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Name:	Telephone Services – Information Services Desk
Policy Number:	2-1001
Origin:	External Affairs
Approved:	1 September 2007
Issuing Authority:	Vice President (Assoc.), External Affairs
Responsibility:	Vice President (Assoc.), External Affairs
Effective Date	1 September 2007
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Supersedes:	Telephone Services – Switchboard Information, Index C-1

Information Services includes both the information desk and University switchboard. It is located in the main lobby of the McNally Building. The hours of operation for normal work days are: Monday to Thursday, 8:30 a.m. to 8:00 p.m.; Friday, 8:30 a.m. to 6:00 p.m. The switchboard is closed on Saturdays, Sundays, and statutory holidays where there are no classes or exams, unless it is deemed necessary due to a University event (e.g. convocation). The hours of operation during intersession work days (e.g. spring break.) are 8:30 a.m. to 5:00 p.m.

The switchboard may be reached internally by dialling 0, externally by dialling 420-5400, or by email to infoservices@smu.ca.

The switchboard does not take messages for faculty and staff except in emergency cases.

Information desk staff are not authorized to sign for courier packages. Please refer to [2-6004 Courier Services – Incoming Service](#) for additional information.