



S201

That's The Ticket!

DIG DEEP

Midwest Archives Conference annual meeting

- That's The Ticket!

Using LibAnswers to Manage
Archival Reference Requests

Presenters



Lauren Stamm Brady

THE HENRY FORD

Reference Archivist



Sarah McLusky

BENTLEY HISTORICAL LIBRARY

Lead Archivist for
Reference



Caitlin Moriarty

BENTLEY HISTORICAL LIBRARY

Archivist for Reference and
University History



Tessa Wakefield

UNIVERSITY OF NORTHERN
IOWA SPECIAL COLLECTIONS

Archival Processor &
Reference Associate

- PRESENTATION OUTLINE

- ABOUT OUR LIBRARIES
- DISCUSSION-LibAnswers Implementation
- Q & A



What is LibAnswers?

A library specific ticketing system provided by SpringShare.

1

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

- THE HENRY FORD

- 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!

the Henry Ford
Benson Ford Research Center | AskUs

AskUs

74 Answers | Type your question | Search | Browse: All Topics

Contact Us

ATTN: The Benson Ford Research Center remains closed to the public for in-person research, tours, and visits. It will remain closed until further notice, but Research Center staff members continue to respond to inquiries. Please contact us by email, mail, or by phone.

research_center@thehenryford.org

Mail:
Benson Ford Research Center
The Henry Ford
P.O. Box 1970
Dearborn, Michigan, USA 48121-1970

Popular | **Recently Added**

Bibliography: Shelby Racing
Last Updated: Mar 07, 2023 | Topics: [Racing](#) | [Shelby, Carroll, 1923-2012](#) | Views: 308

What information do you have on the Glidden Tours?
Last Updated: Mar 07, 2023 | Topics: [Automobile Racing](#) | [Glidden Tour](#) | [Glidden Tour Revival](#) | Views: 662

Do you offer conservation assistance?
Last Updated: Mar 07, 2023 | Topics: [conservation](#) | Views: 61

Henry Ford and Ford Motor Company Related Sites
Last Updated: Mar 07, 2023 | Topics: [Ford Motor Company](#) | Views: 126

THF Collections Related Sites in Research Resources
Last Updated: Mar 07, 2023 | Topics: [American Textile History Museum](#) | Views: 52

Submit a Question

Please give an e-mail address so we know where to send your answer. We will not share it.

Your Question

Question *

More Detail/Explanation

Click to choose files or Drag them here
Maximum file size: [View limits](#) | [Clear files](#)

- Email
- Artifact Contact Form
- Website Contact Forms
- Mail
- Phone

"Dog" Dish, 1840-1860

[ADD TO SET](#) | [CONTACT US ABOUT THIS](#)

Summary
The use of earthenware as a material is the price decreased. Decorative elements included transfer prints that depicted ordinary scenes that appealed to consumers. This small eight-sided earthenware dish, molded, with a rope and floral border, features "Dog" in word and image.

Artifact
Dish (Vessel for food)

Material
Earthenware
Pearlware

Color
Black (Color)
White (Color)





Dimensions
Diameter: 2.75 in

Share Anywhere
Use this Artifact Card to share this great find with others. From historic images to vivid descriptions, a record of rich detail is bundled inside a single card.

[SHARE](#)

