IOWA STATE UNIVERSITY
University Library

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Tap the Magic

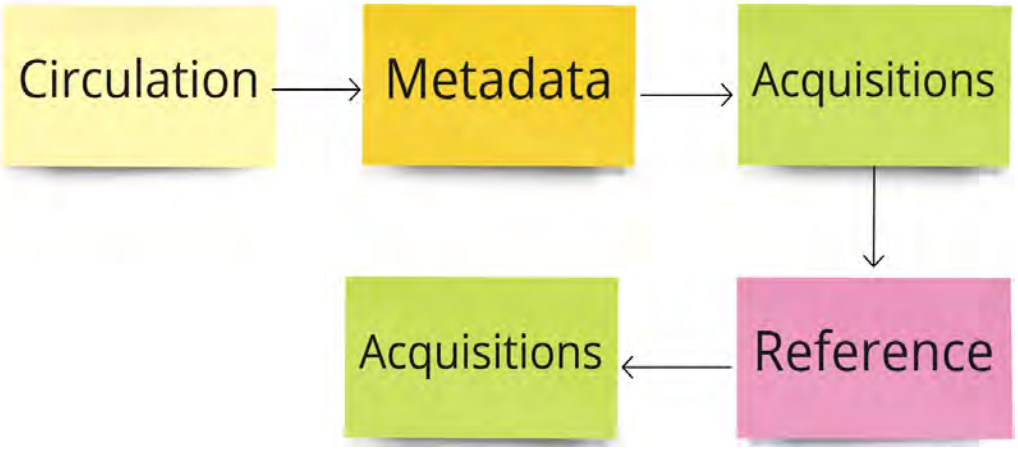
Streamlining collaboration between technical services and research services

Creative Ideas in Technical Services Interest Group
ALA Core Interest Group Week
July 26, 2021

