



LibAnswers w/LibChat

A Solution for eResource Ticketing and Workflow Management

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About LibAnswers/LibChat

<http://springshare.com/libanswers/>



LibAnswers w/LibChat

The Market-leading Reference Platform. Ensure Patrons Get Their Answers - Always.

[Home](#) / [LibAnswers](#) / [Overview](#)

A Single Platform For All Your Online Reference Needs

Used by over 1,200 Libraries worldwide, LibAnswers is an end-to-end online reference platform. It helps you ensure that patrons get fast and accurate answers from their librarians - always!

- > Email, Chat, SMS & Twitter channels
- > Create Unlimited FAQs
- > Searchable Public Knowledge Base

- > Full Reference Statistics
- > Embed Answers & Chat *anywhere*
- > Mobile and Tablet-friendly out of the box



<http://libanswers.eku.edu/>

39 Answers

Type your question.

Search

Browse: All Groups Topics

Contact Us

- E-mail us your question
- Call us: 859-622-6594
- @ekulibrariesref
- Text us: 859-903-0848

Popular Recent Featured

I tried to login and got an error message. Help?!

Last Updated: Nov 13, 2015 | Topics: Technical Help Resources | Views: 32

Does the library have a fax machine?

Last Updated: Nov 15, 2015 | Topics: Technology Services | Views: 22

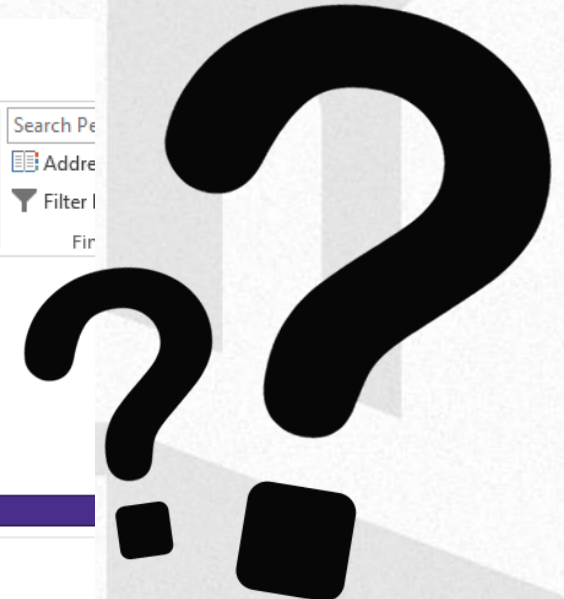
How do I get an NFPA code?

Last Updated: Dec 17, 2015 | Topics: Resources | Views: 17

Consortial cost: \$2,400/year + \$99 per additional queue



Why did we need this tool?



Library, ElectronicResources - Problems Pending - Library, ElectronicResources - Outlook

FILE HOME SEND / RECEIVE FOLDER VIEW

New Email New Items Clean Up Delete Reply Reply All Forward Meeting IM More Quick Steps Move Rules Unread/Read Categorize Follow Up Search People Address Filter

Search Library, ElectronicResour... Newest

All Unread

Library, Ele... RE: Links for Jo... 11/20/2015

Arneson, Je... Re: FW: video l... 11/17/2015

Edwards, L... RE: video links 11/17/2015

Edwards, L... RE: EBSCO Limi... 11/13/2015

Edwards, L... FW: EBSCO Li... 11/13/2015

Edwards, L... RE: EBSCO Limi... 11/13/2015

Library, Ele... RE: Form subm... 11/9/2015

Edwards, L... Link not displa... 11/9/2015

OCLC Cust...

Reply Reply All Forward IM

Fri 11/13/2015 9:22 AM

Edwards, Laura

RE: EBSCO Limiters - Journal Subset Question

To: Gilbert, Karen; Arneson, Jens

Cc: Library, ElectronicResources

For Laura

Hi Karen,

Thank you for reporting. I will report this to our EBSCO rep and keep you posted on what he determine their categorizations, but they do take feedback; and if this is an error on their pa

