

Ball State University Libraries

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Library Information Technology Services Library User Support Service Level Agreement

Purpose

This service level agreement (SLA) outlines the scope of technical support provided to library users by staff in the Library Information Technology Services (LITS) unit in response to requests from library personnel in other units.

Overview

Library user technology questions and problems that cannot be addressed by other personnel may be directed to the LITS office for action. LITS personnel will provide assistance and consultation to library user with basic and moderately difficult technology questions and problems. LITS will make every effort to respond to these calls immediately as they come into the unit. GIS assistance can be directed to Angie Gibson in the GIS Research and Map Collection.

LITS Responders

Kirk VanOoteghem
Andy West
Navid Asbaghi

Available by calling 5-8032

Alex Amira
LITS Student Technicians
LITS Student Assistants

LITS Responder Availability

8:00a - 5:00p, Mon-Fri

Exceptions may occur due to academic breaks, vacations and because of other schedule variations.

GIS Program Responder

Angie Gibson

Available by calling 5-1097

GIS Responder Availability

8:00a - 5:00p, Mon-Fri

Exceptions may occur due to academic breaks, vacations and because of other schedule variations.

Library Customer Service Level Agreement

Library Information Technology Services/Public Services

Service Level Agreement Scope

LITS Responders will address the following types of requests for technical assistance for library users:

- Data file management assistance
- Basic desktop software assistance
- Computer hardware issues
- Basic assistance with personal notebooks and netbooks and MacBooks.
- iWeb and iLocker use issues and questions
- Problems and issues printing to library print services
- Schwartz Complex setup, technical and use issues
- BL 104, BL 215, and ERC Classroom 1 and 2 technical and use issues
- Group study room flat panel display use issues

Service point personnel will:

- Make a reasonable attempt to address the question/problem before contacting LITS
- When feasible, observe the user/LITS Responder interaction

Examples of Service Provided by LITS Responders

File Management

Saving data to a USB flashdrive
Saving data to iLocker
Saving data to a CD-R, CD-RW
DVD creation on Windows and iMac systems
Use of the ePrint program

Software

Microsoft Office Suite	(Basic, Intermediate)
Adobe Acrobat/PDF File creations	(Basic)
Adobe Photoshop	(Basic, Intermediate)
ArcGIS	(GIS Responder)

Hardware

Stuck CD disc
Problems with flashdrives
WiFi configuration issues on personal notebook computers

Web/Network Services

iWeb access and file management
iLocker access and file management

Mac Systems

Assistance with Final Cut Express
Microsoft Office for MAC

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Other Information Technology Assistance Opportunities on Campus

Some library user technical problems and issues can be addressed by non-University Libraries' personnel. Listed are other technical assistance opportunities on campus.

UTS Helpdesk

- Hours: M-Th: 7:30a-9p, F: 7:30a-5p
- Contact Information:
 - Call: 765-285-1517 (toll-free 866-771-3276)
 - E-mail: helpdesk@bsu.edu
 - Location: RB165 (closes at 7:30p)
 - Online Assistance Request Form:
 - Student: <http://helpdesk.iweb.bsu.edu/helpstudent-index.html>
 - Online Helpdesk Chat:
 - <http://helpdeskchat.bsu.edu/>
 - M-F: 9a-11a and 2p-4p, M-T: 6p- 8p

UTS TechTime

Free technical consulting for BSU students. RESERVATIONS ARE REQUIRED

- Hours: M, W, Th: 11a – 9p. T: 10a – 9p. F: 11a – 5p
- Contact Information:
 - Call: 765-285-1517
 - E-mail: helpdesk@bsu.edu
 - Location: RB160
 - <http://cms.bsu.edu/About/AdministrativeOffices/Helpdesk/ForStudents/TechTime.aspx>

UTS Computer Showcase

View, test, purchase, and order the latest products from companies such as Apple and HP.

- Hours: M-F: 10a-4p
- Contact Information:
 - Call: 765-285-4104
 - E-mail: computerstore@bsu.edu
 - Location: RB134B
 - <http://cms.bsu.edu/About/AdministrativeOffices/ComputerStore.aspx>

iCare Corner –

The iCare Corner is a free service provided to students, faculty and staff for Apple related questions. Can call, e-mail or visit the walk-up window in Teachers College.

- Hours: M-T: 9a-6p, W-Th: 9a-4p, F: 9a-3p
- Phone: 765-285-4197
- E-mail: icare@bsu.edu
- Walk up window: TC115
- For more information:
 - <http://www.bsu.edu/icare/mainindex.php>

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Information Technology Support Self-Service Options

Listed are self-service opportunities where further technical assistance is available.

MindLeaders

Available to all Ball State faculty, staff, and students who would like to learn various have access to on-line software tutorials:

- Location:
 - <http://www.bsu.edu/hrs/article/0,,53739--,00.html>
- Requesting a MindLeaders account:
 - <http://adminapps.bsu.edu/hr/mindleaders/>

Emerging Technologies - Media and Software Training

Media and software training and personalized support on dual-boot computers, offering a wide variety of training and certification options for students, faculty, and staff:

- Location:
 - <http://cms.bsu.edu/About/AdministrativeOffices/EmergingTechnologies/Training.aspx>

University Libraries' Hardware and Software

Listings of available hardware and software in the University Libraries:

- Hardware:
 - <http://www.bsu.edu/library/media/pdf/librarytechnologylocations.pdf>
- Software:
 - <http://www.bsu.edu/libraries/swsearch/default.html>

Multimedia Computing

Learn about the high-powered multimedia computing workstations located in Educational Resources on the Bracken Library Lower Level:

- Location:
 - <http://www.bsu.edu/libraries/icr>

Wireless Laptop Printing FAQ

Learn more about wireless printing within the University Libraries:

- Location:
 - <http://www.bsu.edu/library/media/pdf/wirelessprintingfaq.pdf>