



St. Charles City-County
Library

Leveraging Your LibAnswers Subscription

A Public Library Perspective

Carol Schrey - Laura Woike - Sara Nielsen



What is LibAnswers?

- LibAnswers is a multi-channel communication platform for libraries.
- Libraries answers questions via:
 - Chat
 - SMS
 - Email
 - Facebook
 - Twitter
- Also provides library an FAQ platform



Welcome to our new brand!
New website coming soon...



St. Charles City-County
Library

a kaleidoscope of discovery

St. Charles City-County Library / Search our FAQs or Ask Us for help

Browse: 73 Answers Topics ▾

Search our FAQs or Ask Us for help

Popular

Recent

How do I get to Consumer Reports Online?

Last Updated: Nov 14, 2017 | Topics: [Digital services](#) | Views: 163

How do I get a title that the St. Charles City-County Library does not own?

Last Updated: Apr 03, 2017 | Topics: [Purchase suggestion.](#) [Borrow from Another Library](#) [Interlibrary Loan](#)

[Suggest a title](#) | Views: 162

Can I use OverDrive without an app or software?

Last Updated: Mar 31, 2017 | Topics: [Audiobooks](#) [eBooks](#) | Views: 160

How do I get to my email account?

Last Updated: Aug 02, 2017 | Topics: [Technology](#) | Views: 129

Can I get my Passport at the Library?

Last Updated: Nov 16, 2017 | Views: 128

Ask Us

We're happy to answer your questions. Please use the following ways to contact us and a staff member will get back to you with the answer. Please note, chat service is available during regular library hours until one half hour before closing.



[Ask Us - Live Chat](#)



[Text us: 636-492-5018](#)



[Ask Us or Submit a Comment](#)



[Suggest a Purchase](#)



[Email Us](#)



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Background

- **2016 Tech Expo Presentation: *LibAnswers for E-Resources***
 - More efficient than email routing system we were using
 - Easy to transfer to another librarian
 - Tracks problems
- **PLA**
- **Trial**
 - Began in July
 - Signed contract in October





Planning, Practice and Roll-Out

- **One queue**
 - Focus on chat reference
 - FAQs
- **Ask Us**
- **Implementation team**
- **Gift Card Contest**
 - Get a login, get an entry
 - Practice question, get an entry
- **Live on March 3, 2017**



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Ask Us - Live Chat



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Ask Us or Submit a Comment



Suggest a Purchase



Email Us

Challenges

- **Staff Concerns**
 - Priority: In-person or online
 - Logging off at the end of the day
 - Unknown volume of questions
 - Fear of “Big Brother”



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Challenges



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- Making it easy to log on
- Integration with website
- Sound
- Handling “interesting” customers
- Which questions should be handled by a manager
- Management/performance - what do managers get to see?



Suggest a Purchase

What we were doing before:

Forwarded to a Collection Development email or branch staff

Problems:

- **No continuity - tone, speed of response**
- **No way of knowing what materials were approved for purchase, what was being turned down**
- **Difficult to organize using only Gmail folders**

Suggest a Purchase



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PURCHASE SUGGESTIONS via WEB COMMENTS – STAFF TO FORWARD EMAILS TO			
FORMAT	ADULT	CHILDREN'S	TEEN
Book	Collection Development colldev@stchlibrary.org	Maggie Melson/Marla Capstick mmelson@stchlibrary.org mcapstick@stchlibrary.org	Maggie Melson/Marla Capstick mmelson@stchlibrary.org mcapstick@stchlibrary.org
CD Music	CD Music cdmusic@stchlibrary.org	Ashley Runyon arunyon@stchlibrary.org	CD Music cdmusic@stchlibrary.org
CD Spoken	CD Spoken cdspoken@stchlibrary.org	Maggie Melson/Marla Capstick mmelson@stchlibrary.org mcapstick@stchlibrary.org	Maggie Melson/Marla Capstick mmelson@stchlibrary.org mcapstick@stchlibrary.org
DVD	DVD Collection dvdcoll@stchlibrary.org	Ashley Runyon arunyon@stchlibrary.org	DVD Collection dvdcoll@stchlibrary.org
eAudio	eAudios Adult eaudios@stchlibrary.org	Julie Schwartz jschwartz@stchlibrary.org	Elizabeth Lippoldt elippoldt@stchlibrary.org
eBook	eBooks Adult ebooks@stchlibrary.org	Julie Schwartz jschwartz@stchlibrary.org	Elizabeth Lippoldt elippoldt@stchlibrary.org
Large Print Book	Collection Development colldev@stchlibrary.org	Maggie Melson/Marla Capstick mmelson@stchlibrary.org mcapstick@stchlibrary.org	Maggie Melson/Marla Capstick mmelson@stchlibrary.org mcapstick@stchlibrary.org
Graphic Novel	GN Collection gncoll@stchlibrary.org	Maggie Melson/Marla Capstick mmelson@stchlibrary.org mcapstick@stchlibrary.org	GN Collection gncoll@stchlibrary.org
Video Games	VideoGameCollection videogamecollection@stchlibrary.org (Forward all - Adult, Children's and Teens)		

