SOD Library and Customer Relations Organization

Approved: June 12, 2003

Lib. & Cust. Relations SLS-3

This organization is responsible for all aspects carrying out the day-to-day contacts that Documents has with its library partners and various customers in accordance with established policies, goals, and objectives.

Contact Center PG-15

- **AskLPS**
- **GPO Access User Support**
- **Online Bookstore and other Sales Orders and Inquiries**
- **Direct Customer Feedback from calls, e-mails, letters**
- **AskBen**
- **Lost Docs**
- **Promotional Materials**
- **Customer Records**
- **Depository Item Selection Accounts**
- **Sales Receipts**
- **Bookdealer Accounts**
- **Government Accounts**
- **Data Services (PKI, Data Subscriptions, etc.)**
- **Financial Accounts (Deposit, Credit Card, Invoicing, etc.)**
- **Designtation and Termination of Depository Status**

Marketing PG-15

- **Market Research**
- **Program and Product Awareness Campaigns**
- **Feedback and Results Analysis**
- **Surveys, Focus Groups, and Usability Studies**
- **Open Forums**
- **Biennial Survey of Depository Libraries**
- **Coordination with Public Affairs**
- **Coordination with Office of Workforce Communication**
- **Kiosks**
- **Temporary Sales Outlets**
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Education and Development PG-15

- **User Training and Continuing Education Activities**
- **Library Consultation Coordination**
- **Trade Shows**
- **Conferences and Meetings Coordination**
- **User Manuals and Instructional Material Coordination**
- **Publications (Admin. Notes, Tech. Supp., etc.)**
- **GPO Access Web Page Creation and Maintenance, plus design of Databases**
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