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
Search our FAQs or Ask Us for help

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
- 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
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
Search our FAQs or Ask Us for help

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 | Views: 162

Can I use OverDrive without an app or software?

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
Challenges

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

● 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

## PURCHASE SUGGESTIONS via WEB COMMENTS – STAFF TO FORWARD EMAILS TO

<table>
<thead>
<tr>
<th>FORMAT</th>
<th>ADULT</th>
<th>CHILDREN’S</th>
<th>TEEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Book</td>
<td>Collection Development: <a href="mailto:colidev@stchlibrary.org">colidev@stchlibrary.org</a></td>
<td>Maggie Melson/Marla Capstick <a href="mailto:mmelson@stchlibrary.org">mmelson@stchlibrary.org</a> <a href="mailto:mcapstick@stchlibrary.org">mcapstick@stchlibrary.org</a></td>
<td>Maggie Melson/Marla Capstick <a href="mailto:mmelson@stchlibrary.org">mmelson@stchlibrary.org</a> <a href="mailto:mcapstick@stchlibrary.org">mcapstick@stchlibrary.org</a></td>
</tr>
<tr>
<td>CD Music</td>
<td>CD Music: <a href="mailto:cdmusic@stchlibrary.org">cdmusic@stchlibrary.org</a></td>
<td>Ashley Runyon <a href="mailto:arunyon@stchlibrary.org">arunyon@stchlibrary.org</a></td>
<td>CD Music: <a href="mailto:cdmusic@stchlibrary.org">cdmusic@stchlibrary.org</a></td>
</tr>
<tr>
<td>CD Spoken</td>
<td>CD Spoken: <a href="mailto:cdspeoken@stchlibrary.org">cdspeoken@stchlibrary.org</a></td>
<td>Maggie Melson/Marla Capstick <a href="mailto:mmelson@stchlibrary.org">mmelson@stchlibrary.org</a> <a href="mailto:mcapstick@stchlibrary.org">mcapstick@stchlibrary.org</a></td>
<td>Maggie Melson/Marla Capstick <a href="mailto:mmelson@stchlibrary.org">mmelson@stchlibrary.org</a> <a href="mailto:mcapstick@stchlibrary.org">mcapstick@stchlibrary.org</a></td>
</tr>
<tr>
<td>DVD</td>
<td>DVD Collection: <a href="mailto:dvdcolel@stchlibrary.org">dvdcolel@stchlibrary.org</a></td>
<td>Ashley Runyon <a href="mailto:arunyon@stchlibrary.org">arunyon@stchlibrary.org</a></td>
<td>DVD Collection: <a href="mailto:dvdcolel@stchlibrary.org">dvdcolel@stchlibrary.org</a></td>
</tr>
<tr>
<td>e/audio</td>
<td>eAudio Adult: <a href="mailto:eaudios@stchlibrary.org">eaudios@stchlibrary.org</a></td>
<td>Julie Schwartz <a href="mailto:jschwartz@stchlibrary.org">jschwartz@stchlibrary.org</a></td>
<td>Elizabeth Lipoldt <a href="mailto:elipoldt@stchlibrary.org">elipoldt@stchlibrary.org</a></td>
</tr>
<tr>
<td>eBook</td>
<td>eBooks Adult: <a href="mailto:ebooks@stchlibrary.org">ebooks@stchlibrary.org</a></td>
<td>Julie Schwartz <a href="mailto:jschwartz@stchlibrary.org">jschwartz@stchlibrary.org</a></td>
<td>Elizabeth Lipoldt <a href="mailto:elipoldt@stchlibrary.org">elipoldt@stchlibrary.org</a></td>
</tr>
<tr>
<td>Large Print Book</td>
<td>Collection Development: <a href="mailto:colidev@stchlibrary.org">colidev@stchlibrary.org</a></td>
<td>Maggie Melson/Marla Capstick <a href="mailto:mmelson@stchlibrary.org">mmelson@stchlibrary.org</a> <a href="mailto:mcapstick@stchlibrary.org">mcapstick@stchlibrary.org</a></td>
<td>Maggie Melson/Marla Capstick <a href="mailto:mmelson@stchlibrary.org">mmelson@stchlibrary.org</a> <a href="mailto:mcapstick@stchlibrary.org">mcapstick@stchlibrary.org</a></td>
</tr>
<tr>
<td>Graphic Novel</td>
<td>GN Collection: <a href="mailto:gncoll@stchlibrary.org">gncoll@stchlibrary.org</a></td>
<td>Maggie Melson/Marla Capstick <a href="mailto:mmelson@stchlibrary.org">mmelson@stchlibrary.org</a> <a href="mailto:mcapstick@stchlibrary.org">mcapstick@stchlibrary.org</a></td>
<td>GN Collection: <a href="mailto:gncoll@stchlibrary.org">gncoll@stchlibrary.org</a></td>
</tr>
<tr>
<td>Video Games</td>
<td>VideoGameCollection: <a href="mailto:videogamecollection@stchlibrary.org">videogamecollection@stchlibrary.org</a></td>
<td>(Forward all - Adult, Children’s and Teens)</td>
<td></td>
</tr>
</tbody>
</table>
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 *

Library Card Number *

Email *

Branch to Pick Up Item: *

Phone Number

Fields marked with * are required.

