

For Liaisons
Setting Your Library's Providers' Away Status
on LibAnswers
for Ask a Librarian Delaware



Away on vacation?

If you or someone on your team goes on vacation, etc. please set their away status to "yes" (=they are away) and then back to "no" when they return so that they can begin to accept questions again.

Does your library need a back up person?

Note that if you are the only person from your library and you area away, Cathay needs to know who is responsible for your library's questions!

How to set another person's "Away" status

In five steps or less
- for admins

Yes = "I am away"

No = "I am back and ready for questions"



1. From the LibAnswers Dashboard, use the Admin drop down menu to click on “Accounts”

The screenshot shows the LibAnswers Admin Dashboard for Ask a Librarian Delaware. The top navigation bar includes 'LibAnswers', 'Dashboard', 'Answers', 'Stats', 'Ref. Analytics', 'LibChat', 'Status Mgmt', 'Admin', and 'Help'. The 'Admin' menu is open, showing options like 'Customize', 'System Settings', 'Queues', 'Groups', 'LibChat Set-up', 'Systems Status Management', 'Ref. Analytics', 'Manage', 'Accounts', 'Assets', 'Views', 'Macros', 'Metadata', and 'Widgets & API'. The 'Accounts' option is highlighted. The main content area shows a welcome message for Cathay Keough, a 'LibAnswers v2.3 Update Now' notification, and a 'Chat Training 101' banner. Below this is a 'Tickets 1 - 8 (of 8)' table with columns for Id, Status, Question, Owner, and Updated.

Id	Status	Question	Owner	Updated
288640	New	I'm trying to locate your state library's LISTSERV for the public libraries/ geared towards public libraries. Can you provide me with this Haley Gast (hagast@iupui.edu) Asked via System email address	Michelle Hughes	Apr 07 2016, 04:21pm
293824	Open	I was wondering how much is it to purchase Sarah simblet's sketch book for artist Anon	Shelley Stein	Apr 07 2016, 03:58pm















2. Find the person's account from this alphabetical list.
3. Then click on the "edit" icon across from their name, under 'Actions'.

Manage Accounts
Manage user accounts in the system.

Manage Accounts Create a New Account Manage the Address Book Email Users

Showing 1 to 50 of 80 entries Search: Previous 1 2 Next

ID	Name	Email	Level	Default Dataset	Away	Actions
4957	Alfred, Evelyn	evelyn.n.alfred@gmail.com	Inactive	None	Yes	 
7971	Allende, Rhonda	rhonda.allende@lib.de.us	Regular	None	No	 
11054	Batten, Pam	pamela.batten@lib.de.us	Admin	None	No	 
7912	Bolden, Heather	hnbolden@nccde.org	Admin	None	No	 
5453	Borene, Beth	EBorene@nccde.org	Admin	None	No	 
10279	Brittingham, Mary	mary.brittingham@lib.de.us	Admin	None		
8046	Bruce, Gail	gail.bruce@lib.de.us	Regular	None		
12990	Burris, Patricia	patricia.burris@state.de.us	Regular	None		
12988	Burton, Deb	Deborah.Burton@state.de.us	Regular	None		
7983	Canady, Amy	aCanady@nccde.org	Regular	None		
10282	Chandler, Leah	leah.chandler@state.de.us	Admin	None		
8594	Clem, Cheryl	clem@nccde.org	Regular	None		
7916	Concannon, Sharon	SConcannon@nccde.org	Regular	None		
5467	Davis, Steve	sgdavis@nccde.org	Admin	None		
7638	DiPaolo, Jill	jill.dipaolo@lib.de.us	Admin	None		
10938	Eastman, Anna	anna.c.eastman@wilmu.edu	Regular	None	No	 

4. Press "Save" at the bottom of the page.
5. When the person returns, be sure their Away status is set to "No" again. They can do this (see "[How to set your away status](#)") or you can do this for them using these same steps.

Manage Account

Edit account information.

You are editing Rhonda Allende's account.

Edit the account information.

3. In "Manage Account", Admins can set the Away Status for their team members.
4. **Regular Users -- click on your email address to come to "Manage Account".** Just use the drop down to select "yes" for away (or "No" to come back to action).
5. Press "Save" at the bottom of the page. That's it!

the general queue notification addresses.

LibChat Departments

All selected ▾

Queue Access

Ask a Librarian Delaware

Regular ▾

Group Access

Ask a Librarian Delaware

Editor ▾

Delaware Library Access
Services

No Access ▾

Wilmington Univ Library Group

No Access ▾