

# Service Desk

JIRA Service Desk is our replacement for our "homegrown" helpdesk. This guide will help you to navigate it as both customer and agent.

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## General Information

Terminology and other information that everyone needs to know.

## Customers

A customer is anyone who makes a request ("puts in a ticket"). All MSU Libraries employees, as well as any member of the public that raises a request, are customers.

## Agents

An agent is someone who works on requests. Only specific MSU Libraries employees are agents - these are paid licenses, and their number is restricted.

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## Make a request

Use this chart to help you make a request to the right desk in the way that's easiest for you!

| Request type   | Desk  | Link  | Email *  |
|--|---|---|--|
| Cataloging, acquisitions, purchase requests, e-resources                                     | Collection Management Services (work in progress) | <a href="https://helpdesk.library.msstate.edu/serviceesk/customer/portal/20">https://helpdesk.library.msstate.edu/serviceesk/customer/portal/20</a> | <a href="mailto:cms-request@library.msstate.edu">cms-request@library.msstate.edu</a>   |
| Printing, audio/video, and more  | Digital Media Center                              | <a href="https://helpdesk.library.msstate.edu/serviceesk/customer/portal/16">https://helpdesk.library.msstate.edu/serviceesk/customer/portal/16</a> | <a href="mailto:dmc-request@library.msstate.edu">dmc-request@library.msstate.edu</a>   |
| Issues with items in Digital Collections or requests for digitization of library collections | Digital Preservation and Access Unit              | <a href="https://helpdesk.library.msstate.edu/serviceesk/customer/portal/14">https://helpdesk.library.msstate.edu/serviceesk/customer/portal/14</a> | <a href="mailto:dpau-request@library.msstate.edu">dpau-request@library.msstate.edu</a> |
| Issues with your computer, software, or any MSU Libraries website                            | Systems/DIWS                                      | <a href="https://helpdesk.library.msstate.edu/serviceesk/customer/portal/3">https://helpdesk.library.msstate.edu/serviceesk/customer/portal/3</a>   | <a href="mailto:serviceesk@library.msstate.edu">serviceesk@library.msstate.edu</a>     |
| Services to prepare for a MSU Libraries event  | Events Setup (work in progress)                   |   |  |
| New hires and departing employees  | Employee On/Offboarding (work in progress)        |   |  |

\* Use these email addresses to quickly create an issue!