

LibAnswers for E-Resources: ticketing and tracking platform

Davina Harrison, Resources Management Services Assistant, Webster University

Heidi Vix, Electronic Resources Librarian, Webster University

Background info on Webster Library eResources Team

- ▶ New position in 2011
 - ▶ Job previously done by several librarian's in multiple departments
 - ▶ Heidi working solo
- ▶ January 2015 - eResources Team formed
 - ▶ Davina joins Heidi's for troubleshooting and solving problems

E-Resources ticketing

- ▶ Multi-user system
- ▶ Categorization & archive need
- ▶ Minimal budget
- ▶ Preferably not locally hosted

Springshare's LibAnswers

- ▶ Used by Reference
- ▶ Key features already:
 - ▶ FAQ
 - ▶ Question Form
 - ▶ Analytics & Archive
 - ▶ Customizable
 - ▶ Familiar to patrons
- ▶ Inexpensive to add another queue

Form

Go to:

[Library Homepage](#)

[Library Catalog](#)

[Databases](#)

[Journals/Magazine](#)

[/Newspapers List](#)

Report an eResource Issue/Problem

eResource Issue/Problem

Subject: (Please briefly describe the problem)

Describe the problem in detail

Attach a file

[Attach another file](#)

Your Info

Name

Email (this will not be shared with outside parties) *

This problem is related to the use of: *

Select One



If other, please describe.

Please paste any relevant URLs

Please paste any additional relevant URLs

Receive an email confirmation of your submission.

Fields marked with * are required.

Submit Your Question

Customizable

- ▶ [Webster University Library eResources Form](#)
- ▶ Font, colors, boxes all customizable
- ▶ Options to help with troubleshooting:
 - ▶ File attachments and screenshots
 - ▶ Relevant URLs
 - ▶ Dropdown menus to help accelerate answers
- ▶ Notification options
 - ▶ Direct email
 - ▶ Direct reply still captured in system
- ▶ Dashboard easily shows which queue (Reference or E-resources)

How users reach us

- ▶ Not on main site
 - ▶ Robust Reference services
 - ▶ Relevant questions referred to us
- ▶ Link on Article Linker page

Article Linker

NOTE Please include a Journal, ISSN, DOI, or PMID.

Format: Article / Journal Book Dissertation Patent Genre:

Article Title:

Journal: ISSN:

Volume: Issue: Page: Date:

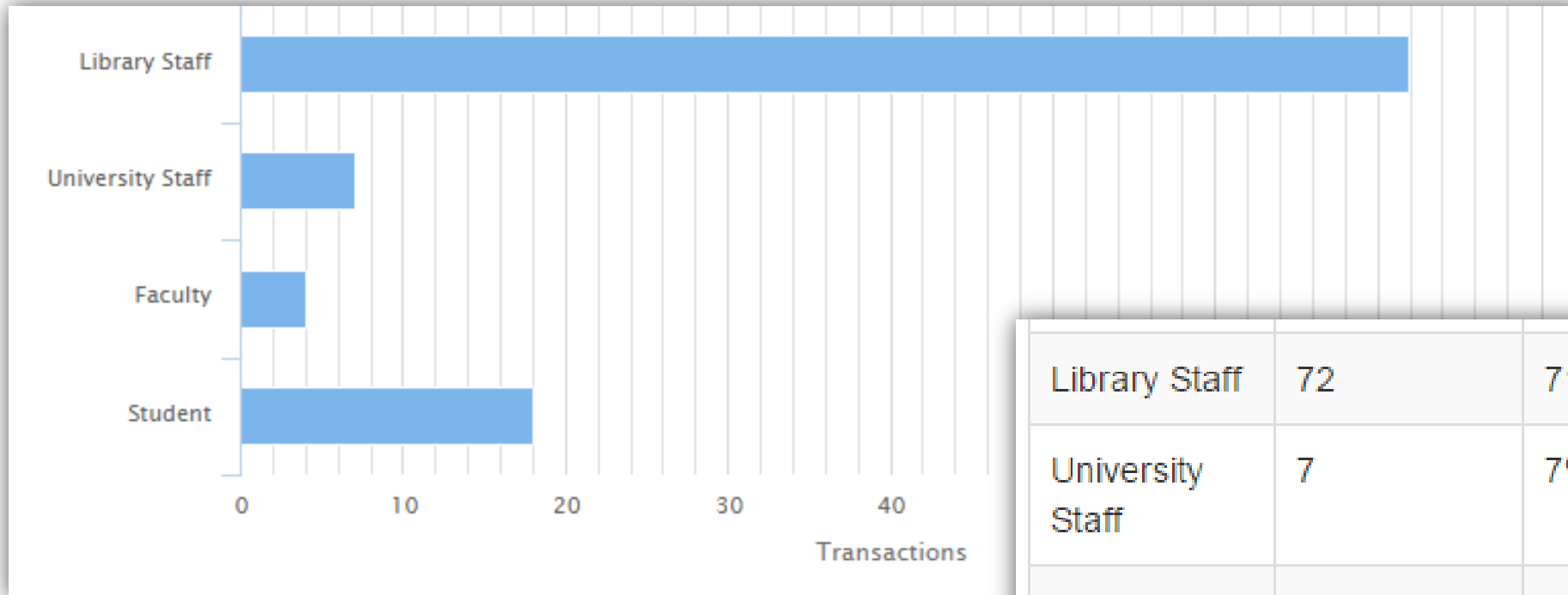
Author (surname): Author (first):

