Let’s Make LibAnswers Work for Us!

There are many ways that LibAnswers can work to help you provide better service and make your job easier:

- If a question comes up that you don’t know (or think others might not know), use the Add Q&A Entry feature (under Answers on the Dashboard) to add it to our Knowledge Base. You can add the question even if you don’t know the answer! It will be answered by someone.

- Remember to use the Public Knowledge Base (PuKB) when you’re working the desk—whether you’re logged into chat or not. If you don’t know or aren’t sure of the answer, try searching for it there!

- Let patrons know where you’re looking for the answer—show them, if possible. Part of our job is empowering others to find information independently.

- To become more familiar with what information is contained in the database, check out the PuKB weekly & review the latest information by clicking on Most Recent Answers.

Did you know?

Recent additions to the PuKB include answers about financial aid & taxes, enrollment & exam schedules and library hours.

Important:

1) If possible, use the Chrome browser to log into chat. It seems to work best with the LibAnswers system.

2) On occasion, the Lib Analytics screen shows up blank when you click the button to record chat statistics. In that case, please go to LibAnalytics—Add Transaction and enter the information for the chat interaction.

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

Editors’ Corner

Let Amy know your ideas for report statistics by April 30, 2015.

Please assign topics and keywords to all public answers—those are important access points.