Connect 3

THE HENRY FORD queue

Open Tickets (1656) ▾		Comments (0)	Ideas/Votes (0)	Errors (7)	Spam (0)	Status Posts					
Source	All ▾	Status	Not Clos ▾	Owned by	Me (B., Lauren) ▾	Name	<input type="text"/>	Email	<input type="text"/>	Filter	(clear)
<input type="checkbox"/> Toggle All on Page --Action-- ▾											
Tickets 1 - 50 (of 59)											
Id	Status	Question	Last Message From	Owner	Last Updated ▾						
<input type="checkbox"/> 11260431	Pending	Need information about Henry Ford's artist  <small>www.henryford.com (www.henryford.com)</small> Asked via Email Where are you located? United States Subject (select one) Henry Ford and Family Patron Type Public Source Email Ticket Type Research READ 3	User	B., Lauren	Apr 06 2023, 10:14am						
<input type="checkbox"/> 11122166	Pending	Research on Mrs Elizabeth Parke Firestone / Balenciaga Archives  <small>www.henryford.com (www.henryford.com)</small> Asked via Email Where are you located? Non-U.S. Subject (select one) Domestic Life Patron Type Public Source Email Ticket Type Research READ 4	User	B., Lauren	Apr 06 2023, 08:06am						
<input type="checkbox"/> 11248118	Pending	Artifact Contact Form: The Reminiscences of Edward J. Cutler, Volumes I and II  <small>www.henryford.com (www.henryford.com)</small> Asked via Email Where are you located? United States Subject (select one) Henry Ford and Family Patron Type Public Source Website Contact Form Ticket Type Research READ 3	User	B., Lauren	Apr 05 2023, 02:41pm						
<input type="checkbox"/> 11292788	Pending	Artifact Contact Form: Sales Brochure, "Lincoln Motor Cars," 1926  <small>www.henryford.com (www.henryford.com)</small> Asked via Email Where are you located? Non-U.S. Subject (select one) Transportation	User	B., Lauren	Apr 05 2023, 02:09pm						

THE HENRY FORD - example interaction

QID: 11260431 Status: Pending Owned by: Lauren B. [Unclaim](#)

Need information about Henry Ford's artist

Hello, my name is Rondi Olson and my great grandfather, Otto Boike, was head of Henry Ford's experimental labs. He made by hand many innovations before they went into production, and he made the replica's of Thomas Edison's first light bulb that Henry Ford gave as party favors to the guests at the birthday party Ford threw for Edison. We have one of those light bulbs too.

However, I'm writing because we have a large beautiful painting that Ford had painted for my great grandfather when he retired from Ford. My great grandfather picked the subject matter and he had the artist paint a replicate a Norman Rockwell scene--though not well known. However, since the subject matter wasn't original, the artist didn't sign it. I'm trying to find the name of the artist--I was told he was Henry Ford's artist.

I can send a picture of the painting if that helps. Please let me know if have any helpful information.

Thank you ,

Contact Details: [\[Redacted\]](#)

Reply from Lauren B. (Apr 04 2023, 01:06pm):

Hello [\[Redacted\]](#)

Thank you for your interest in the collections of The Henry Ford.

Your message was received at the Benson Ford Research Center, the library and archive for The Henry Ford.

While many of our venues have reopened, the Benson Ford Research Center remain closed for the foreseeable future. Our reduced staff continues to work mostly remotely with limited onsite access.

Irving R. Bacon worked for Henry Ford as an artist. His work ranged from cartoons in the Ford Times to paintings of artifacts and events at the Edison Institute. It could be possible that he was commissioned to create the painting you have.

The majority of our records from Bacon relate to his work for the museum. You can view the finding aid for his papers here:

[Irving R. Bacon papers, 1863-1957 \(bulk 1929-1945\)](#)

Do you know what year the painting was created?

If you can send a photo, I can review some of the miscellaneous files to see what information may be available.

Thank you,

Lauren

Emailed to [\[Redacted\]](#)

Internal Note from Lauren B. (Apr 06 2023, 10:29am):

Hello,

Do either of you have a recommendation for where else we might have information on paintings commissioned by Henry Ford?

Thank you!

Lauren

Emailed to: "Stephanie at The Henry Ford" <stephanie@thehenryford.org>, "Kathy M" <kathym@thehenryford.org>

[Create a Draft](#) | [Post an Internal Note](#) | [Assign/Transfer](#)

Contact Details

[\[Redacted\]](#)

via [\[Redacted\]](#) Email
on Mar 30 2023, 02:59pm

Updated Apr 06 2023, 10:29am

Where are you located?:
United States
Subject (select one):
Henry Ford and Family
Patron Type:
Public
Source:
Email
Ticket Type:
Research

[Toggle Custom Questions](#)

