

Tech Training: After-Hours Approval

Techs who meet the requirements listed below are approved to work after hours. After hours includes those shifts which fall outside of normal CS staff hours (7:45 am – 5:00 pm, Mon-Fri). Once approved, Techs may be scheduled to work after hours and are approved to pick up after hours shifts using the Trade Board.

Three levels of after-hours approval:

1. Basic – includes unsupervised handling of TLC projects and monitoring of TLC technology
2. Intermediate – adds limited Help Desk support
3. Advanced – adds Kurzweil, audio, and/or video project work

Basic After-Hours Requirements:

- Completion of all Basic Training topics
- Mastery of 4040connect ticket creation and resolution
- Familiarity with the 4040 e-mailbox to include creation of tickets for **project** requests received via email
- Ability to complete TLC project work including basic and photo printing, laminating, and binding
- Completion of this tutorial and final approval by a CS staff member

Intermediate After-Hours Requirements (basic after-hours requirements plus):

- Help Desk approval
- Mastery of the 4040 e-mailbox including creation of tickets for **all** new requests received via email
- Mastery of the 4040 voice mailbox including the ability to retrieve voicemails and respond appropriately
- Acting on incoming email or voicemail messages by gathering pertinent info and by creating, editing, assigning, and escalating new and existing tickets

Advanced After-Hours Requirements (intermediate after-hours requirements plus):

- Mastery of any or all of:
 - Kurzweil text-to-speech projects
 - Audio digitization, editing, and rendering projects
 - Video digitization, editing, and rendering projects

After-Hours Help Desk Support

Technicians who have been trained in Help Desk are expected to provide limited after-hours Help Desk support. Limited support includes:

- Monitoring and handling of 4040 e-mailbox and voicemail messages
- Creating/Editing/Resolving tickets based on email and voicemail messages

Limited support (at this writing) does NOT include:

- Answering 4040 calls. Let the phone ring. If the call is important, the client will leave a message.

Help Desk Office Access

After-hour access to Zon109 is possible through the side door using a Study Room key (at Check Out Desk).

Closing Shift

Be prepared to assist the Check Out Desk worker with the [Library Closing Procedures](#).