AskUs System & Chat Tasks

Please remember to follow these important steps every time you answer a system, SMS or email question:

1. **Click** on the question to open it and **answer** it. (Does not apply to chat. That’s a different process.)

2. **Check** to see if you can **reuse an answer** already in the system. If not, type your answer.

3. **Enter Reference Analytics.** *Note: Beginning July 1, only use Information, Research & Technical* (Refer to the LMT Meeting Minutes from 6/15/15 for more information.)

4. Click on **Submit as Closed** (Refer to last week’s newsletter for more information on the 4 Submit options.)

5. **DO NOT:**
   - Add to an FAQ Group
   - Enter Reference Analytics more than once for the same ticket (Question ID—QID) That means if you send more than one reply to the patron, you’ll have to use the pull down menu and select “Do Not Add to Dataset.”

**Important**—**Please do this once the next time you are logged into the system:**

Protect your privacy by removing your last name from the public view in chat:

1. From the LibAnswers Dashboard, click on your email address in the upper right corner.

2. Type your FIRST NAME **ONLY** into the Nickname box, then click SAVE.

**Having trouble with something in LibAnswers?**

Contact Jamie (x8598) or Amy @ Amy.Norman@tulsacc.edu with any questions!

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Editors’ Corner

**Very Important:**

*If you are logged into chat, please pay attention to the alerts!*

Multiple people logged in doesn’t even matter if no one responds to the alert.

*Thank you!*

Our next meeting will be sometime during the last two weeks of July. Stay tuned for details.

**Does your team need V2 training?**

*If so, please contact Jamie to set it up!***