Background

Too much paper

Too many handoffs



Background

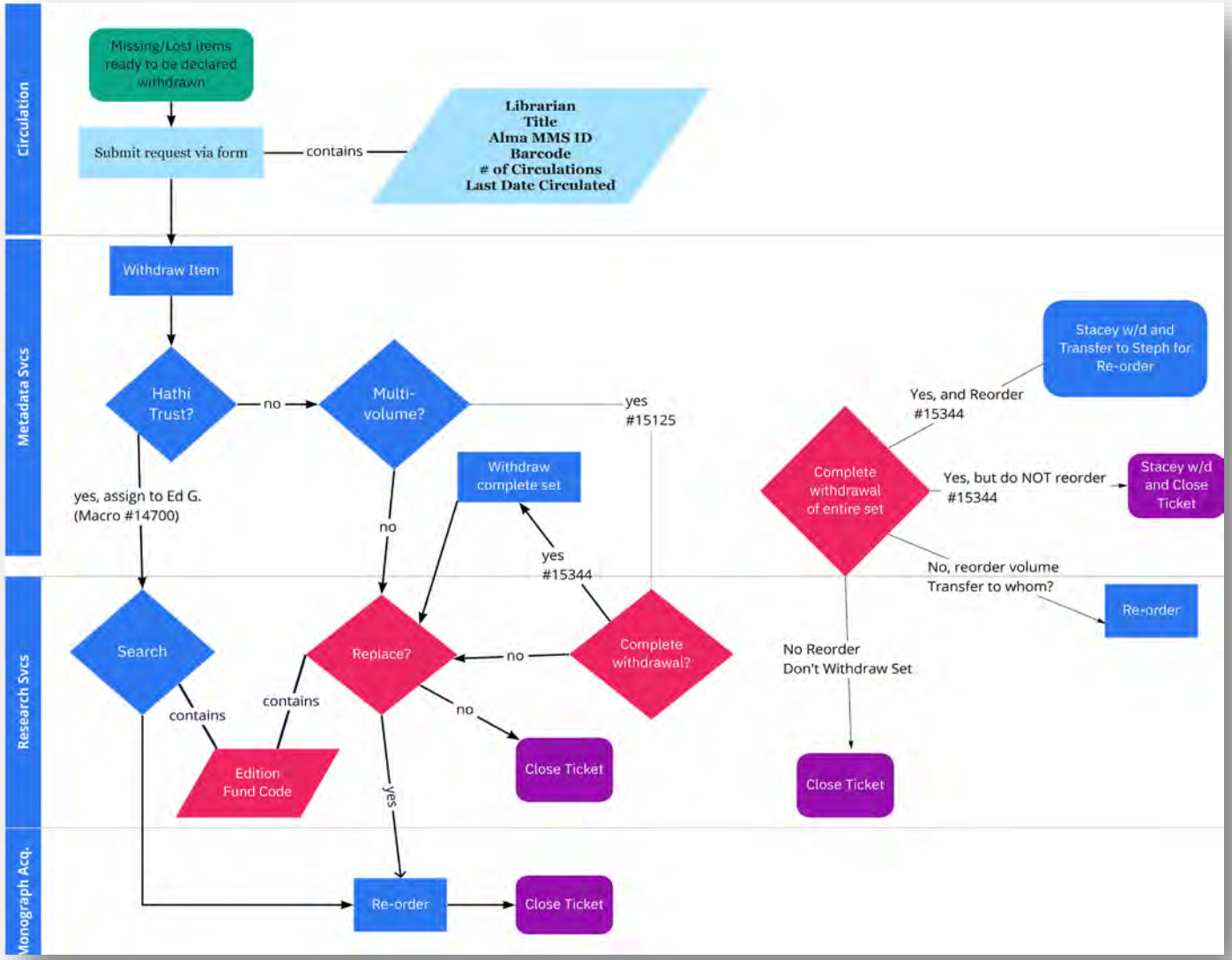
No way to track

No answers

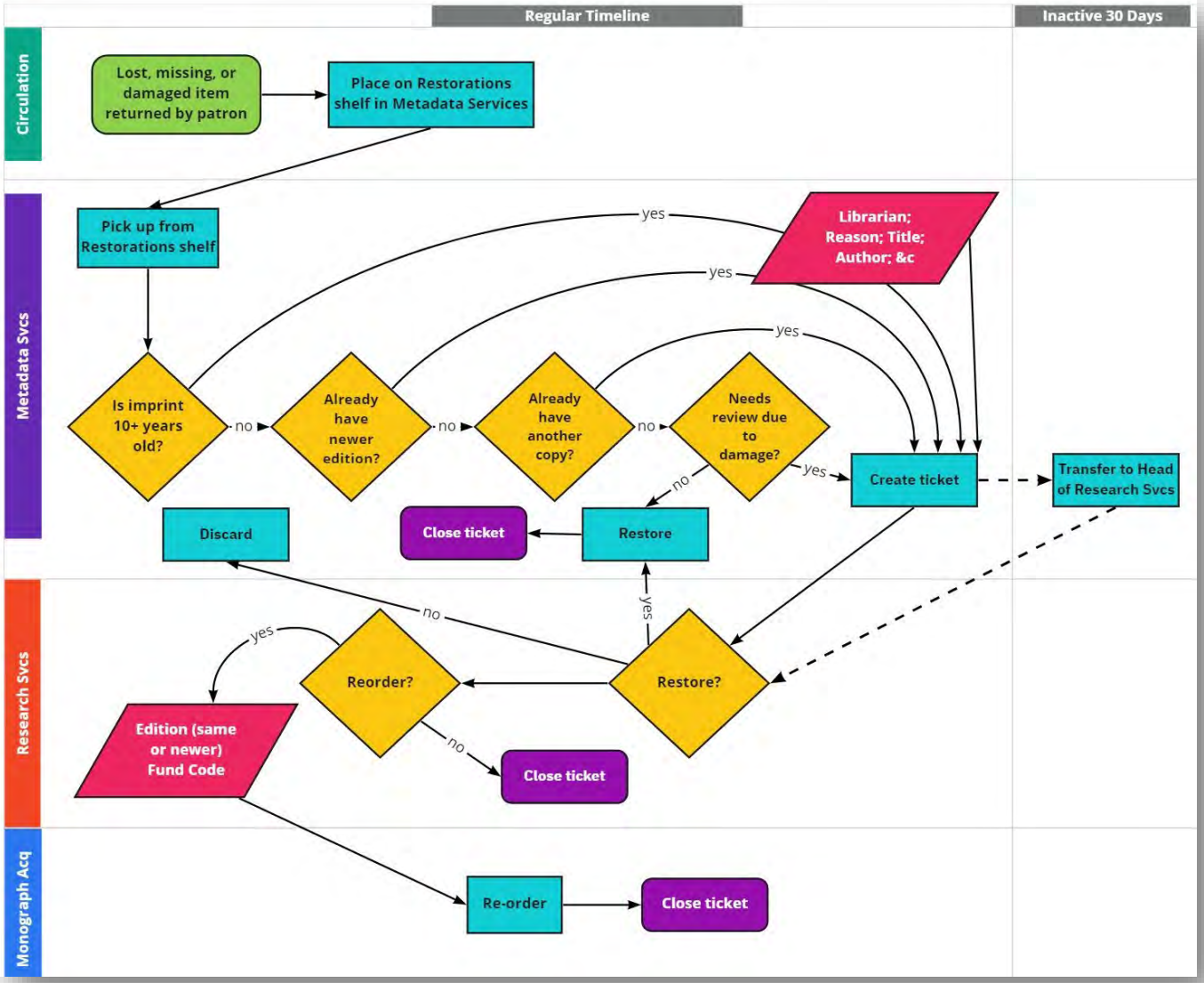
Solution (aka the Magic)