Tags

READ 3

Add Tag Add

Ticket Metrics

Interactions 2
Actions Log [View Log](#)
TIFR 94h 10m 8s
TIC 0h 0m 0s

Reuse Answers

Helpful Tools

Search LibAnswers (FAQs) [v](#)

for

Patron
Data

Tags

Internal
Note
















● UNIVERSITY OF NORTHERN IOWA SPECIAL COLLECTIONS AND
UNIVERSITY ARCHIVES

○ 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

<input type="checkbox"/> ☆ me [redacted]	Judy Vowell articles and photograph - That works much better! Thank you so much! I truly appreciate it! Hope you have a great day! On Wed...	12/8/21
	 FAC.03_00093...  10.01.01_1997ja...  10.01.01_1997m... (+2)	
<input type="checkbox"/> ☆ lib-curri... [redacted]	SCUA Reproduction Request: Emily Clara Brown - Many many thanks. I tried and am able to open all files without issue. I really appreciate all...	4/28/21
	 12.06.02.02_197...  12.06.02.02_197...  12.06.02.02_197... (+4)	
<input type="checkbox"/> ☆ [redacted] me 9	Emily Clara Brown Papers [redacted] This is perfect! We should be able to get scans to you by the end of the week, at the latest. Thanks! Tes...	4/26/21
	 2021042313152...  SCUA_2021_Re...  hardayal_annot...	
<input type="checkbox"/> ☆ [redacted] me 5	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 t...	4/7/21
	 image.png	
<input type="checkbox"/> ☆ [redacted] Jaycie 4	Scheduling [redacted] One other thought - I know that as of a couple of years ago, the Gender & Sexuality Services office on campus ha...	3/31/21
<input type="checkbox"/> ☆ me [redacted]	Charles Grassley graduation - Thank you very much. I appreciate you assistance. Noreen On Wed, Mar 31, 2021 at 9:47 AM Tessa Wakefield <...	3/31/21
<input type="checkbox"/> ☆ [redacted], me 2	Marketing Research Project - University of Northern Iowa, Cedar Falls (October 1982 archives) - Good morning! Thank you for your question!...	3/29/21
<input type="checkbox"/> ☆ [redacted], me 2	Type Publication Issue Volume Number page News Alumnus Saturday, April 1, 1944 28 2 23 - Good morning, [redacted] Thank you for reaching ou...	3/26/21
<input type="checkbox"/> ☆ lib-schwarzl lib-sc.	Special Collections and University Archives Scans - Hello [redacted] nors, Attached below are the letters from Seerely's collection. I have also in...	3/10/21
	 02.02.01_1886a...  02.02.01_1886ju...  02.02.01_1886ju...	
<input type="checkbox"/> ☆ [redacted], me 5	Fraternity House circa 1932-36 - Thx, Tessa. This is helpful and gives me some clues for more Internet sleuthing! Sharon Dr. Sharon Shaw Elr...	3/1/21
<input type="checkbox"/> ☆ [redacted] me 3	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...	2/25/21
	 Reproductions ...	
<input type="checkbox"/> ☆ me [redacted] 6	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 receiv...	2/25/21
	 Reproductions ...	

SC&UA queue

My Tickets ▾ Comments (0) Errors (0) Spam (1) Status Posts

Queue Reference, Speci... Source All ▾ Status Not Closed ▾ Owned by Me (University Archi... Name Email ⓘ Filter (clear)

Tickets 1 - 4 (of 4)

<u>Id</u>	<u>Status</u>	<u>Queue</u>	<u>Question</u>	<u>Last Message From</u>	<u>Owner</u>	<u>Last Updated</u> ↓
11121094	Open	Special Collections & University Archives	Help ⓘ [Redacted] Asked via Email	User	University Archives, Special Collections and	Mar 08 2023, 08:59am
11096986	Pending	Special Collections & University Archives	LibChat Transcript #8929196 ⓘ [Redacted] Asked via LibChat (Transcript: 8929196)	User	University Archives, Special Collections and	Mar 03 2023, 04:23pm
11093720	Open	Special Collections & University Archives	Pka ⓘ [Redacted] Asked via Email	User	University Archives, Special Collections and	Mar 03 2023, 04:20pm
10841982	Open	Special Collections & University Archives	Volleyball Photos ⓘ [Redacted] Asked via Staff Entry (From Patron)	User	University Archives, Special Collections and	Mar 03 2023, 03:40pm