~Laura

From: Gilbert, Karen

Sent: Thursday, November 12, 2015 5:08 PM

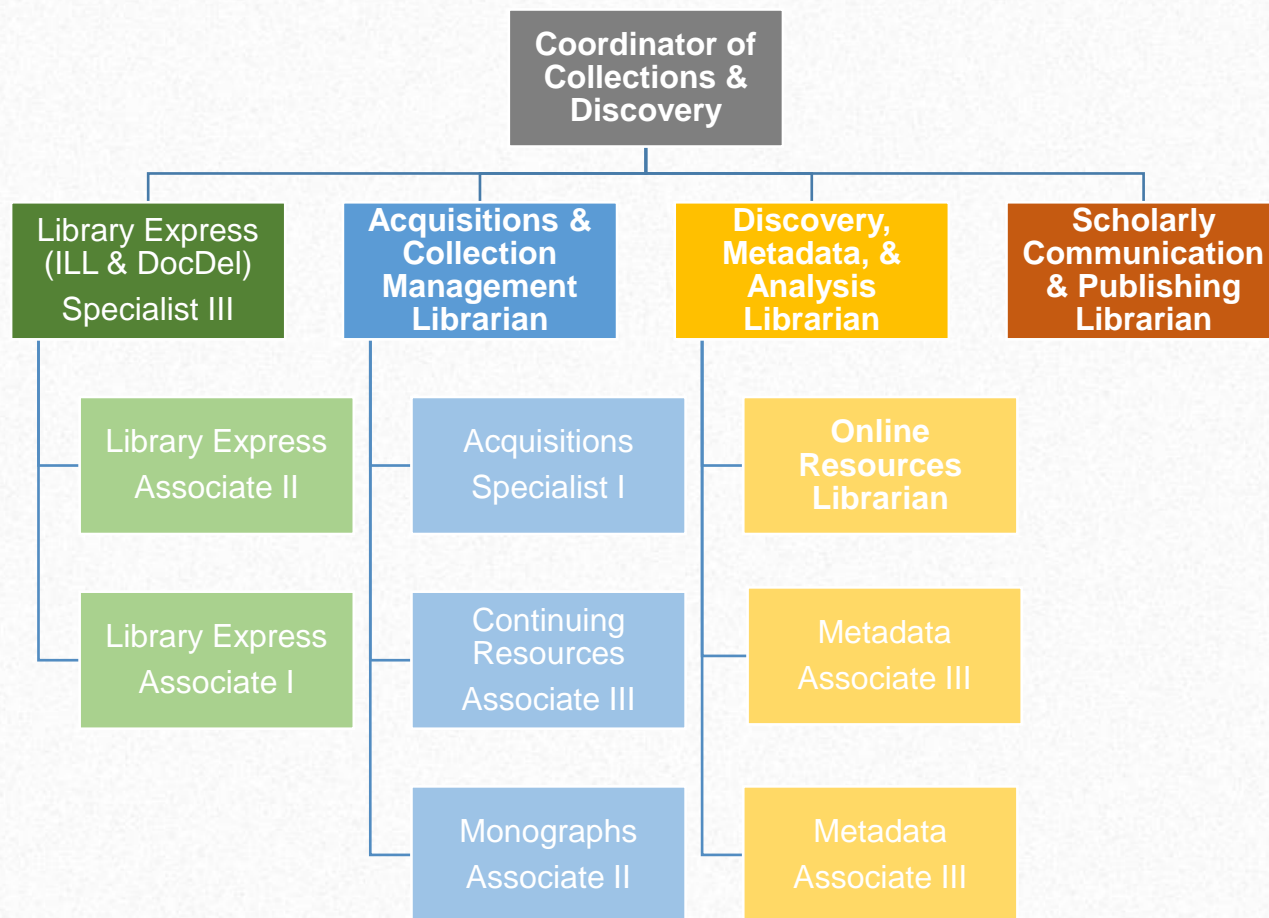
To: Arneson, Jens <Jens.Arneson@eku.edu>; Edwards, Laura <Laura.Edwards@eku.edu>

Subject: EBSCO Limiters - Journal Subset Question

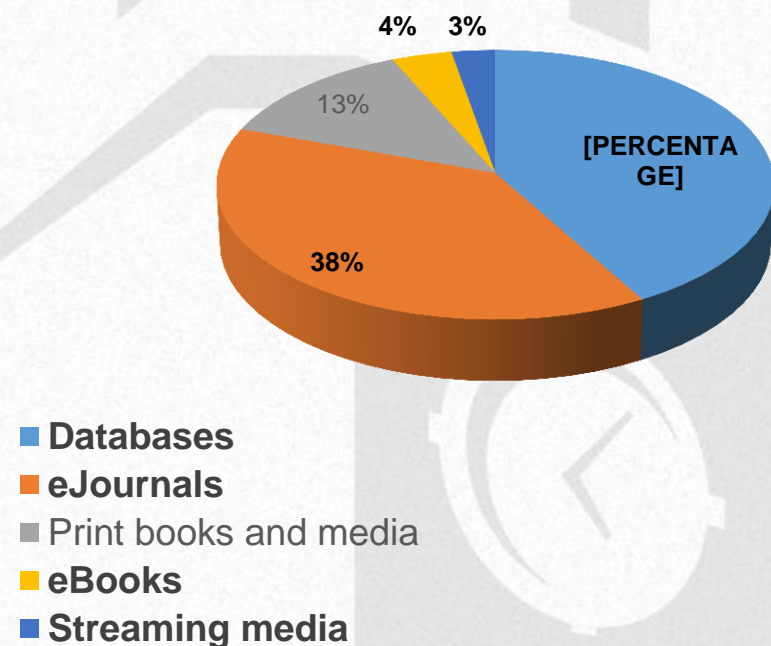
Hi,

This is an odd one, and I hope you can read the attachment which looks a

Why did we need this tool?