- Flowcharts
- springshare LibAnswers

Withdrawals



Restorations



Widgets

Withdrawal Request

Fill out the following to submit to a librarian for withdrawal.
ALL FIELD REQUIRED!

Sent by (email) *

Choose the librarian from the subject code list by call number

Subject Librarian *
Select One

Title

MMSID

Barcode *

 # Of Circulations *

Last date of circulation *

Fields marked with * are required.

Submit

Restoration Review Request from Metadata Services

Fill out the form to submit a Restoration Review Request to a librarian.

Your Email *

Librarian *
Select One

Please review for restoration because *

- ☐ Imprint is over 10 years old
- ☐ Newer edition is already in the collection
- ☐ Library already has another copy
- ☐ Physical condition of the item warrants further review

Title

Author

ISBN/ISSN

Alma MMS ID

WorldCat Link

Condition

Tickets (email version)

From: alerts@iastate.libanswers.com
Subject: [Restoration Review Request] The raven, and other poems
--# This ticket is assigned to you. Type your reply above this line to respond to the customer directly. #--
Or go to the ticket to add a reply / internal note:
https://iastate.libanswers.com/admin/ticket?qid=7737536

Original Question
Jul 16 2021, 01:41pm via Widget
The raven, and other poems
Book is on your shelf in Parks 204 if you would like to look at it.

Questioner Information
Name: Harriet W
Email: harrietw@iastate.edu
Librarian: Dawn Mick
Please review for restoration because: Newer edition is already in the collection
Author: Poe, Edgar Allan
Alma MMS ID: 9900011070001027 56
>>>snip<<<

Tickets (LibAnswers platform)

QID: 7737536 **Status:** New **Queue:** Restoration Review Request **Owned by:** Harriet Wintermute Unclaim

The raven, and other poems

Book is on your shelf in Parks 204 if you would like to look at it.