Author (full): Author (corp):

DOI: PMID:

Would you like to know more about the requesting/borrowing process? [Find out here.](#)
Found a problem with a journal or article link? [Tell our eResources team.](#)
Go to [Journals/Magazines/Newspapers List home page.](#)

Who uses it?



Library Staff	72	71%
University Staff	7	7%
Faculty	4	4%
Student	18	18%

Dashboard for eResources & Reference

Administrative Announcement

New chat! Sign into the new chat using mobius-webster-yourname and default password 101Edgar here: <https://libraryh3lp.com/webclient/#/client>

Now that Reference (Default) and eResources share a single platform for the two queues, remember to select the Queue and then update the list with the Filter button.

[Edit this box here.](#)

Open Tickets (1)

Pending Comments (0)

Pending Ideas/Votes (0)

Errors (0)

Spam (0)

Status Posts

Queue eResources ▾

eResources

Reference

Source All Sources ▾

Status Not Closed ▾

Owned by View All ▾


Name

Email

Filter

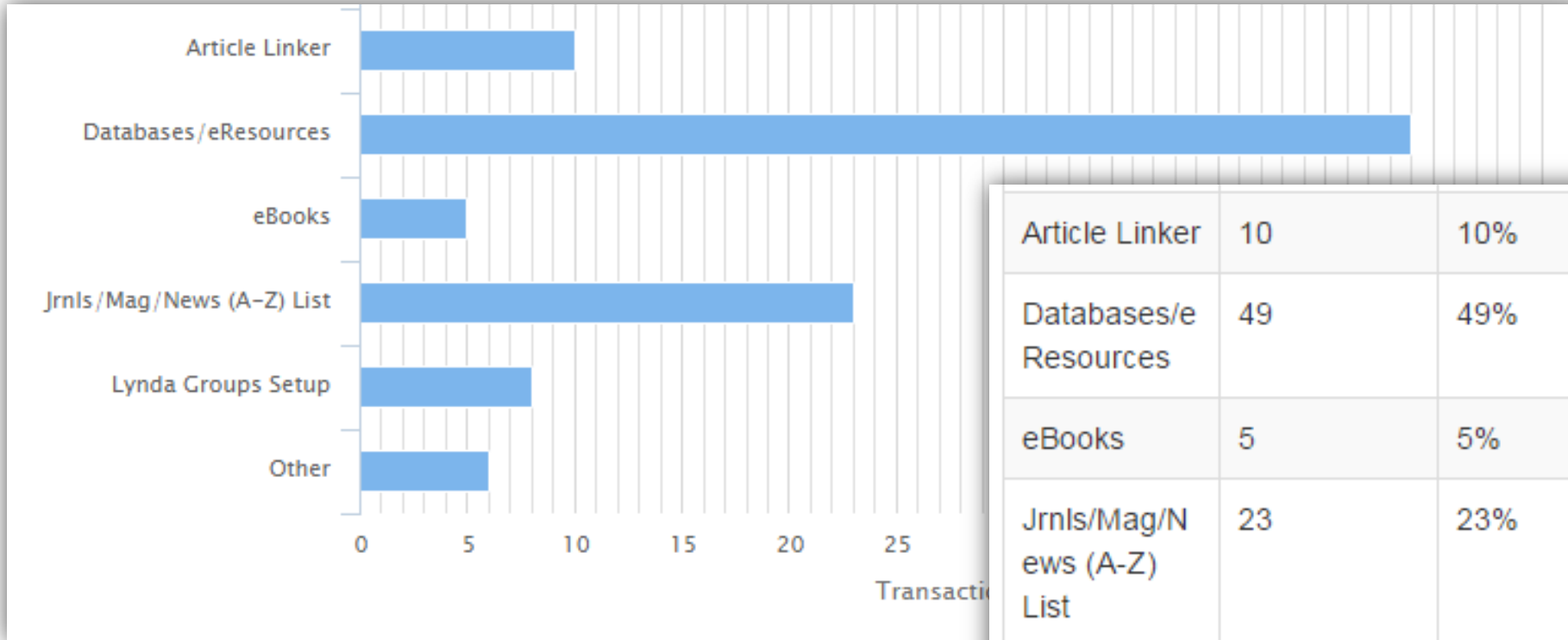
(clear)

Tickets 1 - 1 (of 1)

Id	Status	Queue	Question	Last Message From	Owner	Updated ↓
773657	Open	eResources	The Lancet citations in PsycInfo  Rick (rick@webster.edu) Asked via System	User	Heidi Vix	Feb 02 2016, 09:53am



What questions do they ask?




