

How to submit an Online Service Request to Library & Textbook Support

The following are directions for submitting a request to our department via the District's ServiceNow portal.

Go to the Self [ServiceNow](#) portal. If you are already logged into your LAUSD email, you will automatically be logged into the portal and will see the form below displayed on your computer. If you are not logged into your LAUSD email, you will be asked to use your LAUSD Single-sign-on (SSO) credentials to log in.

1. Use the drop-down menu for, **Please select your request from this menu** and select the appropriate category for your request. Complete the rest of the form. Note: various fields are required to be filled out. These are noted with a red asterisk.
2. Once you have completed filling out your request click on the **Submit** button.

Library and Textbook Support
Destiny-Library, Textbook, Resource Issues

Use this Service Catalog for Destiny, Library, Textbook Support, Textbook Requests, Resource, and/or Library/Textbook Pickup

* Indicates required

Provide request details

Requester: OSCAR GONZALEZ
Phone:
Email: ogonza3@lausd.net
Location: LIBRARY AND TEXTBOOK SUPPORT

* Please select your request from the menu:

- None --
- Library Manager
- Text Book Manager
- Text Book Request
- Resource Manager
- Library/Textbook Pickup
- Barcode Request

Default Job Title:

What is your Job Title if different from Default?

Save as Draft
Submit

Required information

- Please select your request from the menu:
- Is the issue software or hardware (e.g. scanner/printer) related?
- Are you Certified, Classified or Contractor staff?