Asked By: Harriet W

No replies to this ticket

Create a Reply | Post an Internal Note | Assign/Transfer

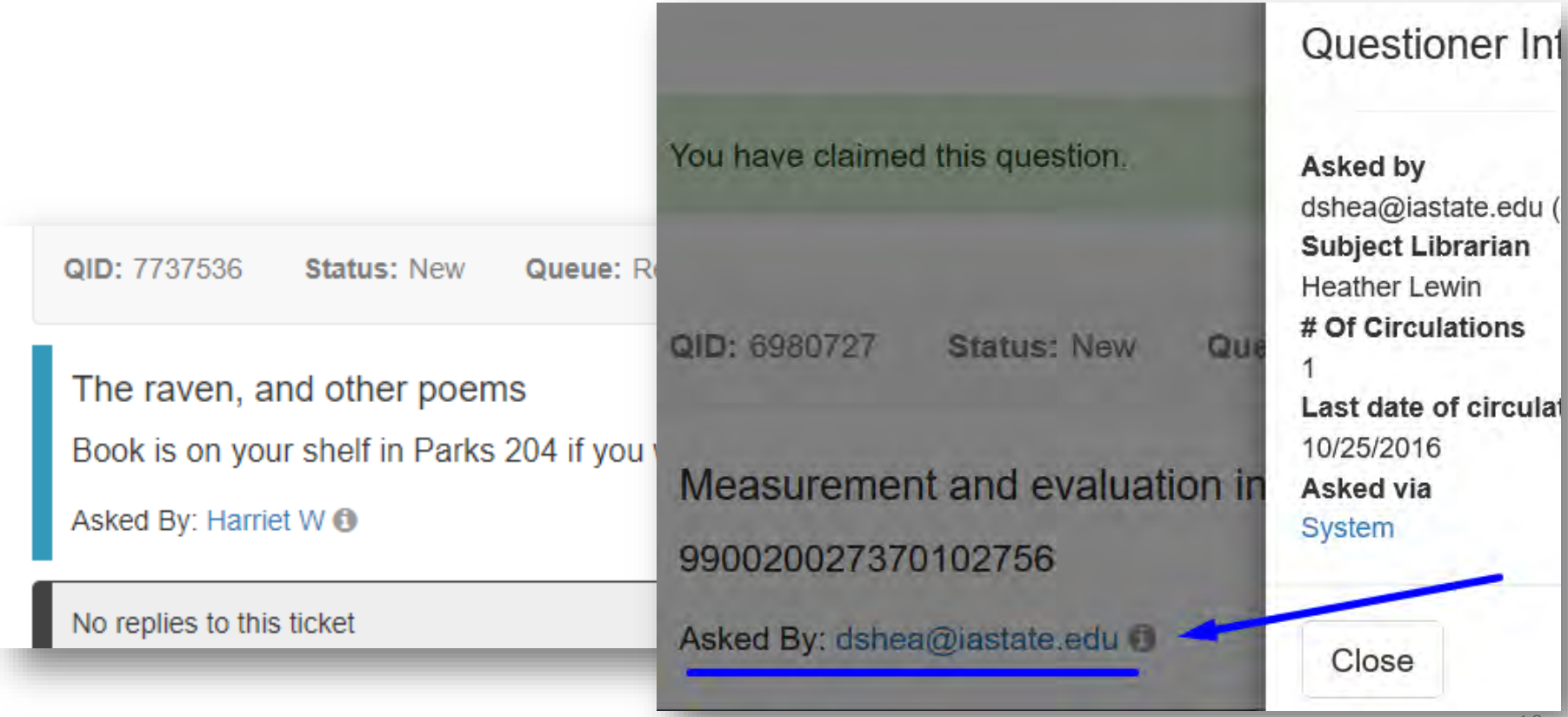
Apply a Macro to Ticket No Macro Apply

Instructions for Spellcheck

Styles Normal Font Size Source

Limitations

- **1:1 widget & queue**
- **Simple templates & interface**

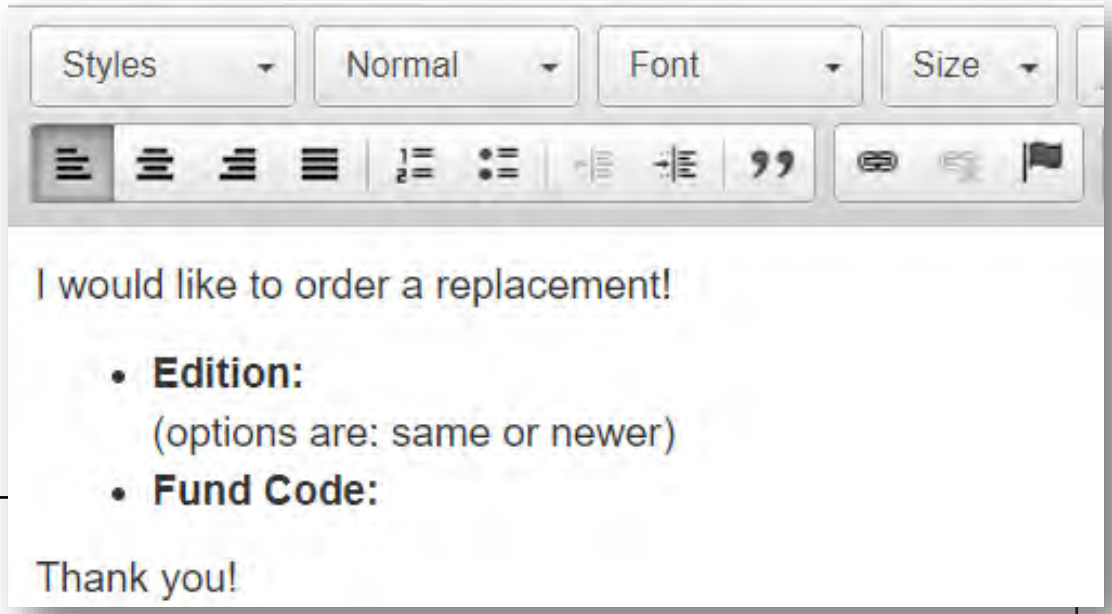