Categories

Expand label: Categories

- A - START HERE
- A - WCom - DONE...
- Amazon TO DO
- Author Promo's
- CD Spoken
- eAudio
- eBook
- Follow up
- Gmail How To
- Graphic Novel
- ILL/Selection Guid...
- Library Aware (1)
- Local Author
- Multiple Requests
- Not Purchasing
- Ordered AMAZON
- Ordered DIRECT
- Ordered Special (fr...

- Ordered Special (fr...
- Ordered TS360 (1)
- Romantic Times Bo...
- Title in Catalog
- Title not available f...
- Title Not Available i...
- Title Out of Print
- To Branches/Other ...
- TO Customer
- NextReads News...
- TO DO
- TO ILL
- TO Tech Services
- Too Soon to Purch...
- Unable to Verify (1)

Insert

- Reply for custome...
- Overdrive Holds n...
- Buy more copies?
- No purchase-ILL
- Overdrive Hold op...
- Adding Title to C...
- Overdrive Hold Ca...
- Overdrive Replace...
- Not Available -Br...
- Multiple Reqs Lim...
- Web Comment Reque...
- Local Author Quer...
- Over 6 months unt...
- RUSH cart, Place ...
- For Amazon Order ...
- Automatically You...
- Overdrive hold ca...
- Popular Author
- OP - eBook or ILL

Forward to YA

In catalog/Place ...

Unable to verify

Kindle eBook-No p...

Sel guidelines-ILL

Not available-che...

MOST WANTED Colle...

Web Comment Out o...



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Suggest a Purchase

Challenges:

- **Already had a form that was used heavily and wanted to make an easy transition for the customer**
- **Limitations as we tried to translate the existing form**
- **Email required**
- **PAC issues**
- **Implementing a large workflow change too**

Suggest a Title for Purchase

Use this form to suggest items for purchase that are not in the catalog. Please complete as much information as possible. No more than 5 requests per cardholder will be reviewed per week.

Purchasing books by popular authors and popular movies are part of the library's regular selection practices. There is no need to complete a purchase suggestion for this type of material. Please continue to check the catalog for these items and place your reserve when available.

If your suggestion is purchased, a reserve will be placed using the library card number provided. We cannot place a reserve for eAudio or eBook titles. Items not purchased and not in our catalog may be available to borrow from another library system through [InterLibrary loan](#).

Title

Author

Audience *

Format *

ISBN, Publisher, and any other information that will assist us in locating the title.

Name *

Library Card Number *

Email *

Receive an email confirmation of your submission.

Phone Number

Branch to Pick Up Item: *

Fields marked with * are required.

