get step-by-step WorkFlows help  
Schedule ILS training  
Let us know about circulation changes at your library  
Let us know about a change in hours at your library

### If you have questions or suggestions about...

Annual Reports  
Book Club in a Bag/OverDrive titles  
Books by Mail/Rotating LP collection  
Construction Grants  
ILS (barcoding, WorkFlows, reports, etc.)  
Marketing materials  
Online Resources  
Outreach Services/Senior Planet  
Warehouse/Youth Services

### When in doubt, contact your consultant!

Matthew Corey (St. Lawrence County libraries and Roswell P. Flower Memorial Library)  
[mcorey@ncls.org](mailto:mcorey@ncls.org)  
Angela Newman (Oswego and Lewis County libraries)  
[anewman@ncls.org](mailto:anewman@ncls.org)  
Katherine St. Laurent (Jefferson County libraries)  
[kstlaurent@ncls.org](mailto:kstlaurent@ncls.org)

### Contact/Visit

[support@ncls.org](mailto:support@ncls.org)  
[Tech Services Updates & Requests](#)  
[The Warehouse/Outreach](#)  
[Libby Help](#)  
[The Warehouse/Technology](#)

### Visit

[First Day Form](#)  
[Two Weeks' Notice Form](#)  
[Trustee Contact Form](#)  
[Job Posting Submission Form](#)  
[Books By Mail Application](#)  
[Tech Services Guide/Training](#)  
[Tech Services Updates & Requests](#)  
[Tech Services Updates & Requests](#)  
[Tech Services Updates & Requests](#)

### Contact

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