Limitations

- New or unfamiliar workflows and platform
- "Flipped" ticket communication

LibAnswers tricks

- Macros
- Email templates



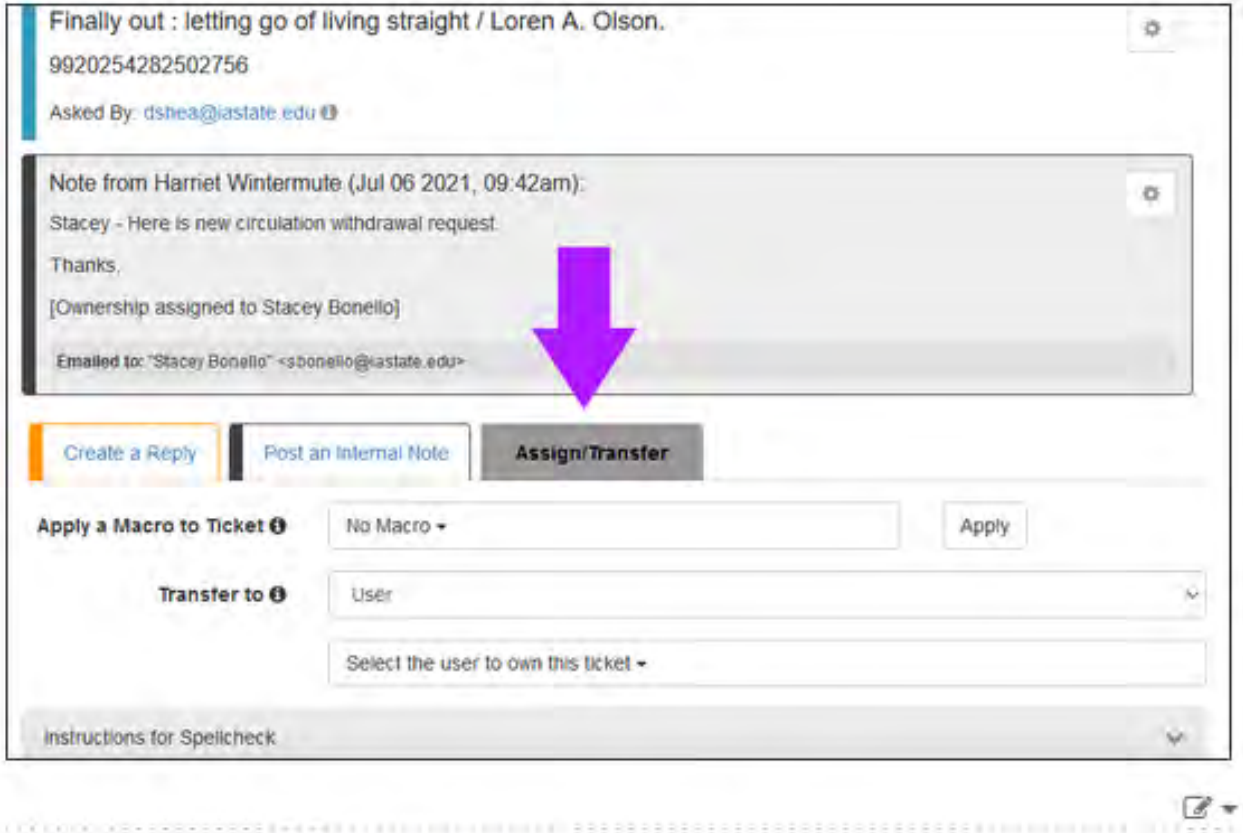

```
{{#t.formfields}}
    {{#field}}
        <strong style="color: #666;">{{{label}}}:</strong> {{{value}}}
    {{/field}}
{{/t.formfields}}
</p></div>
```

