



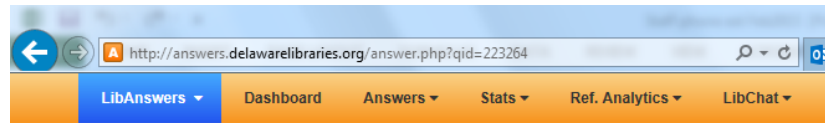
How to Close Questions on LibAnswers

Adding Dewey Delaware and other key elements

For Ask a Librarian Delaware

1. Adding Tags:

When reviewing Tickets, read over the question, add any tags, and determine if the question is completely answered. You can add any 'common language' tags here too.



Tip: Don't know who's library this emailed question belongs to? Click in "Asked By: [patron name]" link.

This question is claimed by: **Barbara Litzau**

QID: 223264 Status: Pending Owned by: Barbara Litzau Unclaim

Asked By: Cathay Test (cathay.keough@lib.de.us) Asked On: Feb 11 2015, 11:02am Last Updated: Feb 11, 2015 Turnaround: 00:00:02

Test at the meeting
Asked By: Cathay Test

Reply from *Cathay Keough* (Feb 11 2015, 11:04am):
This is chat questioning from a staff and answered by me.
Signature,
Emailed to: "Cathay Test" <cathay.keough@lib.de.us>

Note from *Cathay Keough* (Feb 11 2015, 11:05am):
[Status changed to *Closed*.]

Reply from *Barbara Litzau* (Feb 11 2015, 12:26pm):
Hi Cathay,
Thanks for the training this morning! Best of luck to us all when we go live!
Emailed to: "Cathay Test" <cathay.keough@lib.de.us>

Tags

South Coastal

Add Tag

Add

Reuse Answers

Helpful Tools

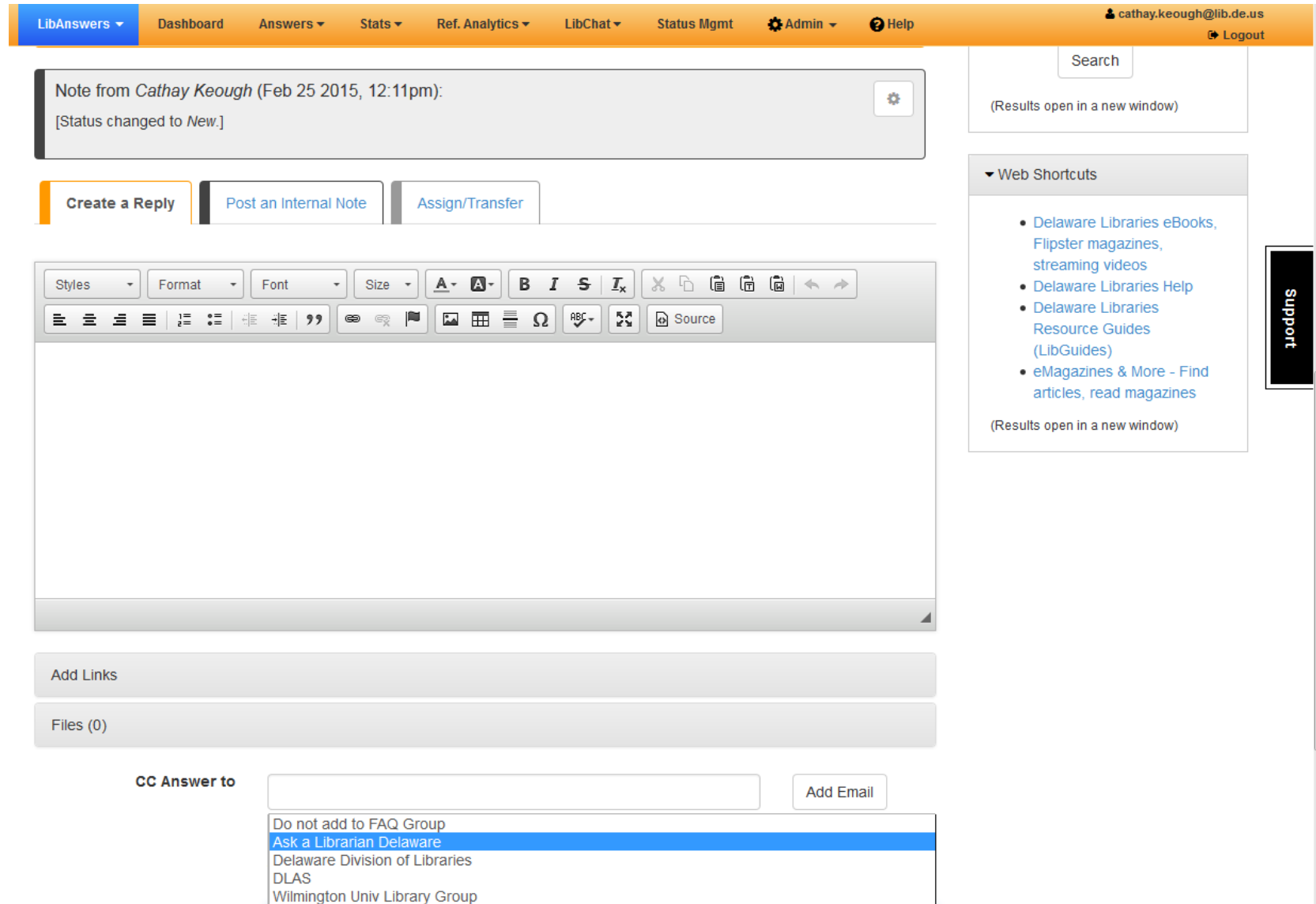
Search in: LibAnswers (publ)