Collections Expenditures - \$1.4 Million





Under the hood... Dashboard

LibAnswers ▾ Dashboard Answers ▾ Stats ▾ Ref. Analytics ▾ LibChat ▾ Status Mgmt ⚙ Admin ▾ ? Help

Answers ▾

- FAQ Entries
- Create FAQ Entry
- Tickets
- Create Ticket

Stats ▾

- General
- FAQ Entries
- Query Spy
- Tickets
- SMS

Ref. Analytics ▾

- Add Transaction
- View/Edit Transactions
- Statistics
- Cross Tab Report

LibChat ▾

- Connect
- Transcripts
- Statistics
- Missed Chat
- Canned Messages
- Chat Widgets

Admin ▾

- Customize
- System Settings
- Queues
- Groups
- LibChat Set-up
- Systems Status Management
- Ref. Analytics
- Manage
- Accounts
- Assets
- Views
- Macros
- Metadata
- Widgets & API

❑ Answers

- *Tickets* are problems or questions submitted via webform, email, Twitter, SMS, manual staff entry, etc. and managed in one staff interface
- *FAQs* are public-facing and can be generated from tickets or manually created

❑ **Stats** include basic data about numbers of questions answered

❑ **Analytics** are more customizable, based on locally defined metrics

❑ **LibChat** is the chat service provided with LibAnswers



Under the hood... Dashboard

LibAnswers ▾

33 Dashboard

Answers ▾

Stats ▾

Ref. Analytics ▾

LibChat ▾

Status Mgmt

⚙ Admin ▾

🔍 Help

kelly.smith2@eku.edu

Logout

SPRING TO...

LibApps

LibGuides

LibAnswers & LibChat

LibCal

LibSurveys

LibInsight

LibChat is Offline: Go Online

Enter Stand-by Alerts mode

Send an SMS

LibAnswers 2.6.5 Update Now Live

get builder interface, and the new 'Away' status for chat. Doing extensive research and the patron is left with 'dead air' in the chat? Create 'Idle' status to reassure patrons that you're still there. We're proud to offer Backup / Off-Hours Chat Staffing Services if you're interested in 24/7 chat staffing.

Read LibAnswers 2.6.5 Update.

Administrative Announcement

There are no new announcements at this time.

Have an admin-level account? Edit this box by clicking on Admin Stuff > System Settings (or just click here).

Open Tickets (13)

Pending Comments (0)

Pending Ideas/Votes (0)

Errors (0)

Spam (0)

Status Posts

Queue

EKU eResources Queu...

Source

All Sources ▾

Status

Not Closed ▾

Owned by

View All ▾

Name

Email










Filter

(clear)



Under the hood... Dashboard

Tickets 1 - 12 (of 12)

Id	Status	Queue	Question	Last Message From	Owner	Updated ▼
705822  	New	EKU eResources Queue	University of Chicago Press Journals  Kelly Asked via Staff Entry Subscription - change of pub/platform or title	Patron	Rebecca Stinnett	Jan 04 2016, 01:33pm
674686 	Pending	EKU eResources Queue	Journal of Advanced Nursing record has links to unrelated journal Dermatology Nursing  OCLC Support (support@oclc.org) Asked via Staff Entry Linking - Discovery Metadata update	User	Laura Edwards	Jan 04 2016, 01:31pm
683900 	Open	EKU eResources Queue	Maney Publishing acquired by Taylor and Francis  Jens Asked via Staff Entry Subscription - change of pub/platform or title	Patron	Jens Arneson	Jan 04 2016, 01:30pm
684423 	Pending	EKU eResources Queue	Access Interruption to music in print  Jens Asked via Staff Entry Awaiting Vendor Fix Product:Music in Print Series	Patron	Jens Arneson	Jan 04 2016, 01:30pm



Under the hood... Tickets

Creating a ticket by staff entry

Asked By: Anon ⓘ

< Original question Can be edited/updated >

✎ Edit
🔗 Merge

No replies to this ticket.

Post an Internal Note Assign/Transfer

Internal Note

Email Note to Select recipients... ▼

Add to Analytics Do not add to Analytics Dataset

Submit as New ▲ Cancel

Edit Question

Question

Creating a ticket by staff entry

Details

Asked by

Anon

Email

Edit Question Cancel

▼ Tags

te

- Implementation testing
- Metadata update
- Open access content
- Platform problem - missing content
- Platform problem - system down
- Product:Library Website
- Technical support - browser
- Technical support - faculty laptop connectivity
- Technical support - media player
- Technical support - other



Under the hood... Tickets

Example Ticket screen capture – page 1

You have claimed this question.

