



MEMO

To: Network Advisory Council
From: Jennifer Birnel, Tracy Cook, Amy Marchwick, and Cara Orban
Subject: Seeking feedback on response times
Date: April 27, 2023

Staff providing direct services to libraries have received feedback about our customer service response times. We have been asked what our typical response time is and how we prioritize our responses.

We want to provide timely service. We discussed some of the challenges we face in responding to questions/requests from libraries. We are seeking NAC feedback on some of the solutions we are proposing.

Problems we have identified:

- Concerns from librarians about slow response times
- Librarians have varying expectations for updates about the status of their requests
- Bottlenecks outside of MSL staff control keep staff from responding quickly – waiting for responses from vendors or other library/state employees
- Multiple technologies librarians use to ask questions
- Differing definitions about what is an urgent request and what is not urgent

Proposed solutions:

- Management of non-consulting requests has been moved from email to the online ticketing system. This makes it much easier to respond to priority items quickly.
- Staff will use automated features wherever possible – using out of office responses; using the ticket system automatic acknowledgement system; using ticket system to warn MSL staff when a response hasn't been given within 5 business days; creating a procedure for managing unassigned tickets.
- Communicate to requestors that staff will respond to items within 5 business days. Staff will respond to high priority items more quickly than that. Staff will communicate what constitutes a high priority item with librarians.
- Use the ticket system to track response times. If tracking reveals issues with 5 day expectation staff will identify possible solutions and make adjustments.



Questions for the NAC:

- Any observations about service response time based on your own work as librarians?
- Does this proposal seem reasonable?
- Any advice on managing customer service expectations? What would work best for librarians – given staff constraints?