



## **Role of the Automation Contact**

### ***2005 Agreement***

The Automation Contact will serve as liaison between the Online Library and the SELCO Information Services staff to solve software and hardware issues. Each Online Library will designate up to two staff members to serve in this capacity. Libraries may assign responsibility for specific services to their contact and must inform SELCO of those assignments (Specific information about the Online Library's responsibilities and SELCO's commitments are delineated in the "Agreement to Participate in the SELCO Integrated Library System (ILS)" as signed by each Online Library.

The Automation Contact will:

- Possess general understanding and knowledge of local operations, procedures, policies and special projects.
- Serve as the first point of contact at the Online Library for communication regarding automation between SELCO and the library staff.
  - All support requests must be initiated with the SELCO Help Desk.
  - In the absence of the Automation Contact, SELCO will take calls from any library staff member reporting problems or requiring assistance.
- Serve as the first point of contact for receiving support from SELCO staff. In the event that the SELCO Information Services staff have questions or need clarifying information, SELCO staff will communicate with the Automation Contact.
- Respond promptly to requests for information and notify SELCO if there will be unexpected delays.
- Perform basic troubleshooting at the Online Library before placing a service call to the SELCO Help Desk.
  - SELCO will provide support and information to help the Automation Contact fulfill this role.
- Disseminate information from SELCO regarding automation issues to local staff, including superiors.
  - Communication regarding functional automation issues is generally sent to the Automation Contacts via an email distribution list. Arrangements can

be made to send this email to another user during vacations or other prolonged absences from the library.

- Attend periodic meetings of the SELCO ILS User Group and disseminate meeting summaries and information to other library staff.
- Attend SELCO automation training, including sessions that may not pertain the Automation Contact's regular position in order to gain knowledge and skills to fulfill the responsibilities of Automation Contact.
- Take responsibility for local compliance with procedures implemented at individual libraries, during special projects. This assistance could include such things as, ensuring that steps are carried out at the Online Library. (For example: When SELCO needs all users to change a setting on the email software during an email migration.)
- Inform SELCO and cooperate with SELCO staff when investigating and before implementing any new service or functionality that will connect or interact with the SELCO systems.

We have read, understand and agree to these responsibilities.

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Automation Contact Signature and Date

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Automation Contact Signature and Date

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Director Signature and Date