QID: 674439 Status: Closed Queue: EKU eResources Queue Owned by: Kelly Smith [Unclaim](#)

Asked By: Kelly testing the chat feature (kellysmith72@gmail.com) Asked On: Nov 23 2015, 09:50am Last Updated: Jan 04, 2016 Turnaround:

10:23:45

Chat turned into a ticket

Need to create a canned message

09:48:25 **Kelly Smith:** Enter your EKU library credentials
09:48:55 **Kelly Smith:** There's more info at this page <http://libanswers.eku.edu/faq/99195>
09:49:06 **Kelly is testing the chat feature:** Cool! Thanks for the help
09:49:22 **Kelly Smith:** NP. Is there any other way I can help?
09:49:37 **Kelly is testing the chat feature:** No, I'm good. Thanks! Bye!

Asked By: Kelly testing the chat feature ⓘ

Note from Kelly Smith (Nov 23 2015, 09:50am):
FAQ for logging in from off campus needs to be turned into a canned message

Tags
Implementation testing

Example Ticket screen capture – page 2

Note from *Kelly Smith* (Nov 23 2015, 09:51am):

follow up on this

[Status changed to *Pending*.]

Reply from *Laura Edwards* (Dec 04 2015, 09:35am):

When accessing the Libraries' databases and other online resources, you will be prompted to log in with your E-Key (EKU email) to make content available to you that is not free on the open web.



Eastern Kentucky University

Central Authentication Service (CAS)

Enter your Username and Password

Username:

john_doe21

Password:

☐ Warn me before logging me into other sites.

LOGIN clear

For security reasons, please Log Out and Exit your web browser when you are done accessing services that require authentication!

Languages:

[English](#) [Spanish](#) [French](#) [Russian](#) [Nederlands](#) [Svenskt](#) [Italiano](#) [Urdu](#) [Chinese \(Simplified\)](#) [Deutsch](#) [Japanese](#) [Croatian](#) [Czech](#) [Slovenian](#) [Catalan](#) [Macedonian](#) [Polish](#)

Technical support - other

Add Tag

Add

► Reuse Answers

Recommendations from your system (FAQs) (10): [hide](#)

- #99285: I tried to login and got an error message. Help?! [copy](#)
- #99210: How do I create a persistent link to a library resource? [copy](#)
- #99437: How do I download an eBook? [copy](#)
- #102769: How do I log in to LearningExpress? [copy](#)
- #107597: Tips for managing a eResource troubleshooting ticket [copy](#)
- #105444: Problem

Example Ticket screen capture – page 3

E-Key login examples:

- Student (john_doe21)
- Faculty/Staff (doej)

Once you login, you should be seamlessly connected to our online resources.

If your login does not work, first make sure you have entered your username correctly. Only use the first part of your email—do not include the domain part of your email address.

Correct: john_doe21

Incorrect: john_doe21@mymail.eku.edu

If you are entering your username correctly and still can't login, [contact IT](#) to make sure your E-Key information is up to date. If IT confirms that your login information is correct, and you are still having problems logging in, please [contact us](#) so we can troubleshoot this problem.

Emailed to: "Kelly testing the chat feature" <kellysmith72@gmail.com>, "Laura Edwards" <laura.edwards@eku.edu>

Note from *Laura Edwards* (Dec 04 2015, 09:37am):

Kelly - I created a macro "Logging in to Library Resources from Off-Campus". Copied and pasted from the FAQ to see how it looks on the patron side.

Emailed to: "Kelly Smith" <kelly.smith2@eku.edu>

Note from *Kelly Smith* (Jan 04 2016, 01:34pm):

[Queue Transfer from: EKU Reference Queue to EKU eResources Queue]

of Style [copy](#)

- #105245: What is my login for the library computers? [copy](#)
- #99447: I downloaded an eBook to my computer but I can't open it. Help?! [copy](#)
- #99237: How do I get an NFPA code? [copy](#)
- #99257: How do I find an ANSI standard? [copy](#)

Recommendations from your system (private) (8): [show](#)

Copy an Answer

Example Ticket screen capture – page 4

Create a Reply

Post an Internal Note

Assign/Transfer

Load Answer

Apply a Macro to this Ticket

No Macro ▾

Apply

Search

No Macro

System-Wide

Logging in to Library Resources from Off-Campus

Styles ▾

Format ▾

Source

Search in LibAnswers (pub ▾)

for

Search

(Results open in a new window)

Web Shortcuts

• [Academic Search Complete](#)

(Results open in a new window)

Add Links

Files (0)



Under the hood... Tickets

Example Ticket screen capture – page 5

CC Answer to "Laura Edwards" <laura.edwards@eku.edu> ✕

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

Transfer to

Select the queue to transfer to

EKU eResources Queue

EKU Reference Queue

Internal Note



Under the hood... Chat

LibChat Dashboard **Chatting as:** Kelly Smith

Status: **Connected**

[Go OFFLINE](#)

! Don't forget to sign off of LibChat at the end of your shift/day.