for:



2. Consider this as a FAQ:

You can add commonly asked questions to the FAQ group. We'll (mostly) use the group "Ask a Librarian Delaware" for FAQs.



The screenshot displays the LibAnswers web interface. At the top is an orange navigation bar with the following items: LibAnswers (dropdown), Dashboard, Answers (dropdown), Stats (dropdown), Ref. Analytics (dropdown), LibChat (dropdown), Status Mgmt, Admin (dropdown), Help, and a user profile for cathay.keough@lib.de.us with a Logout link. Below the navigation bar, a note from Cathay Keough (Feb 25 2015, 12:11pm) is shown with a status of 'New'. Below the note are three buttons: 'Create a Reply' (highlighted in orange), 'Post an Internal Note', and 'Assign/Transfer'. A rich text editor follows, featuring a toolbar with options for Styles, Format, Font, Size, Bold, Italic, Strikethrough, Underline, Undo, Redo, Bulleted List, Numbered List, Indent, Outdent, Quote, Link, Unlink, Image, Table, Source, and a Source button. Below the editor are sections for 'Add Links' and 'Files (0)'. At the bottom, there is a 'CC Answer to' dropdown menu with an 'Add Email' button. The dropdown menu is open, showing the following options: 'Do not add to FAQ Group', 'Ask a Librarian Delaware' (highlighted in blue), 'Delaware Division of Libraries', 'DLAS', and 'Wilmington Univ Library Group'. On the right side of the interface, there is a search box with a 'Search' button and a note '(Results open in a new window)'. Below the search box is a 'Web Shortcuts' section with a dropdown arrow and a list of links: 'Delaware Libraries eBooks, Flipster magazines, streaming videos', 'Delaware Libraries Help', 'Delaware Libraries Resource Guides (LibGuides)', and 'eMagazines & More - Find articles, read magazines'. A note '(Results open in a new window)' is also present. A vertical 'Support' button is located on the far right edge of the page.

3. Add Analytics:

Scroll to the end of the question to add the Reference Analytics, such as the primary Dewey Delaware number for the question, the contact method, and the customer's library (by county). There are other features here, too, such as adding this as a FAQ, e

Add Links

Files (0)

CC Answer to

Emails in the list will receive notifications of replies and be allowed to post replies. Emails removed from the list will no longer be able to add replies to the ticket.