Submit Your Question



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Suggest a Purchase

Success:

- **Continuity - All using the same macros that we could customize, no bouncing people around unnecessarily - but easy to transfer if needed**
- **Track customer history**
- **Speed**
- **Great Analytics**

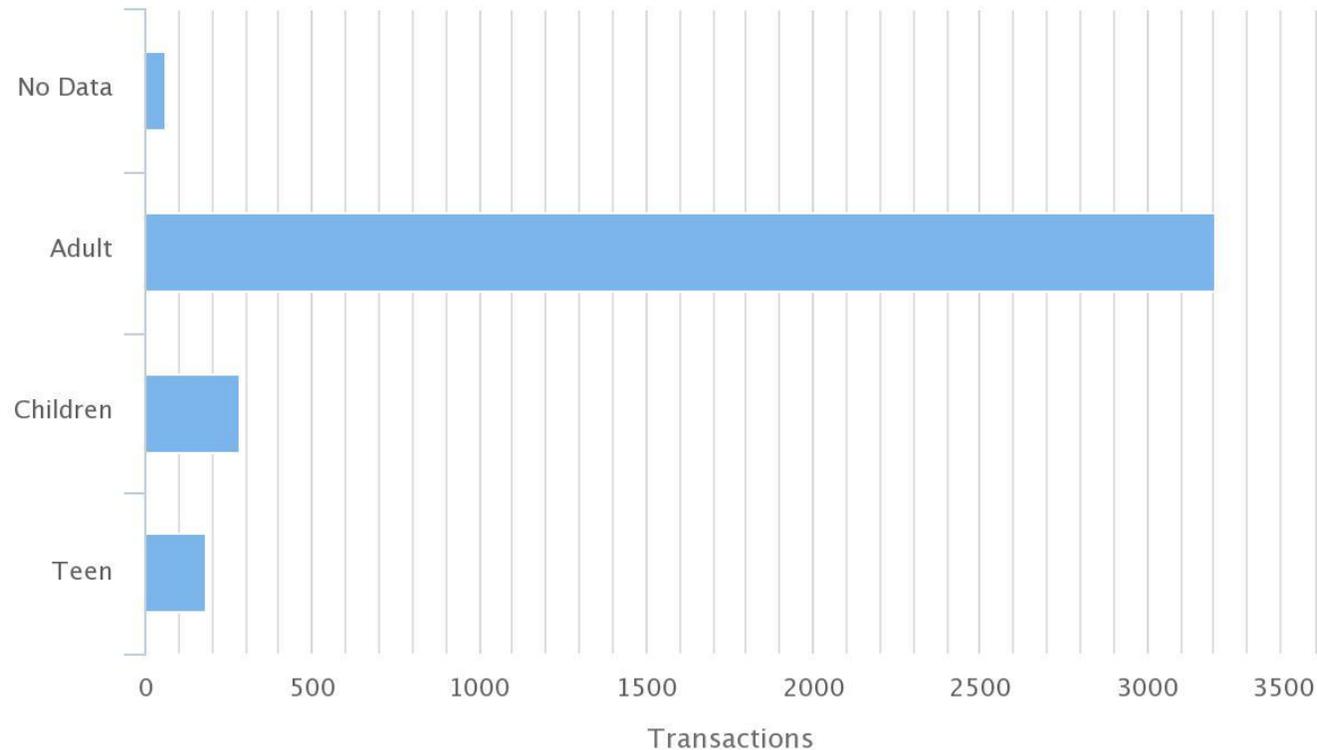
Suggest a Purchase



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May 22, 2017-December 22, 2017 - 3,727 purchase suggestions reviewed