Chat Activity



Chatting:

Name: Test patron #3

20 seconds ago

Staff: Kelly Smith

Department: ECU Libraries

Monitored Departments

● Kelly

● ECU Libraries

Test patron #3



Test patron #3: testing again

15 seconds ago

You are now connected with Test patron #3

Kelly Smith: This is the staff side of LibChat

just now

Canned Messages



Send

Press ENTER to send



Under the hood... Chat

QID: 674367 Status: New Owned by: Kelly Smith [Unclaim](#)

Asked By: Kelly Testing (kelly.smith2@eku.edu) Asked On: Nov 23 2015, 09:16am Last Updated: Nov 23, 2015 Turnaround: 00:00:00

I'm generating a chat. Please ignore. I will delete later

09:14:17 **Kelly Smith:** Thanks for contacting us. I'm responding to your chat.

09:14:31 **This is Kelly:** Thanks for your help today.

09:14:48 **Kelly Smith:** Bye.

Asked By: [Kelly Testing](#) ⓘ

This is a chat session that was turned into a ticket.

If an end user's issue cannot be resolved and needs follow up, this is a great way to manage that.

Chat history is included in the ticket.

Note from *Kelly Smith* (Nov 23 2015, 09:16am):

Generating a ticket from a chat

[Create a Reply](#)

[Post an Internal Note](#)

[Assign/Transfer](#)

Rich text editor toolbar with options: Styles, Format, Font, Size, Bold, Italic, Underline, Strikethrough, Text color, Background color, Bulleted list, Numbered list, Indent, Outdent, Link, Unlink, Flag, Insert link, Insert image, Insert table, Insert video, Insert audio, Source.

▼ Tags

Implementation testing

► Reuse Answers



Under the hood... Analytics

Manage Metadata

Switch to Group: Collections Group

Topics

Keywords

Tags

EKU Reference Group Topics

For Distance Learners
For Faculty
Printing
Research Help
Resources
Services
Spaces
Technical Help
Technology

Collections (eResources) Group Topics

Discovery
Enhancement Request
EZProxy / Authentication Problem
Link Resolver
Metadata
OCLC System Outage
Subscription Problem
User Technical Issue
Vendor Platform Problem
Workflow Mangement

Tags - apply to all queues in system

* Urgent *

Awaiting Vendor Fix
Help - Directional
Help - Research
Implementation testing
IP / EZproxy
Linking - A to Z list
Linking - Discovery
Linking - link resolver
Metadata update
Open access content
Platform problem - access denied due to excessive downloading
Platform problem - incorrect metadata
Platform problem - missing content
Platform problem - system down
Subscription - activation needed
Subscription - canceled
Subscription - change of pub/platform or title
Subscription - coverage change
Subscription - lapsed
Technical support - browser
Technical support - faculty laptop connectivity
Technical support - media player
Technical support - other
Unresolved - problem cannot be duplicated
Unresolved - referred elsewhere
User error
Workflow - cancelation
Workflow - new resource
Workflow - renewal



Under the hood... Analytics

Knowledge Base Explorer: Tickets

[Tickets](#)[Dates & Times](#)[Source & Form Fields](#)[Answerer & Turnaround](#)[Referrer](#)[Export Stats](#)

