How and when to add a ticket (question) in LibAnswers

For Ask a Librarian Delaware
Ask a Librarian Delaware

Here you’ll find information and assistance from Delaware libraries. For our Agreement of Use, Policy of Mutual Respect, Privacy Statement and Tips for Using our service, please see "Using Ask a Librarian Delaware".

43 Answers

Type your question

Search

Browse: All Groups
Topics:

Popular By Topic Recently Added

Can I renew a book and other library materials myself, online?
I would like to renew the two books and a DVD. How do I do this online?
Last Updated: Jun 01, 2016 | Topics: Circulation/Account Catalog
Views: 1493

How do I get a library card?
Last Updated: Feb 26, 2015 | Topics: Circulation/Account
Views: 807

I would like to download ebooks. How do I get started?
Last Updated: Mar 08, 2016 | Topics: Dewey 000 Generals/eBook
Views: 774

I need help logging into my library account.
Last Updated: Jun 01, 2016 | Topics: Circulation/Account Instructional
Views: 714

You can email, call, and visit us!

Text us anytime at: 13026137477

Call us (Here is a list of libraries with phone numbers, hours and locations: delawarelibraries.org/list-of-libraries)

Visit any Delaware public library! (delawarelibraries.org/list-of-libraries)

You can email us anytime - just use the form below. Please allow 2 regular business days for us to get back to you.

Please give an e-mail address so we know where to send your answer. We will not share it.

Ask us through email!
Hello Cathay.

Couldn't Attend ALA 2016 in Orlando? Watch What Happened @ Springshare's Booth!
Watch Guest Speakers at ALA Orlando presenting on their use of Springy Tools!
Presentations range from ‘Using LibGuides to Promote Black History Month’ to ‘Creating a Netflix-Style Interface in LibAnswers’.

Watch All Videos Now

Administrative Announcement

Chat is closed (as of June 1, 2016). Email/texting remain as usual.
Thank you everyone for over a decade of providing chat!

Please be sure to add tags and Reference Analytics (which include Dewey Delaware stats) to your transcripts before closing them!

If you have training needs, have questions or problems, please contact Cathay Keough, Statewide Coordinator at 302-257-3014 or email cathay.keough@lib.de.us

Open Tickets (12) Pending Comments (0) Pending Ideas/Votes (0) Errors (0) Spam (0)
Hello Cathay.

Couldn’t Attend ALA 2016 in Orlando? Watch What Happened @ Springshare’s Booth!

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Create

Create new content for your LibAnswers system.

Ticket  FAQ  SMS

Create a Ticket

Queue:  Ask a Librarian Delaware

Pick a queue first, else some fields may reset when changing the queue value.

Question Header

150 chars max.

Question Details


Asked by (name)

Anon

Asked by (email)

Your library card number

Which library do you normally use? (Scroll to the end for academic, school and special libraries.)

Select One:

Search in

LibAnswers (public)

for

Search

Helper Tools

Web Shortcuts

- Delaware Libraries eBooks, Flipster magazines, streaming videos
- Delaware Libraries Help
- Delaware Libraries Resource Guides (LibGuides)
- Delaware Library Access Services
eMagazines & More - Find articles, read magazines
- Salesianum School Library
- Wilmington Univ Library Website
Create

Create new content for your LibAnswers system.

Ticket  FAQ  SMS

Create a Ticket

Queue: Georgetown
Pick a queue first, else some fields may reset when changing the queue value.

Question Header
150 chars max.

Question Details

Asked by (name)

Asked by (email)

Your library card number
Which library do you normally use? (Scroll to the end for academic, school and special libraries.)

Helpful Tools

Search
in
LibAnswers (public)
for

Search
(Results open in a new window)

Web Shortcuts
- Delaware Libraries eBooks, Flipster magazines, streaming videos
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- Salesianum School Library
- Wilmington Uni Library Website
(Results open in a new window)
Create

Create new content for your LibAnswers system.

Create a Ticket

Queue: Georgetown
Pick a queue first, else some fields may reset when changing the queue value.

Question Header
How do I do dog training?
150 chars max.

Question Details

Asked by (name)

Asked by (email)

Your library card number

Which library do you normally use? (Scroll to the end for academic, school and special libraries.)

Helpful Tools

Search

LibAnswers (public)

for

Search

Web Shortcuts

- Delaware Libraries eBooks, Flipster magazines, streaming videos
- Delaware Libraries Help
- Delaware Libraries Resource Guides (LibGuides)
- Delaware Library Access Services
- eMagazines & More - Find articles, read magazines
- Salisbury University Library
- Wilmington Univ Library Website

(Results open in a new window)
Create

Create new content for your LibAnswers system.

Create a Ticket

Queue: Georgetown

Pick a queue first, else some fields may reset when changing the queue value.

Question Header: How do I do dog training?

150 chars max.

Question Details: I have a puppy and need to know some basic training.

Asked by (name): Sally Smith

Asked by (email): sally@gmail.com

Your library card number:

Which library do you normally use? (Scroll to the end for academic, school and special libraries.):

Select One

Helpful Tools

Search in: LibAnswers (public)

for:

Search

(Results open in a new window)

Web Shortcuts

- Delaware Libraries eBooks, Flipster magazines, streaming videos
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(Results open in a new window)
Create

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Create a Ticket

Queue: Georgetown

Pick a queue first, else some fields may reset when changing the queue value.

Question Header

- How do I do dog training?
- Select One
- Appoquinimink
- Bear
- Brandywine Hundred
- Bridgeton
- Claymont
- Corbit-Calloway
- Delaware City
- Delmar
- Dover
- Division of Substance Abuse and Mental Health
- Elsmere
- Frankford
- Garfield Park
- Georgetown
- Greenwood
- Hockessin
- Kent County Dept. of Libraries
- Kirkwood
- Laurel
- Select One

Ask by (name)

- Georgetown

Ask by (email)

- Greenwood
- Hockessin

Your library card number

- Select One

Which library do you normally use? (Scroll to the end for academic, school and special libraries.)

- Select One
Create a Ticket

Queue: Georgetown

Question Header: How do I do dog training?

Question Details: I have a puppy and need to know some basic training.

Asked by (name): Sally Smith

Asked by (email): sally@gmail.com

Your library card number:

Which library do you normally use? (Scroll to the end for academic, school and special libraries.)

Create Ticket
How do I do dog training?
I have a puppy and need to know some basic training.

Asked By: Sally Smith
...a quiz follows

Three questions, multiple choice!

Click through each.

Happy learning!
1. When would you add a ticket to LibAnswers/Ask a Librarian Delaware?

- [ ] Allow Single Choice Only
- [ ] Allow Multiple Choices
- [x] Shuffle Answers
- [x] Allow Retry
- [ ] Limit Attempts

- a. When you need to duplicate a question.
- b. When a patron may benefit from a well-researched follow-up to their question asked in person, through text, or by telephone.
- c. If you think of something you’d like to add to LibAnswers.
Where is the best place for library staff to add a ticket when helping patrons?

- b. Need to add it as a FAQ, so I need to find that area.
After you add a ticket, what do you do?

- Allow Single Choice Only
- Allow Multiple Choices
- Shuffle Answers
- Allow Retry
- Limit Attempts

a. Treat this like any email you would handle on LibAnswers for Ask a Librarian Delaware, including tags and Reference Analytics.

b. Always add it and treat as a FAQ.

c. Handle it like email but there is no need to add tags or Reference Analytics.
Thank you!

Ask a Librarian Delaware
http://answers.delawarelibraries.org