

A **Helpdesk** serves all users on a daily basis and efficiently runs all of the Library and Information Centre's services.

Users can submit queries or requests directly to the Library Staff in various ways:

- **by telephone** at [2251036036](tel:2251036036) [1]
- **by email** to the central email address: lib-helpdesk@aegean.gr [2] or the individual email addresses of each library service and
- **through the electronic platform** accessible through the Library's portal or directly at the link: <http://zammad.aegean.gr> [3]

The electronic Helpdesk platform enables users to submit requests on the organization of the Knowledge Base, downloads and troubleshooting. Through the platform they can also follow the progress and the history of their requests and/or be updated by mail.

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Links

[1] <https://www.lib.aegean.gr/en/callto%3A2251036036> [2] <mailto:lib-helpdesk@aegean.gr> [3] <http://zammad.aegean.gr> [4] <https://www.lib.aegean.gr/en/central-library> [5] <https://www.lib.aegean.gr/en/lemnos-branch> [6] <https://www.lib.aegean.gr/en/mytilene-branch> [7]

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