ID Full Text Source Status

Asked from to Updated between and Owner

Queue Tag Limit by Day Limit by Time between and

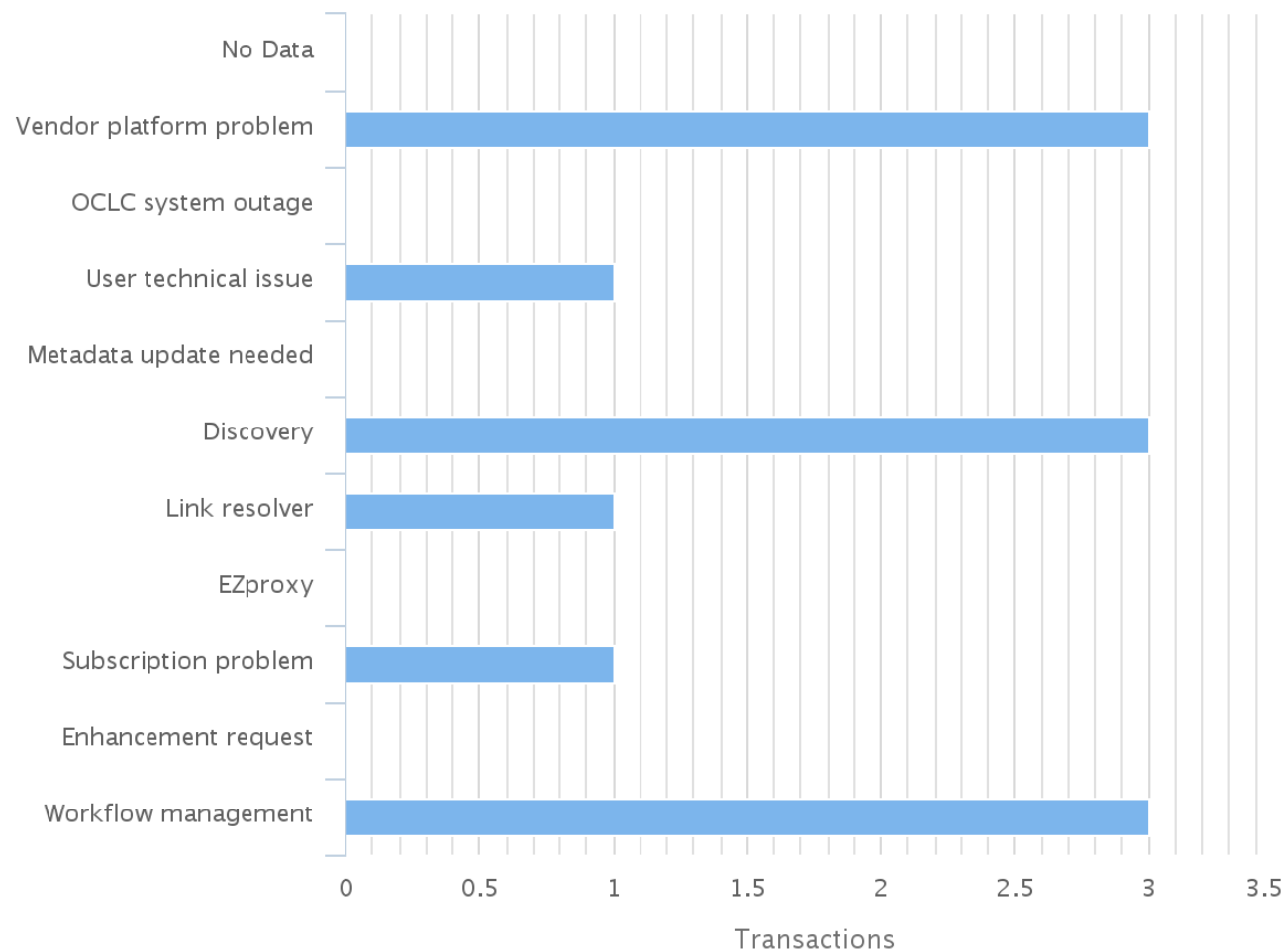
Turnaround (hours) Name Email [Filter](#) [\(Clear filter\)](#)

Showing statistics for 36 (out of 36) Tickets

Monthly Breakdown

Queue	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN
EKU eResources Queue	0	0	0	0	0	0	0	0	1	4	4	19	1
EKU Reference Queue	0	0	0	0	0	0	0	0	0	2	2	3	0
Total	0	0	0	0	0	0	0	0	1	6	6	22	1