Submit Your Question
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

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

What was the audience? Statistics

<table>
<thead>
<tr>
<th>Value</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Data</td>
<td>59</td>
<td>2%</td>
</tr>
<tr>
<td>Adult</td>
<td>3206</td>
<td>86%</td>
</tr>
<tr>
<td>Children</td>
<td>281</td>
<td>8%</td>
</tr>
<tr>
<td>Teen</td>
<td>181</td>
<td>5%</td>
</tr>
</tbody>
</table>
Suggest a Purchase

What was the format? Statistics

<table>
<thead>
<tr>
<th>Value</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Data</td>
<td>72</td>
<td>2%</td>
</tr>
<tr>
<td>BluRay</td>
<td>55</td>
<td>1%</td>
</tr>
<tr>
<td>Book</td>
<td>1977</td>
<td>53%</td>
</tr>
<tr>
<td>CD Music</td>
<td>464</td>
<td>12%</td>
</tr>
<tr>
<td>CD Spoken</td>
<td>120</td>
<td>3%</td>
</tr>
<tr>
<td>eAudio</td>
<td>73</td>
<td>2%</td>
</tr>
<tr>
<td>eBook</td>
<td>268</td>
<td>7%</td>
</tr>
<tr>
<td>Graphic Novel</td>
<td>86</td>
<td>2%</td>
</tr>
<tr>
<td>Large Print</td>
<td>34</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>11</td>
<td>0%</td>
</tr>
<tr>
<td>Video Game</td>
<td>33</td>
<td>1%</td>
</tr>
<tr>
<td>DVD</td>
<td>534</td>
<td>14%</td>
</tr>
</tbody>
</table>
Suggest a Purchase

What purchasing area? Statistics

<table>
<thead>
<tr>
<th>Value</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Data</td>
<td>66</td>
<td>2%</td>
</tr>
<tr>
<td>Fiction</td>
<td>2157</td>
<td>58%</td>
</tr>
<tr>
<td>Nonfiction</td>
<td>934</td>
<td>25%</td>
</tr>
<tr>
<td>NA</td>
<td>570</td>
<td>15%</td>
</tr>
</tbody>
</table>
Suggest a Purchase

What was the result? Statistics

- No Data
- Purchase – TS360
- Purchase – Amazon
- Purchase – Midwest Tape
- Purchase – Recorded Books
- Purchase – Other
- Title in Catalog
- No Purchase – 6+ Months
- No Purchase – Cant Verify
- No Purchase – Not in Guidelines
- No Purchase – Not in US
- Author/Vendor Promotion
- Purchase – OverDrive
- No Purchase – OverDrive
- No Purchase – hooplal
- No Purchase – other
- Purchase – iPage
- No purchase – Not available from...
<table>
<thead>
<tr>
<th>Value</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Data</td>
<td>80</td>
<td>2%</td>
</tr>
<tr>
<td>Purchase - TS360</td>
<td>943</td>
<td>25%</td>
</tr>
<tr>
<td>Purchase - Amazon</td>
<td>75</td>
<td>2%</td>
</tr>
<tr>
<td>Purchase - Midwest Tape</td>
<td>474</td>
<td>13%</td>
</tr>
<tr>
<td>Purchase - Recorded Books</td>
<td>3</td>
<td>0%</td>
</tr>
<tr>
<td>Purchase - Other</td>
<td>68</td>
<td>2%</td>
</tr>
<tr>
<td>Title in Catalog</td>
<td>335</td>
<td>0%</td>
</tr>
<tr>
<td>No Purchase - 6+ Months</td>
<td>94</td>
<td>3%</td>
</tr>
<tr>
<td>No Purchase - Can’t Verify</td>
<td>81</td>
<td>2%</td>
</tr>
<tr>
<td>No Purchase - Not in Guidelines</td>
<td>437</td>
<td>12%</td>
</tr>
<tr>
<td>No Purchase - Not in US</td>
<td>47</td>
<td>1%</td>
</tr>
<tr>
<td>Author/Vend or Promotion</td>
<td>10</td>
<td>0%</td>
</tr>
<tr>
<td>Purchase - OverDrive</td>
<td>144</td>
<td>4%</td>
</tr>
<tr>
<td>No Purchase - OverDrive</td>
<td>7</td>
<td>0%</td>
</tr>
<tr>
<td>No Purchase - hoopla</td>
<td>12</td>
<td>0%</td>
</tr>
<tr>
<td>No Purchase - other</td>
<td>300</td>
<td>8%</td>
</tr>
<tr>
<td>Purchase - iPage</td>
<td>62</td>
<td>2%</td>
</tr>
<tr>
<td>No purchase - Not available from vendor</td>
<td>575</td>
<td>16%</td>
</tr>
</tbody>
</table>
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?”
Question Form Preview

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?

Select One

What type of device are you using?

Select One

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

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

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? *

- Select One

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

- Select One

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

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

- 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 Wolfe

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

Pros:
- Staff Picks is a nice option
- Available on Apple TV and Roku. Great!
- Easy to watch and quiet to load.
- Similar to YouTube interface familiar navigation.
- Can save a trip to a brick and mortar

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: Allison Griffith <aleg@stclibrary.org>

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

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 depend 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! :)
Questions?
A Kaleidoscope of Discovery