S201
That's The Ticket!

DIG DEEP
Midwest Archives Conference annual meeting
That’s The Ticket!
Using LibAnswers to Manage Archival Reference Requests
PRESENTATION OUTLINE

● ABOUT OUR LIBRARIES
● DISCUSSION-LibAnswers Implementation
● Q & A
What is LibAnswers?
A library specific ticketing system provided by SpringShare.
ABOUT OUR LIBRARIES

- The Henry Ford - Benson Ford Research Center
- University of Northern Iowa Special Collections and University Archives
- University of Michigan Bentley Historical Library
Benson Ford Research Center
- Museum library and archive
- Audience: Internal staff, Henry Ford Academy students, public researchers

LibAnswers
- 2014 - present
- Functions independent from other institutional contact methods
- All patron interactions documented in system
THE HENRY FORD - AskUs!

- Email
- Artifact Contact Form
- Website Contact Forms
- Mail
- Phone
THE HENRY FORD queue

Open Tickets (1656) - Comments (6) - Issues/Values (6) - Errors (7) - Spams (8) - Status Posts

<table>
<thead>
<tr>
<th>ID</th>
<th>Status</th>
<th>Question</th>
<th>Last Message From</th>
<th>Owner</th>
<th>Last Updated</th>
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</thead>
<tbody>
<tr>
<td>81209451</td>
<td>Pending</td>
<td>Need information about Henry Ford's artif</td>
<td>User</td>
<td>B. Lauren</td>
<td>Apr 6 2023, 10:14am</td>
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<tr>
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<td>User</td>
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<td>Apr 9 2023, 8:2:08pm</td>
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</tbody>
</table>
THE HENRY FORD - example interaction

Patron

Data

Tags

Internal

Note
University of Northern Iowa
  ◦ About 8,900 enrollment
  ◦ Audience: largely internal and alumni, occasional outside researcher

LibAnswers
  ◦ May 2021-present
  ◦ Dedicated SC&UA queue
  ◦ ALL patron requests routed through tickets
SCUA Reproduction Request: Emily Clara Brown - Many thanks. I tried and am able to open all files without issue. I really appreciate all...

Emily Clara Brown Papers - This is perfect! We should be able to get scans to you by the end of the week, at the latest. Thanks! Tess...

Florence A. Sayles - Hi Tessa, I am grateful for your time and effort! Below is a snapshot of a reference I saw. However, it seems to be hard...

Scheduling - One other thought - I know that as of a couple of years ago, the Gender & Sexuality Services office on campus ha...


Marketing Research Project - University of Northern Iowa, Cedar Falls (October 1982 archives) - Good morning! Thank you for your question!

Type Publication Issue Volume Number page News Alumnus Saturday, April 1, 1944 22 23 - Good morning. Thank you for reaching ou...

Special Collections and University Archives Scans - Hello morns, Attached below are the letters from Seerely's collection. I have also in...

Fraternity House circa 1932-36 - Thx, Tessa. This is helpful and gives me some clues for more Internet sleuthing! Sharon Dr. Sharon Shaw Eir...

Journey project - Oh, thank you! I am interested to see what pictures are included. You have spent much time helping me, Tessa. May God e...

Acacia Fraternity address - Hi Tessa, I am sorry to bother you again...but did the completed form return to you? I am not sure that you recei...
SC&UA queue
LibChat Transcript #8929196

14:27:41 Welcome to the Rod Library Ask Us service. How may I help you?
14:28:09 I'm trying to locate the library store past catalogs. I am looking for 1990-1991 academic catalog.
14:28:39 It appears yes... Are you talking about course catalogs?
14:28:45 No, I am not sure about this. I am going to turn it into a ticket so that a librarian will help you. I will do some checking though too. Give me a moment.