Type of Issue Statistics



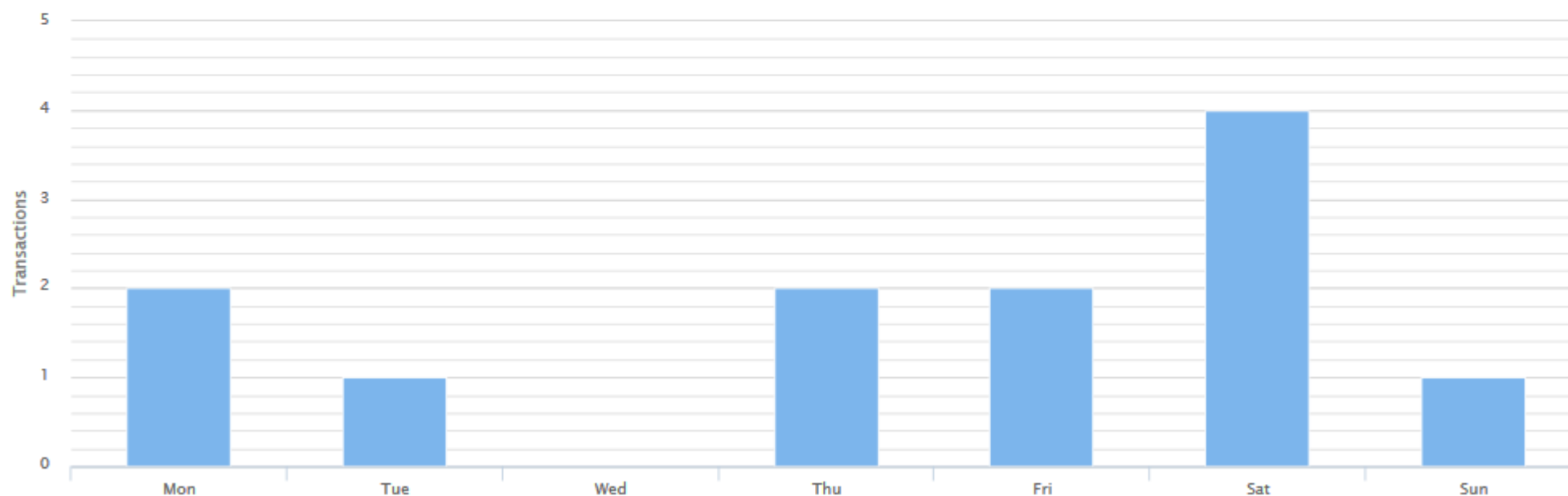


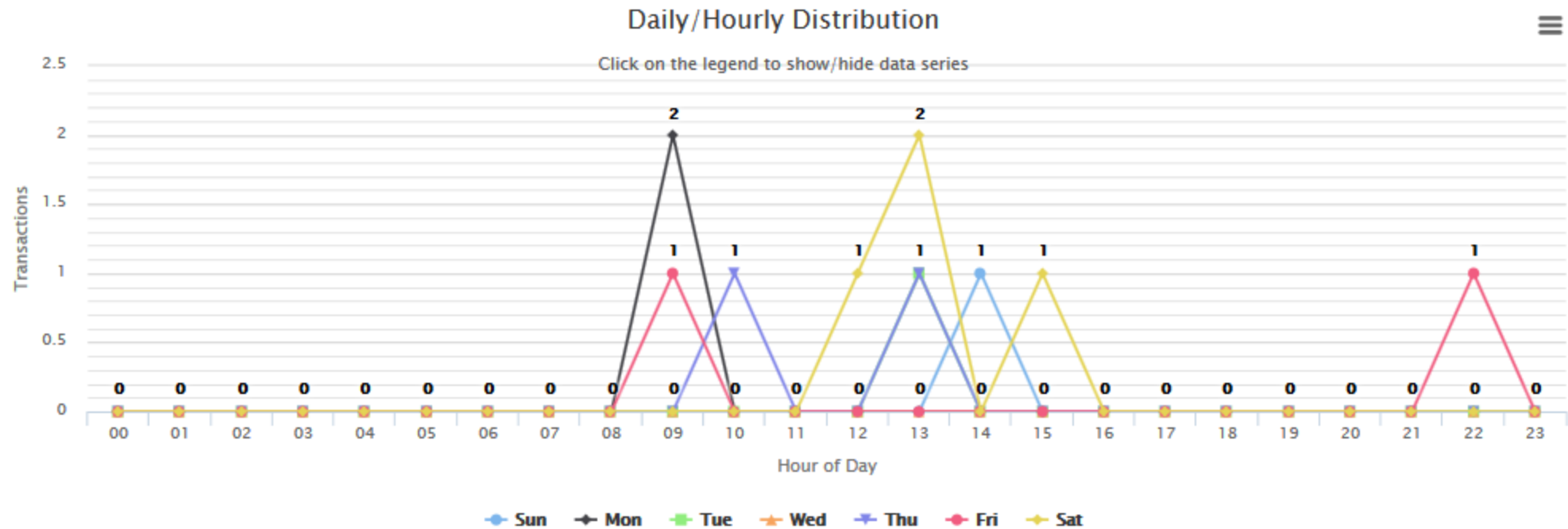
Under the hood... Analytics

Daily Distribution (on what days are the questions asked)

MON	TUE	WED	THU	FRI	SAT	SUN
2 17%	1 8%	0 0%	2 17%	2 17%	4 33%	1 8%

Transactions By Day of the Week








Under the hood... Other Features

Resource Status Update Widget

Status

 **All databases are working normally!**

Having issues logging in?
Clear your cache (CTRL + SHIFT + DEL) and try again.