What was the audience? Statistics



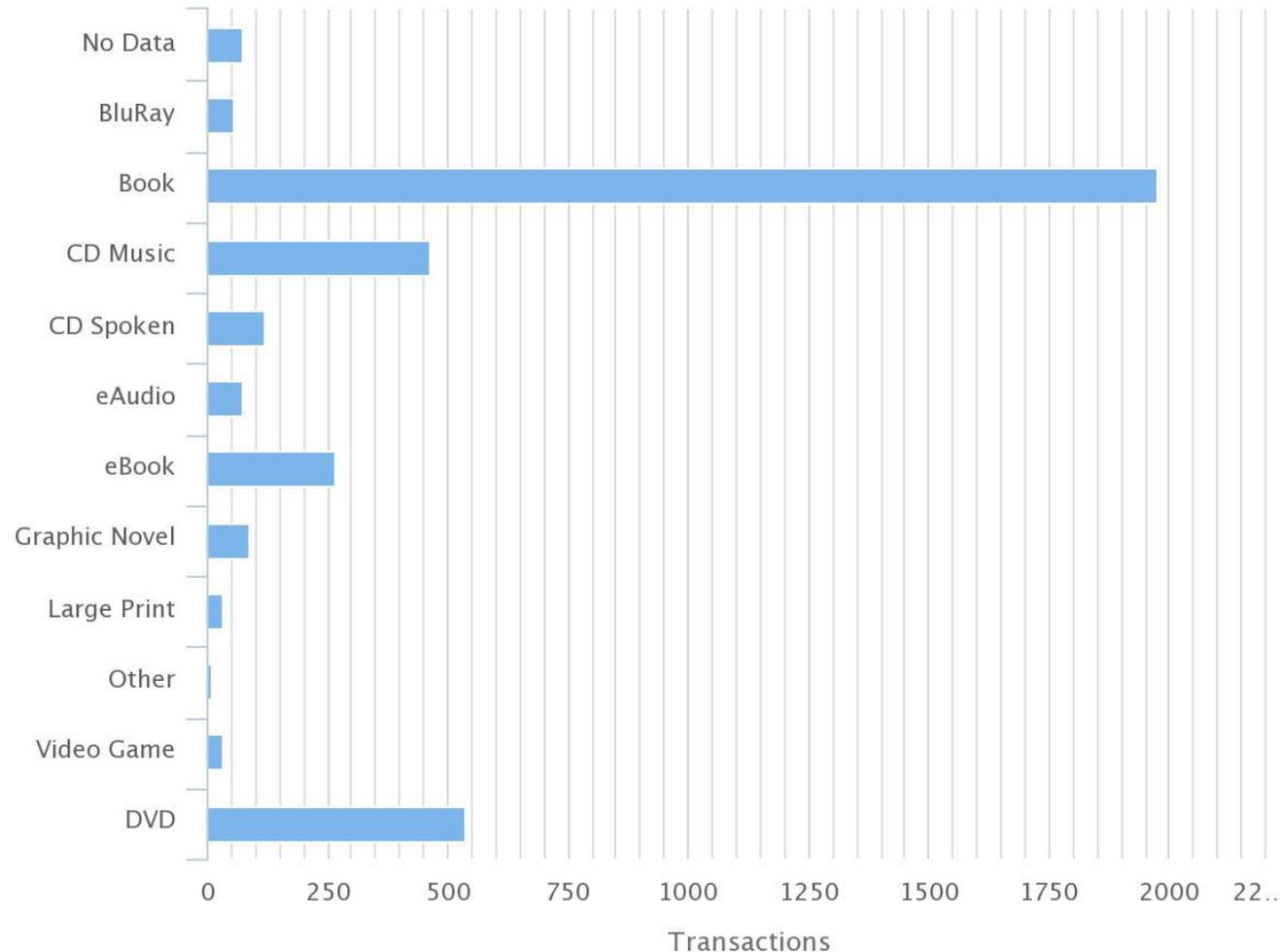
Value	Count	%
No Data	59	2%
Adult	3206	86%
Children	281	8%
Teen	181	5%

Suggest a Purchase



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What was the format? Statistics