Custom Question Responses
Affiliation (optional):
UNI Faculty/Staff
Contact Details:

Internal Note from Dave Bowling (Mar 03 2023, 02:32pm):
[Queue Transfer from Reference to Special Collections & University Archives]

User Agent:
Firefox version 102.0 on Windows
IP Address:
134.161.160.251

Emailed to: "Special Collections and University Archives <libarchives@uni.edu>"

Reply from Special Collections and University Archives (Mar 03 2023, 04:23pm):

Hello! Your question was forwarded to University Archives. We do indeed have previous catalogs and bulletins, beginning in 1876. We have them available physically in Special Collections & University Archives, as well as online in ScholarWorks. It looks like the closest we have to 1990-1991 is the 1990-1992 catalog.

I hope this helps! Please let us know if we can help with anything else.

Thank you,
Tessa
University of Michigan:
  ◦ Large public research university
  ◦ Audience: University community and outside researchers.
  ◦ Roughly 1400 reference questions per year

Lib Answers:
  ◦ Implemented December 2022
  ◦ Bentley-only instance, with departmental/functional queues (Reference, Duplication, Collection development, etc.)
BEFORE:
Information was kept in too many places and not easily accessible
After:
Everything in one place and searchable.
NEXT STEPS

- Review how we transfer questions
- Establish other Queues
- Refine statistics collection
Discussion
LibAnswers Implementation
Discussion Questions

- Why LibAnswers, or a ticketing system generally? Other options considered?
- What system/workflow was used before?
- What did LibAnswers make easier? Harder?
- How do we track patron data and how have we customized our setup?
Additional Template slides that can be copied in
Thanks!

ANY QUESTIONS?

You can contact us at:

Lauren Stamm Brady
LaurenBr@thehenryford.org

Caitlin Moriarty
caitmor@umich.edu

Sarah McLusky
smclusky@umich.edu

Tessa Wakefield
tessa.wakefield@uni.edu
Here you have:

- A list of items
- And some text
- But remember not to overload your slides with content

Your audience will listen to you or read the content, but won’t do both.
BIG CONCEPT

Bring the attention of your audience over a key concept using icons or illustrations
Quotations are commonly printed as a means of inspiration and to invoke philosophical thoughts from the reader.
White
Is the color of milk and fresh snow, the color produced by the combination of all the colors of the visible spectrum.

Black
Is the color of ebony and of outer space. It has been the symbolic color of elegance, solemnity and authority.
**IN TWO OR THREE COLUMNS**

**Yellow**
Is the color of gold, butter and ripe lemons. In the spectrum of visible light, yellow is found between green and orange.

**Blue**
Is the colour of the clear sky and the deep sea. It is located between violet and green on the optical spectrum.

**Red**
Is the color of blood, and because of this it has historically been associated with sacrifice, danger and courage.
A complex idea can be conveyed with just a single still image, namely making it possible to absorb large amounts of data quickly.
WANT BIG IMPACT?
Use big image.
AND TABLES TO COMPARE DATA

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yellow</td>
<td>10</td>
<td>20</td>
<td>7</td>
</tr>
<tr>
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<td>30</td>
<td>15</td>
<td>10</td>
</tr>
<tr>
<td>Orange</td>
<td>5</td>
<td>24</td>
<td>16</td>
</tr>
</tbody>
</table>
89,526,124

Whoa! That’s a big number, aren’t you proud?
89,526,124$
That’s a lot of money

185,244 users
And a lot of users

100%
Total success!
2. Extra Resources
For Business Plans, Marketing Plans, Project Proposals, Lessons, etc
SlidesCarnival icons are editable shapes.

This means that you can:

- Resize them without losing quality.
- Change line color, width and style.

Isn’t that nice? :)

Examples:
Diagrams and infographics
Now you can use any emoji as an icon!
And of course it resizes without losing quality and you can change the color.

How? Follow Google instructions
https://twitter.com/googledocs/status/730087240156643328

and many more...
Free templates for all your presentation needs

For PowerPoint and Google Slides
100% free for personal or commercial use
Ready to use, professional and customizable
Blow your audience away with attractive visuals