QID: 11096986 Status: Pending Queue: Special Collections & University Archives Owned by: Special Collections and University Archives Unclaim

LibChat Transcript #8929196

14:27:41 [redacted] Welcome to the Rod Library Ask Us service. How may I help you?
14:28:09 [redacted] does the library store past catalogs? I am looking for 1990-1991 academic catalog
14:28:39 [redacted] Are you talking about course catalogs?
14:28:45 [redacted] yes
14:29:48 [redacted] 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: [input]

Internal Note from [redacted] (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
Tessa Wakefield (she/her)
Archival Processor & Reference Associate
Rod Library
319-273-2132

Contact Details
via LibChat (Transcript: 8929196)
on Mar 03 2023, 02:29pm
Updated Mar 03 2023, 04:23pm

Tags
Add Tag Add

Ticket Metrics
Interactions 2
Actions Log View Log
ITIF 1h 53m 30s
ITC 0h 0m 0s

Reuse Answers

Helpful Tools
Search LibAnswers (FAQs)
for
Search
(Results open in a new window)

Web Shortcuts
Rod Library
Rod Library Hours

● BENTLEY HISTORICAL LIBRARY

○ 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.)

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Date	Email	AA	F	Let	Fax	Aeon, c	Name	Description of Request	Initi	Notes	UM affiliate?	Date Sent
9265	11/22/2022			x					A.F.K. Organski Papers, Gino Germani archive	DB		n	11/22/2022
9266	11/22/2022						x		Unitarian Universalist papers/ Jabez Sunderland - page count	GA	student letter by Dec. 21	n	12/19/2022
9267	11/22/2022	x							ILL at U of Arizona - scans of Department of Public Safety of State of MI reports?	SM		n	11/22/2022
9268	11/22/2022	x							Digital access to George Malcolm papers?	SM		n	11/22/2022
9269	11/23/2022	x							using Jim Toy papers in public teaching material	x	forwarded to Meghan	n	x
9270	11/23/2022	x							photos in Henry Carter Adams papers	DB		n	11/28/2022
9271	11/23/2022	x							1962 Michigan Democratic Party State Convention, Grand Rapids	AJM	student letter, materials awaiting offsite review	n	
9272	11/23/2022								Henry Carter Adams papers	x	completed by Karen	n	12/19/2022
9273	11/27/2022								Biography: grandmother, Barbara Louise Fox (nee Stroebel)	TE	student letter	n	12/16/2022
9274	11/27/2022								Games on VHS/DVD	DB	forwarded to Greg; see LibAnswers	n	
9275	11/28/2022	x							Michigan State University Bela Hubbard papers finding aid	x	forwarded to Olga	n	x
9276	11/28/2022	x							Michiganensian	DB		y	11/28/2022
9277	11/29/2022								Members' bibles or other material related to religion	SM		y	11/29/2022
9278	11/29/2022								MI Daily article from Digital Archive	SM		y	11/30/2022
9279	11/30/2022	x							Clippings of Harry Haywood in his papers?	SM		n	11/30/2022
9280	11/30/2022	x							Housewives League - Kansas City chapter	GA	student letter	n	12/22/2022
9281	11/30/2022								Aeroplane division photo album - how many photos?	SM		n	11/30/2022
9282	11/30/2022	x							Let's look at Drake papers online? (Civil War)	SM		n	11/30/2022
9283	11/30/2022	x							Login trouble	SM		n	11/30/2022
9284	12/1/2022	x							Documentary research - visit and/or consultation?	SM		y	12/1/2022
9285	12/2/2022	x							Box request limit?	SM		y	12/2/2022
9286	12/2/2022	x							Alumni Info B.N.S. Murthy, M.S.E. 1947	TE	Student Letter	n	12/16/2022
9287	12/3/2022	x							Fred Beckbissinger attending an Eliel Saarinen class	MB	Sent directly to MB	y	12/7/2022
9288	12/4/2022	x							Allied Theatres of Michigan Records	CM			
9289	12/4/2022	x							Boyne Highlands photos from 1963	MB	Student Letter RUSH by 12/15 (prob. at NCRC?) - At NCRC, MB will answer		12/6/2022
9290	12/5/2022			x					donation of 1940s newspaper issues?	x	forwarded to Michelle	n	x
9291	12/5/2022							x	Benjamin Harrison Fisher Alumni Info	x	answered by Brian		x
9292	12/6/2022	x							Visit to view Dan Kellogg papers?	SM		n	12/6/2022