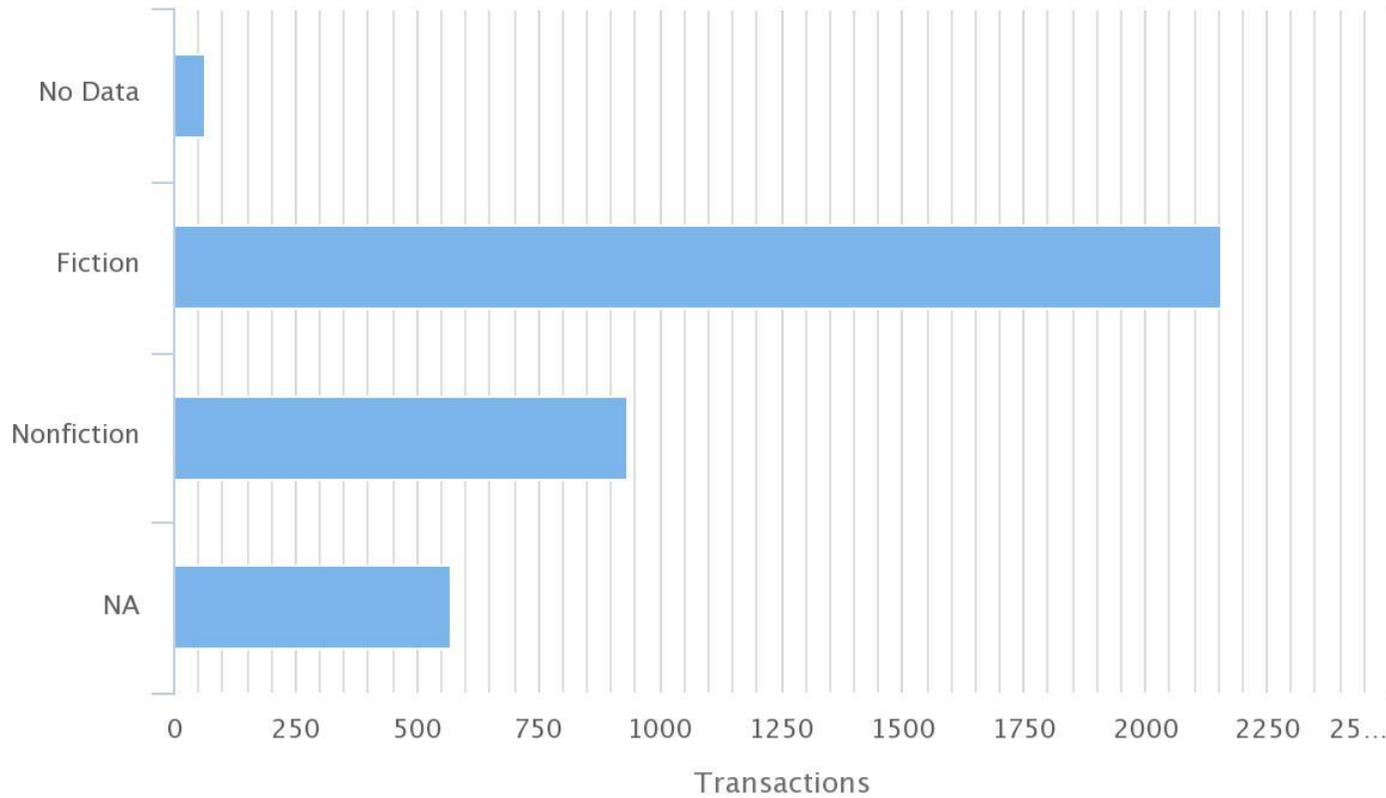
Value	Count	%
No Data	72	2%
BluRay	55	1%
Book	1977	53%
CD Music	464	12%
CD Spoken	120	3%
eAudio	73	2%
eBook	268	7%
Graphic Novel	86	2%
Large Print	34	1%
Other	11	0%
Video Game	33	1%
DVD	534	14%

Suggest a Purchase



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What purchasing area? Statistics



