LibAnswers for E-Resources:

Ticketing and Tracking Platform

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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
Report an 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
Who uses it?

<table>
<thead>
<tr>
<th>Category</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Staff</td>
<td>72</td>
</tr>
<tr>
<td>University Staff</td>
<td>7</td>
</tr>
<tr>
<td>Faculty</td>
<td>4</td>
</tr>
<tr>
<td>Student</td>
<td>18</td>
</tr>
</tbody>
</table>

- Library Staff: 72 (71%)
- University Staff: 7 (7%)
- Faculty: 4 (4%)
- Student: 18 (18%)
Dashboard for eResources & Reference

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.
What questions do they ask?

<table>
<thead>
<tr>
<th>Transaction Type</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Article Linker</td>
<td>10</td>
<td>10%</td>
</tr>
<tr>
<td>Databases/eResources</td>
<td>49</td>
<td>49%</td>
</tr>
<tr>
<td>eBooks</td>
<td>5</td>
<td>5%</td>
</tr>
<tr>
<td>Jrnls/Mag/News (A-Z) List</td>
<td>23</td>
<td>23%</td>
</tr>
<tr>
<td>Lynda Groups Setup</td>
<td>8</td>
<td>8%</td>
</tr>
<tr>
<td>Other</td>
<td>6</td>
<td>6%</td>
</tr>
</tbody>
</table>
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?

<table>
<thead>
<tr>
<th>Queue</th>
<th>0-10 minutes</th>
<th>10-60 minutes</th>
<th>1-12 hours</th>
<th>12-24 hours</th>
<th>1-3 days</th>
<th>3+ days</th>
</tr>
</thead>
<tbody>
<tr>
<td>eResources</td>
<td>49 (39.2%)</td>
<td>17 (13.8%)</td>
<td>24 (19.2%)</td>
<td>21 (16.8%)</td>
<td>14 (11.2%)</td>
<td>0 (0%)</td>
</tr>
</tbody>
</table>

Average Response Time: 8 hours, 14 min
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

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