** Reminder: This is a ticket request generated by Metadata Services staff to facilitate the restorations of materials returned damaged or found after reported lost/missing. We are contacting you about the above item because it failed to meet our criteria for automatic restoration. **

Training

LibAnswers

2. Select the Assign/Transfer tab



3. In the Transfer To: box, select 'User'

4. In the 'select user to own this ticket' dropdown, select 'Steph

Training

ExLibris Alma

Barcode 32792028539736

Of Circulations 3

Last date of circulation 3/23/2015

MMSID 990017489090102756

Search MMS ID in Alma

Navigate to Alma and login. Use the Repository Search box located at the top. Try using a search for "All titles" using the "MMS ID" option. Click inside search box and use keyboard shortcut CTRL+V to paste the MMS ID. (Right-clicking inside the search box and selecting Paste from the pop-up menu is another method.) Press ENTER or the magnifying icon to process the search.

(Reminder - if you need assistance accessing Alma, please email Library IT.)

View MMS ID match in Alma

Because you searched for a MMS ID, only one bibliographic record match should come up in the results list. Most likely, it will have the gray suppressed icon next to the title. Once the record is pulled

Abracadabra, it works!

Resources

Our widgets!

- Withdrawals: https://go.iastate.edu/91FM4L
- Restorations: https://go.iastate.edu/UA23UM

Our LibGuide! https://instr.iastate.libguides.com/cts-tickets

Awesome flowchart tool! https://miro.com

Handy LibAnswers help pages!

- Customize email templates: https://ask.springshare.com/libanswers/faq/1623
- Create and manage macros: https://ask.springshare.com/libanswers/faq/1587
- Bulk changes to tickets: https://ask.springshare.com/libanswers/faq/1640

Thank you!

Slides and flowcharts:
https://go.iastate.edu/RYNLLE

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Our sincere thanks to our colleagues for testing and adopting these workflows. Their feedback was very valuable.

Attributions

https://upload.wikimedia.org/wikipedia/commons/thumb/f/f0/Busy_desk.svg/1280px-Busy_desk.svg.png

https://imgflip.com/i/5gpwqq

https://imgflip.com/i/5gz00x

https://imgflip.com/i/5h3u32

https://springshare.com

https://exlibrisgroup.com/products/alma-library-services-platform/?irl=libraryoffice

https://knowyourmeme.com/memes/sites/routoftheloop

https://www.hacktheunion.org/wp-content/uploads/2017/04/thumbs-up.jpg