

# Who do you call, what do you do?

**When you have a question, a problem, a complaint or something you're not sure about**

## Library Computers (Laptops, desktops, student desk)

Printers

Classroom Equipment

Collaboration Room Equipment

Jane is here, sitting at her desk	Jane is here, <u>not</u> at her desk	Jane is on vacation, sick, etc	Early morning, evening, weekend
Ask Jane	Call Jane, ext 6-7014 (forwards to cell) OR Call cell directly 805-602-2121	Call 1st Mike Price 6-6481 Call 2nd LIT Support 6-1189 Call 3rd Dale Kohler 6-1922	Look at Student Assistant Resources webpage, FAQs, Printer Resources, etc.  Still a problem? Put up a "Out of Order" sign AND submit a problem ticket

## Users' Personal Laptops

Jane is here, sitting at her desk	Jane is here, <u>not</u> at her desk	Jane is on vacation, sick, etc	Early morning, evening, weekend
Ask Jane	Call Jane, ext 6-7014 (forwards to cell) OR Call cell directly 805-602-2121	Try to help if you can. If you cannot, refer them to Campus ITS 805-756-7000	Try to help if you can. If you cannot, refer them to Campus ITS 805-756-7000

## General library, hours, safety, keys, furniture

Jane is here, sitting at her desk	Jane is here, <u>not</u> at her desk	Jane is on vacation, sick, etc	Early morning, evening, weekend
Ask Jane	Call Jane, ext 6-7014 (forwards to cell) OR Call cell directly 805-602-2121	Call 1st Mike Price 6-6481 Call 2nd LIT Support 6-1189 Call 3rd Dale Kohler 6-1922	Library web page or  Circulation staff 805-756-5760

**Remember, don't guess - Ask!**