

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](#)
[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