

# E-Mail is eating my life

By Holly Lisle

I have a novel I want to write.

I have this really cool new course I want to create.

I have these awesome videos I want to do for <http://writercrashtests.com>

I want to get Rebel Tales up and running.

And I have a notebook full to overflowing with other ideas—more novels, more courses, more freebies.

And even though I've burned through most of the 4000+ e-mails that Margaret didn't take care of and that were waiting for me when we finished the move and I got back online, I've spent the majority of every six-hour workday this week answering e-mail.

Success kicks ass. But the benefits have drawbacks, too, and one of them is that the work becomes too much for one person.

I have resisted a help desk for years. I always prided myself on the fact that I answered my own e-mails.

This week has clobbered me with the realization that I just can't do that anymore.

I've installed help desk software, and I'm putting together a Knowledge Base, and I'll be moving all of my e-mail addresses except for my one personal address over to the help desk gradually, bringing everything online one thing at a time and then testing to make sure everything works. I'll be hiring help.

I'm genuinely sorry to have to do this, but I've come to the realization that if I want to write again, I'm going to have

to do the things that ONLY I can do, and hire people do to everything else.

That's tough, especially for a control freak like me. I've always been a firm believer that no one could take care of my folks the way I could.

Now I have to find someone who can.

I'll let you know how it goes.

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