

FAQS ON SPRINGSHARE

WHAT I'VE LEARNED, BY EVELYN ALFRED (DDL INTERN)

HOW DO YOU FIND THE FAQs?



Hello Evelyn.

▼ Administrative Announcement

Welcome to LibAnswers!

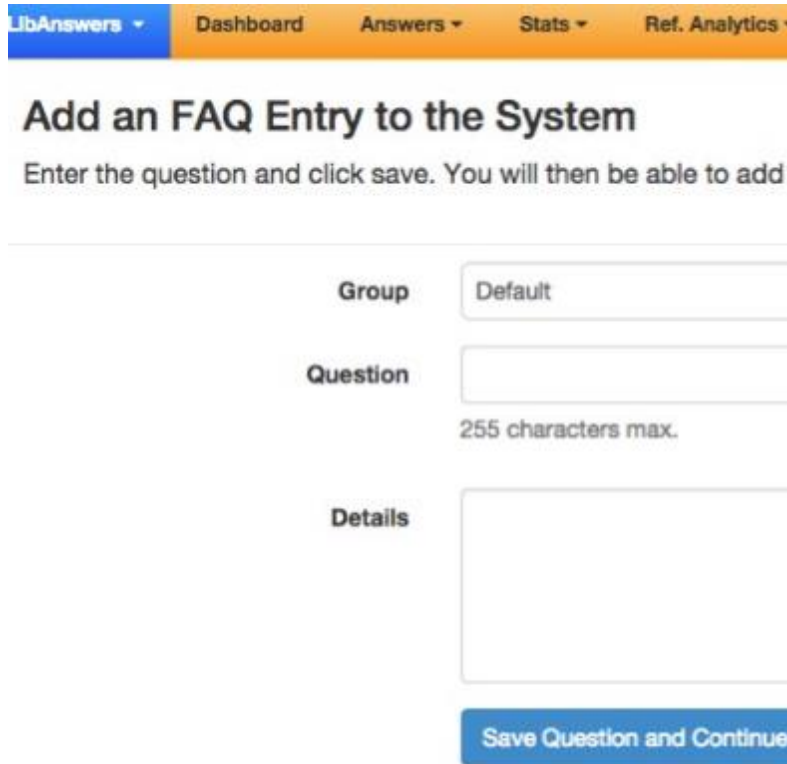
This administrative announcements box is **your** space. You might use this box:

- Give your team reminders of how you use LibAnswers.
- Let your team know about helpful resources. Examples include:

Have an admin-level account? Edit this box by clicking

- Log-in to your account
- Click on the *Answers* tab
- Click on *FAQ Entries*

HOW DO YOU MAKE THEM?

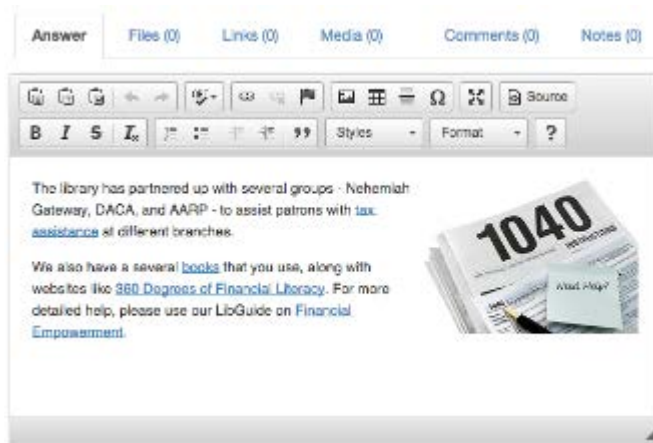


The screenshot shows the 'Add an FAQ Entry to the System' form in the LibAnswers interface. The navigation bar at the top includes 'LibAnswers', 'Dashboard', 'Answers', 'Stats', and 'Ref. Analytics'. The form title is 'Add an FAQ Entry to the System' with a subtitle 'Enter the question and click save. You will then be able to add'. The form fields are: 'Group' (a dropdown menu with 'Default' selected), 'Question' (a text input field with a '255 characters max.' limit), and 'Details' (a larger text area). A blue button at the bottom is labeled 'Save Question and Continue'.

- Click on *Create FAQ Entry*
- Write the question
- Click on *Save Question and Continue*

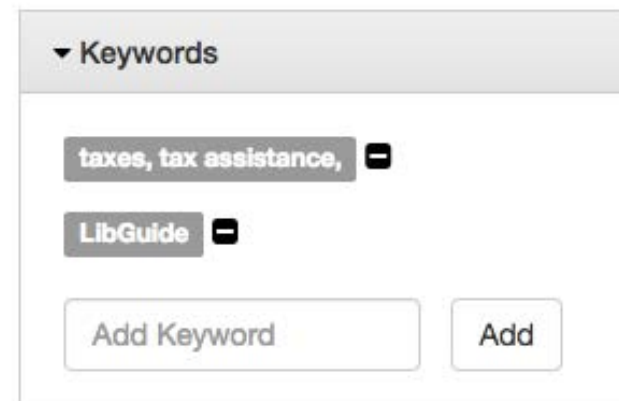
ANSWERING THE FAQ

INCLUDE HYPERLINKS,
IMAGES, AND OTHER MEDIA



The screenshot shows a forum answer post. At the top, there are tabs for "Answer", "Files (0)", "Links (0)", "Media (0)", "Comments (0)", and "Notes (0)". Below the tabs is a rich text editor toolbar with icons for undo, redo, bold, italic, strikethrough, bulleted list, numbered list, link, unlink, source, and a "Source" button. The text of the answer reads: "The library has partnered up with several groups - Nehemiah Gateway, DACA, and AARP - to assist patrons with [tax assistance](#) at different branches." followed by "We also have a several [books](#) that you use, along with websites like [360 Degrees of Financial Literacy](#). For more detailed help, please use our LibGuide on [Financial Empowerment](#)." To the right of the text is an image of a 1040 tax form with a "What's New?" sticky note on top.

TAG YOUR ANSWER WITH
KEYWORDS



The screenshot shows a "Keywords" section in a forum post. The section is titled "Keywords" with a downward arrow. Below the title, there are two keyword tags: "taxes, tax assistance," and "LibGuide", each with a minus sign icon to its right. At the bottom of the section, there are two buttons: "Add Keyword" and "Add".

FAQS VS. LIBGUIDES

FAQS are different because they offer less information.
They provide a more concise answer.

Answered By: Evelyn Alfred

Nov 11, 2014 0

We do have information about the [Affordable Care Act](#), like books in the catalog, current news, and reliable [websites](#); a particularly helpful local resource is [Choose Health Delaware](#).



In addition, you can attend an [Affordable Care Act presentation](#) at the library. Another option you have is signing up to receive [one-on-one assistance](#) to guide you through the enrollment process.

**QUESTION: WHAT IS THE BEST
WAY TO END AN FAQ?**

Please share your thoughts.