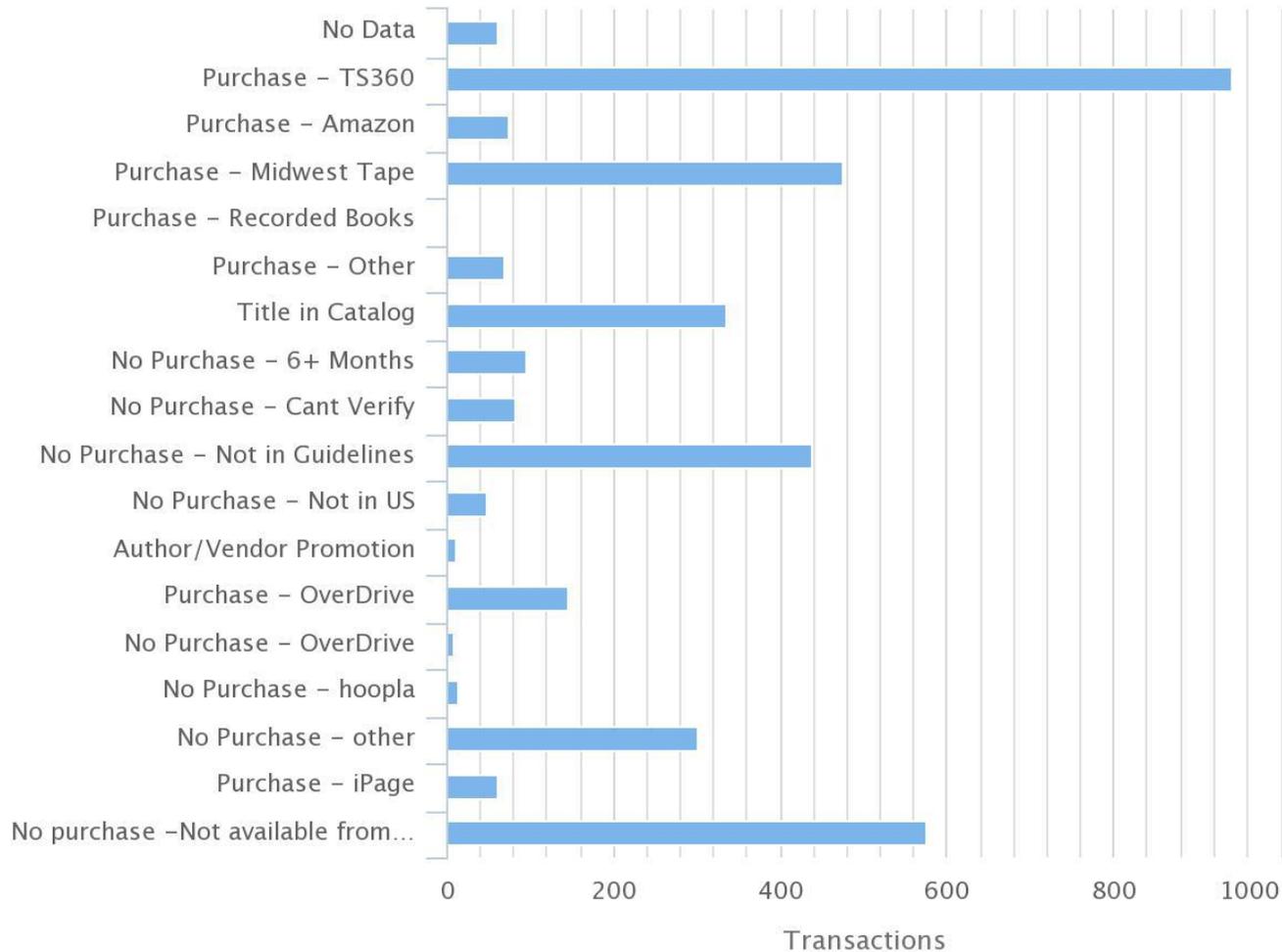
Value	Count	%
No Data	66	2%
Fiction	2157	58%
Nonfiction	934	25%
NA	570	15%

Suggest a Purchase



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What was the result? Statistics



Suggest a Purchase



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Value	Count	%
No Data	60	2%
Purchase - TS360	943	25%
Purchase - Amazon	75	2%
Purchase - Midwest Tape	474	13%
Purchase - Recorded Books	3	0%
Purchase - Other	68	2%
Title in Catalog	335	9%
No Purchase - 6+ Months	94	3%
No Purchase - Can't Verify	81	2%
No Purchase - Not in Guidelines	437	12%

No Purchase - Not in US	47	1%
Author/Vend or Promotion	10	0%
Purchase - OverDrive	144	4%
No Purchase - OverDrive	7	0%
No Purchase - hoopla	12	0%
No Purchase - other	300	8%
Purchase - iPage	62	2%
No purchase - Not available from vendor	575	15%



eMedia

Previously:

- **Same challenges as Suggest a Purchase**
- **One question might end up with 10 emails back and forth getting basic information**



"I want to buy a self help eBook. Can you help me to download it to my eBook reader?"

Your Info

Your default PIN was set to the last four digits of your phone number in 2013. You may request a new PIN [here](#).

Email *

Name *

Library Card Number (will not be shared)

PIN (will not be shared)

What were you trying to access online?

What type of device are you using?