BEFORE:
Information was kept in too many places and not easily accessible

ID Full Text Source All Status Not Closed Asked from 2023-03-11 to 2023-04-11 Updated between and
 Owner All Queue 4 selected Tag None selected Limit by Day All Days Limit by Time between 00 hr and 24 hr
 Turnaround (hours) <= 0 Name Email (Clear filter)

After:
Everything in one place and searchable.

Toggle All on Page -- Act

Tickets 1 - 50 (of 59)

Id	Question	Status	Owner	Asked	Last Update ↓	RA Transaction
<input type="checkbox"/>	11288153 Hi! I am curious if you have any of Horace Rackham's personal items (papers, correspondence, diaries, etc.) in your special collections? Asked via Widget Queue: Reference Phone Number [REDACTED] What is your question about? Reference Request <input type="button" value="Student Letter"/>	Open	---	Apr 04 2023, 01:34pm	Apr 11 2023, 08:51am	43599547
<input type="checkbox"/>	11323236 Query: bringing graduate students to look at materials Asked via Email Queue: Reference	New	---	Apr 10 2023, 07:36pm	Apr 10 2023, 07:36pm	
<input type="checkbox"/>	11320954 Research Project Image Asked via Email Queue: Reference	Open	McLusky, Sarah	Apr 10 2023, 02:53pm	Apr 10 2023, 07:06pm	43675370
<input type="checkbox"/>	11321842 Permission to Publish Request Asked via Email Queue: Reference Staff Use Only Due 05/01/2023 <input type="button" value="Permissions"/>	Open	McLusky, Sarah	Apr 10 2023, 04:11pm	Apr 10 2023, 04:45pm	43676364

NEXT STEPS

- Review how we transfer questions
- Establish other Queues
- Refine statistics collection

1 of 10,002

Bentley Reference Team via libanswers.com
to me

10:40 AM (0 minutes ago)

--# Type your reply above this line #--

Caitlin Moriarty
Apr 11 2023, 10:40am via System

Hello Caitlin,

Thank you for your question. The first step is to [register for a research account](#), which will allow you to [schedule an appointment](#) and [place requests](#) for what you would like to look at.

I think the pond was part of the University Zoo, so I would recommend the [Buildings and Grounds records](#) which has photos of the zoo.

Please let me know if you have any other questions.

Sincerely,
Caitlin Moriarty

Bentley Historical Library
1150 Beal Avenue
Ann Arbor, Michigan 48109-2113
Phone: 734-936-1337
Website: www.bentley.umich.edu

Original Question
Apr 11 2023, 10:23am via Email

Research appointment

Hello,

Can you tell me the process for making an appointment to visit the library? I would like to research the former turtle pond behind the Ruthven building.

Sincerely,
Caitlin Moriarty

2

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

Sarah McLusky

smclusky@umich.edu

Caitlin Moriarty

caitmor@umich.edu

Tessa Wakefield

tessa.wakefield@uni.edu

- THIS IS A SLIDE TITLE

- 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.

- YOU CAN ALSO SPLIT YOUR CONTENT

- **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 PICTURE IS WORTH A THOUSAND WORDS



A complex idea can be conveyed with just a single still image, namely making it possible to absorb large amounts of data quickly.

