I. The Who\(^1\) of the Help Desk
   a. Aliens or robots? Who (wo)mans the help desk?
      i. For better or worse, Evergreen Indiana help desk staff members are human in every sense of the
         word.

II. Is There Gas in the Tank?
   a. Eliminate variables (they had it coming, anyway)
      i. Check for all the things that you know how to check.
      ii. Retry after troubleshooting any problems you found.

III. Terminology – IT Professionals are from Mars, Librarians are from Venus
   a. There are 10 types of people in this world: Those who understand binary and those who do not.
      i. Seek clarification of any terms that you don’t understand (this is where your grade school
         teacher would have said “There are no stupid questions.”).
      ii. Understand, likewise, that you may very well know more about a topic and its lingo (especially
          in cataloging) than the person to whom you are communicating.

IV. Channeling Your Tolstoy Within – Crafting Your Help Desk Ticket Masterpiece
   a. Establish the characters
      i. Give all the necessary details; leave out all that aren’t.
   b. Stay on plot
      i. Problems removing Items Out from a patron and the inability to add an umlaut to her name are
         probably separate issues. Submit each as a separate ticket.
   c. Re-assert Your Premise
      i. Where possible, supply multiple examples of your issue to ensure that it’s replicable.

V. Frank Costanza, Part I: Escalation
   a. “Serenity Now—Insanity Later”
      i. If you’re at your wit’s end (hopefully before) and frustrated at the lack of resolution, call Adam
         at (317) 232-3290 or send an email to adbowling@library.in.gov.

VI. Frank Costanza, Part II: Festivus-style Airing of the Grievances from You
   a. “I got a lotta problems with you people.”
      i. Comment (constructively, please) on issues you’ve had with the help desk and/or its staff.
      ii. Give recommendations on how to improve the process.
      iii. Please retrieve any shoes/other projectiles you may have justifiably thrown at Adam during this
           session before leaving the room.

\(^1\) Pete Townshend not included.