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Your Question

For other questions, please provide us as much information as possible, including operating system (iOS, Android, Windows, etc.) and version (if known), browser (Chrome, Firefox, Microsoft Edge, etc.) and screenshots, if you have them. The more you can tell us, the quicker we can get you up and running.

Question

More Detail/Explanation

Fields marked with * are required.

Submit Your Question



We Recommend



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Previously:

- **There was no previously, it's brand new!**
- **We were able to design it from the ground up - no expectations**
- **It was still challenging to format it in a user-friendly way - we went back and redesigned it after testing**

We Recommend

Question Form Preview



We Recommend

We want the Library to be your place of discovery. The staff are happy to give you personalized book/movie/music/pop-culture recommendations. Just give your contact information and a few details and we'll get back to you with a great list of suggestions!

Email *

Name

Phone Number (needed if you wish to receive your recommendations by phone)

How do you want to receive and discuss your recommendations? *

Are you seeking recommendations for adults, teens, or children? *

What are your preferred formats? List as many as you like (ex: book, large print, movie, etc.) *



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What do you like (or even love) and why? What do you dislike (or even hate) and why? *

Please give us any more details that might help us with your recommendations, like your favorite genres, TV shows, movies, etc....

More Detail/Explanation

Fields marked with * are required.

Submit Your Question



Internal Discussions



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- **Corrals all the comments into one thread**
- **If people reply “by accident” to the email you can easily add it to the thread**
- **Easily readable and searchable**
- **Archived (somewhere outside of email)**

Kanopy Feedback

Please leave me your thoughts on the Kanopy trial. You may submit your replies as Internal Notes. Please remember to submit your tickets as open when you leave feedback so that everyone can view.

Asked By: [Laura Woike](#)



Note from *Alison Griffith* (Jan 12 2018, 03:33pm):



Pros:

- Staff Picks is a nice option
- Available on Apple TV and Roku. Great!
- Easy to watch and quick to load.
- Similar to YouTube interface/familiar navigation.
- Can save a clip to a list- cool!

Cons:

- Content is very niche; most of our customers want major box office hits
- Fitness movies are not what I expected (and wouldn't be what customers expected either, I believe)
- Streaming only; no downloading

Emailed to: "Laura Woike" <lwoike@stchlibrary.org>

Note from *Maggie Melson* (Jan 15 2018, 01:17pm):



I love this!

So many documentaries - lots of the Ken Burns ones! And covering classics and indies too?! Sweet!

I like that it works with various devices.

Easy to search.

Would it be easy or confusing to provide similar services through Hoopla and Kanopy? I don't want to get into the Overdrive and OneClick frustration/confusion but with streaming video instead, you know? But just throwing that out there - not sure how big of a deal it is since we won't have to worry about purchasing individual content ourselves like we did with Overdrive/OneClick.

Overall, I am definitely a fan. Just depends on cost of this vs. actual use because it is not as broad of a level of interest. But if we can swing it cost-wise, I say go for it! I'd use it! :-)

Emailed to: "Laura Woike" <lwoike@stchlibrary.org>

Note from *Laura Woike* (Jan 16 2018, 01:32pm):



Tags

Reuse Answers

Helpful Tools

Search in

for

(Results open in a new window)

Web Shortcuts

- [Branches and Hours](#)
- [Meeting Room Reservation Form](#)

(Results open in a new window)



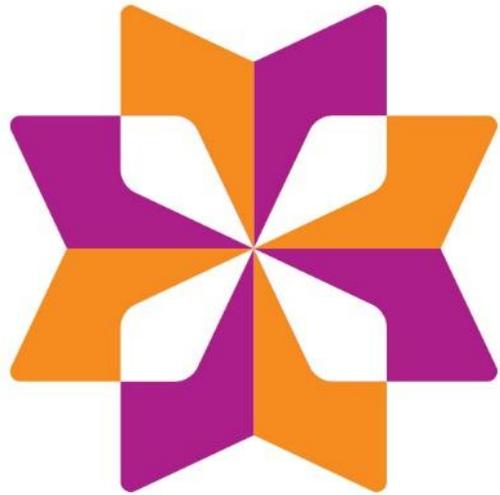
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Questions?





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