Add to FAQ Group

Add to Analytics

Dewey Delaware

Contact Method

Library NCCo

Library Kent Co

Library Sussex Co

Internal Note:

4. Submit the Question as...

Use the drop down to select New, Open, Pending or Closed.
(See the next slide for details)

The screenshot shows a form with several dropdown menus and a submit button. The dropdown menus are labeled: Dewey Delaware, Contact Method, Library NCCo, Library Kent Co, and Library Sussex Co. Each dropdown menu currently displays "Select One" and has a downward arrow icon. Below the Library Sussex Co dropdown is an "Internal Note:" field. A blue callout box is positioned over the Library Sussex Co dropdown, containing the following options: "Submit as *New*", "Submit as *Open*", "Submit as *Pending*", and "Submit as *Closed*". A blue bracket points from the text "See next slide for details of these four options" to the callout box. At the bottom of the form, there are four buttons: "Submit as New" (highlighted in blue), "Save Draft", "Preview Email", and "Cancel".

Submit it as:
New, Open, Pending, or Closed

If you leave worked-on questions as “new” – it looks like no one has helped the patron!

Submit as *New*

Tickets that have not been replied to.

Submit as *Open*

Tickets where *you* need to get back to the patron.

Submit as *Pending*

Tickets where the *patron* is going to get back to you.

Submit as *Closed*

Tickets where no further interactions are expected.

Note that if you are on the Dashboard or in stats, admins have the ability to click on the trash can of a new, open, or pending ticket in order to quickly close the question (don't delete it!).

The screenshot shows the LibAnswers v2.3 dashboard. At the top, there is a navigation bar with links for Dashboard, Answers, Stats, Ref. Analytics, LibChat, Status Mgmt, Admin, and Help. A user profile for cathay.keough@lib.de.us is visible in the top right. Below the navigation bar is a blue banner announcing the v2.3 update. Underneath is an administrative announcement. The main content area features a filter bar with options for Source, Status, Owned by, and Email. Below the filter bar is a table of tickets. A blue arrow points to a trash can icon next to the first ticket in the table.

Id	Status	Question	Owner	Updated ↓
223453	Open	Testing email for Ask a Librarian Delaware Cathay Keough (Cathay.Keough@lib.de.us) Asked via Email Georgetown	Bonnie Elliott	Feb 13 2015, 10:14am
223264	Pending	Test at the meeting Cathay Test (cathay.keough@lib.de.us) Asked via LibChat South Coastal	Barbara Litzau	Feb 11 2015, 12:26pm
222686	New	summer reading Anon (cathay.keough@lib.de.us)	Cathay Keough	Feb 11 2015, 10:41am

This is a quick way to close tickets, but note that it does not allow for Reference Analytics and other options.

The screenshot shows a web browser window with the URL `answers.delawarelibraries.org/home.php`. The page displays a dashboard with various navigation tabs like 'Dashboard', 'Stats', 'Ref. Analytics', 'LibChat', 'Status Mgmt', 'Admin', and 'Help'. A modal dialog box titled 'Delete or Close this Ticket' is open in the center. The modal contains the following sections:

- Delete or Close this Ticket** (Title)
- Close:**
 - No email/twitter/sms message sent to the questioner
 - Included in statistical data.
- Add an Internal Note**
 - [Closed: No answer sent.]
- Close Ticket** (Orange button)
- Delete:**
 - Removed from system
 - No statistical record kept
- Delete Ticket** (Red button)
- Cancel** (White button)

A blue arrow points from the left side of the image towards the 'Close Ticket' button. On the right side of the interface, there is a vertical 'Support' button.

Id	Status	Updated
225449	Open	Feb 13 2015, 10:45am
223453	Open	Feb 13 2015, 10:14am
223264	Pending	Feb 11 2015, 12:26pm
222686	New	Feb 11 2015, 10:41am
221738	Open	Feb 09 2015, 03:31pm

Thank you!

answers.delawarelibraries.org

Cathay Keough, Statewide Coordinator
Delaware Division of Libraries
cathay.keough@lib.de.us

