Quick Guide to System Services – Updated April 2023

If you need...
- IT help (hardware/network/troubleshooting)
- Library cards or registration cards
- Outreach gear
- OverDrive support

Contact/Visit
- support@ncls.org
  Tech Services Request Form
  The Warehouse/Outreach
  Libby Help

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
- Schedule ILS training
- Let us know about circulation changes at your library
- Let us know about a change in hours at your library

Visit
- First Day Form
  Two Weeks’ Form
  Trustee Contact Form
  Job Posting Form
  NCLS Books by Mail page
  Tech Services Request Form
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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, training, reports, etc.)
- Marketing materials
- Online Resources
- Outreach Services/Senior Planet
- Purchasing IT Equipment
- Warehouse/Youth Services

Contact
- mcorey@ncls.org (Matt)
  anewman@ncls.org (Angela)
  kvanness@ncls.org (Kathy)
  dvincent@ncls.org (Dawn)
  pwills@ncls.org (Pam)
  anewman@ncls.org (Angela)
  mcorey@ncls.org (Matt)
  kstlaurent@ncls.org (Katie)
  cweed@ncls.org (Cassie)
  kstlaurent@ncls.org (Katie)

When in doubt, contact your consultant!
Matthew Corey (St. Lawrence County libraries and Roswell P. Flower Memorial Library)
  mcorey@ncls.org
Angela Newman (Oswego and Lewis County libraries)
  anewman@ncls.org
Katherine St. Laurent (Jefferson County libraries)
  kstlaurent@ncls.org