Twitter Integration

683195


Thx @EKULibResources & @ekulibraries!
Neuroscience display for Tali Sharot
"Optimism Bias" #EKU Thur Dec 3 @ekupsy
<https://t.co/F4a80oZanN>
Asked via Twitter
Queue: EKU Reference Queue
Status: No Response
Site URL / Related Link: No Response
Department or Class (e.g., ENG 102): No Response
More Detail / Explanation: No Response

ErikLiddell
(@ErikLiddell)



Under the hood... FAQ

EKU Libraries / LibAnswers Collections Group


Internal Staff FAQ

LibAnswers: eResource Troubleshooting

7 Answers

Browse: All Groups Topics

Contact Us

 Text us: 859-903-0848

Topics

- EZProxy / Authentication Problem
- Metadata
- Subscription Problem
- User Technical Issue
- Vendor Platform Problem
- Workflow Mangement

Popular Recent Featured

WMS link to eBook incorrect?
Last Updated: Nov 14, 2015 | Topics: Vendor Platform Problem | Views: 2

How do I report a problem broken open access link in an OCLC record that I can't change myself?
Last Updated: Nov 15, 2015 | Topics: Metadata | Views: 0

Problem accessing Chicago Manual of Style
Last Updated: Nov 14, 2015 | Topics: User Technical Issue | Views: 0

RKMA eBook Package 2016
Last Updated: Nov 14, 2015 | Topics: Workflow Mangement | Views: 0

Access denied to All the World's Primates
Last Updated: Nov 15, 2015 | Topics: Subscription Problem | Views: 0



Under the hood... FAQ

I tried to login and got an error message. Help?!

Edit

Group: EKU Libraries Owned By: Kelly Smith Created: Sep 30, 2015 Updated: Nov 13, 2015

Reuse Answers

Answer

Files (0)

Links (0)

Media (0)

Comments (0)

Notes (0)

Styles Format Font Size A A B I S I

There are a few common problems you might encounter when logging in to the Libraries' resources.

EZproxy Server Error

EZproxy Server Error - Please tell your server administrator to check messages.txt/ezproxy.msg for a MaxVirtualHosts error

body

Save Answer Text

Tweet this answer:

Topics

- Technical Help
- Resources

Assign A Topic

Add

Keywords

Add Keyword

Add

Statistics

Helpful Tools

Search in LibAnswers (public)

for

Search

(Results open in a new window)

Q. I tried to login and got an error message. Help?!

Ask Another Question Type your question.

Search

Browse: All Groups Topics

Answered By: Kelly Smith

Nov 13, 2015 32

There are a few common problems you might encounter when logging in to the Libraries' resources.

EZproxy Server Error

EZproxy Server Error - Please tell your server administrator to check messages.txt/ezproxy.msg for a MaxVirtualHosts error

This message indicates that all access to online library resources is down. If you see this MaxVirtualHosts error note, please submit this as a question so we can fix the problem as soon as possible!

Broken Link

Oops! This link is broken. Please copy this error message and paste it in the chat box to the right or email it to systems.library@eku.edu so the Library can fix it. The problem will be addressed within one business day.

If you select a link to an online library resource and you get an "Oops, this link is broken" message, simply copy the error message and send it to systems.library@eku.edu so we can fix it.

CAS Login Errors

The credentials you provided cannot be determined to be authentic.

If you are trying to login via the Central Authentication Service (CAS) screen and get this error message, make sure you are entering your username correctly. Do not include the email domain part.

Correct: john_doe21

Incorrect: john_doe21@mymail.eku.edu

If you are entering your username correctly, and your password has not changed, contact IT to make sure your account is up

Related Topics

Technical Help Resources

Contact Us

E-mail us your question

Call us: 859-622-6594

@ekulibrariesref

Text us: 859-903-0848

Ask Us!

37 Answers **FAQs are suggested as end user types in a question** Browse: All Topics

Chat with the Librarian

Customizable end user ticket submission form

Embedded Chat widget

Sorry, chat is currently unavailable. Please try again later.

Search our Knowledgebase and/or submit your question

How do I login to use library databases and other resources?
I tried to login and got an error message. Help?!
What is my login for the library computers?
How do I get an NFPA code?
How do I find an ANSI standard?
How do I renew a book?

can we help you?

Search help? Tell us about your topic and assignment.

Reporting an issue? Include details about where you started your search, exact steps taken, onscreen messages, etc. Provide relevant **links** to a specific problem resource, if applicable.

Question / Issue *

More Detail / Explanation

Site URL / Related Link

Popular Recent Featured

I tried to login and got an error message. Help?!
Last Updated: Nov 13, 2015 | Topics: Technical Help Resources | Views: 26

Does the library have a fax machine?
Last Updated: Nov 15, 2015 | Topics: Technology Services **Browsable FAQs with locally customized tags.**

How do I find scholarly online resources?
Last Updated: Nov 15, 2015 | Topics: Resources Research Help | Views: 11

How do I get an NFPA code?
Last Updated: Nov 15, 2015 | Topics: Resources | Views: 11

How do I find an ANSI standard?
Last Updated: Nov 15, 2015 | Topics:

Schedule An Appointment

EKU Benefits

1. Ease of implementation
2. Customizability
3. Integration with existing Libguides
4. Intuitive interface
5. Ability to transfer tickets / assign ownership
6. Ability to merge tickets
7. Centralized management of ERM
8. Unique FAQ functionality