Article Linker	10	10%
Databases/e Resources	49	49%
eBooks	5	5%
Jrnls/Mag/News (A-Z) List	23	23%
Lynda Groups Setup	8	8%
Other	6	6%

Example Questions

- ▶ Serials holdings inconsistencies

- ▶ Example (American Educational Research Journal)

 **American educational research journal** (0002-8312) [Look up Article](#) [More full text options](#)
from 1964 to present in [Webster Periodicals](#) Incomplete holdings. Missing v.8:no.3 (1971)
from 04/01/2001 to 12/31/2009 in [ABI/INFORM Complete](#)
from **01/01/2013 to present** in [EBSCOhost EJS](#)

- ▶ Broken URLs

- ▶ Ebooks
 - ▶ Databases

- ▶ Serials not allowing full text access

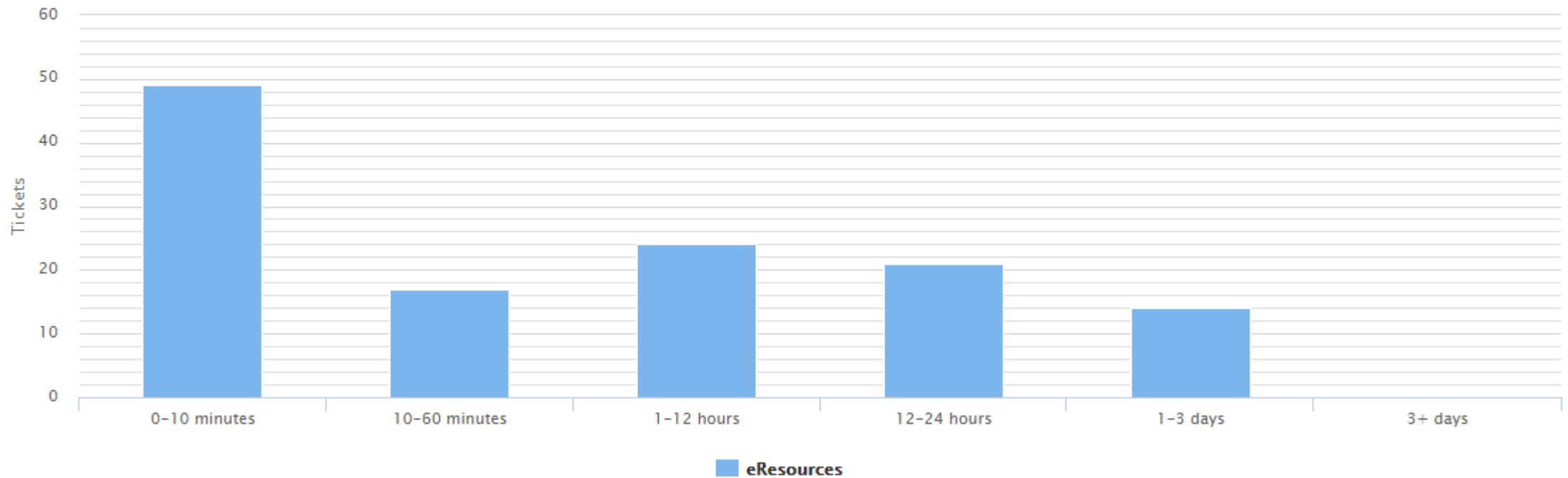
- ▶ Example

Turnaround time?

Queue	0-10 minutes	10-60 minutes	1-12 hours	12-24 hours	1-3 days	3+ days
eResources	49 39.2%	17 13.6%	24 19.2%	21 16.8%	14 11.2%	0 0%

Average Response Time: 8 hours, 14 min

Turnaround Time Statistics



Demo

- ▶ <http://libanswers.webster.edu>

Why we love it

- ▶ Easy to update
- ▶ User friendly
- ▶ Training documentation for admin is comprehensive

What we don't use

- ▶ FAQ
- ▶ SMS
- ▶ Email templates

Problems & wishes

- ▶ Reopened tickets
- ▶ Login-specific filtering of queues

What other libraries use

- ▶ [Georgetown University Library](#)
- ▶ [Colorado State University Library](#)
- ▶ [University of Illinois at Urbana-Champaign](#)
- ▶ [Wichita State University](#)

Questions?



Contact information

- ▶ Davina Harrison
Resources Management Services Assistant
harrisond@webster.edu
- ▶ Heidi Vix
Electronic Resources Librarian
heidivix29@webster.edu