A photograph of a white Apple laptop on a wooden table. In the foreground, there is a glass cup of coffee with latte art on a wooden saucer. Behind the coffee is a ceramic vase with a floral design. The background is a blurred indoor setting.

● WANT BIG IMPACT?
Use big image.



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

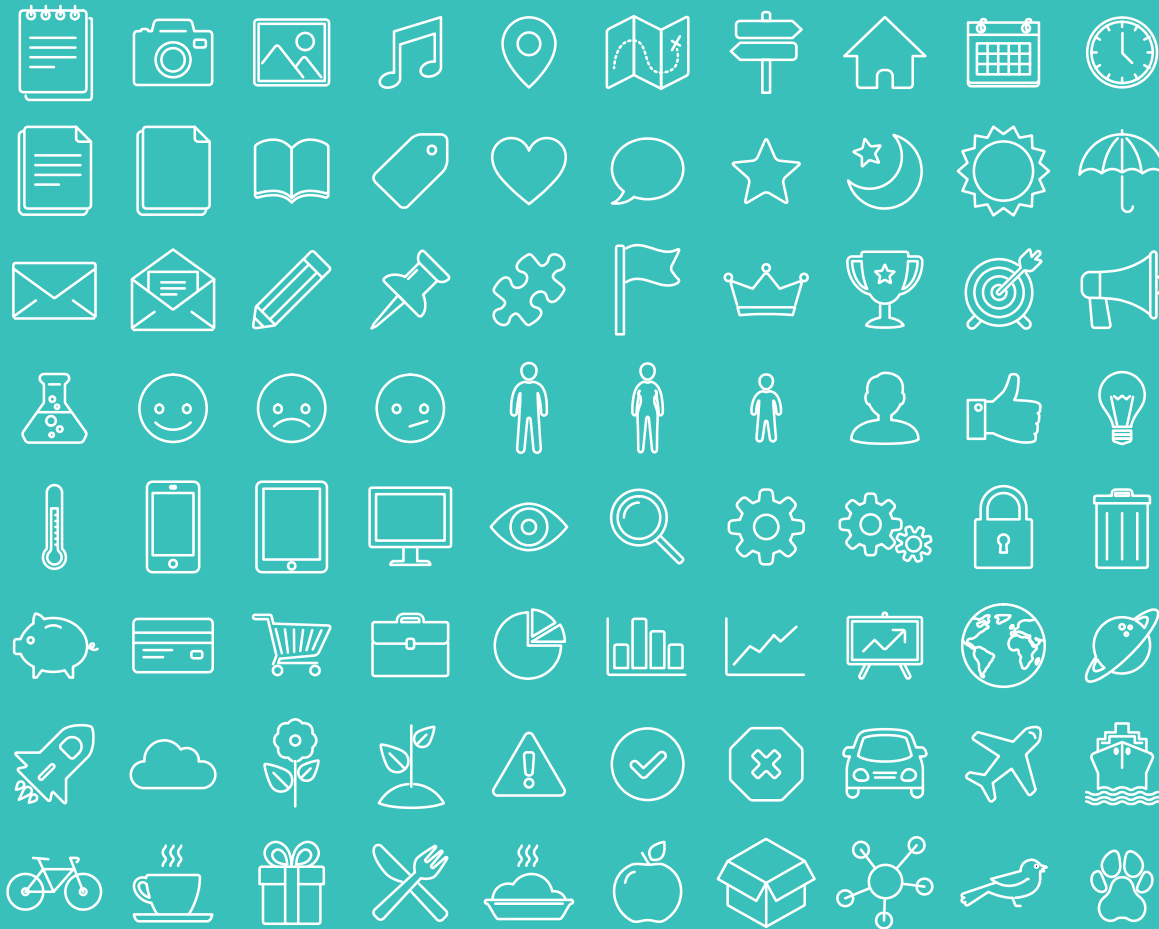
100%

Total success!



2. Extra Resources

For Business Plans, Marketing Plans, Project Proposals, Lessons,
etc



SlidesCarnival icons are
 editable shapes.

This means that you can:

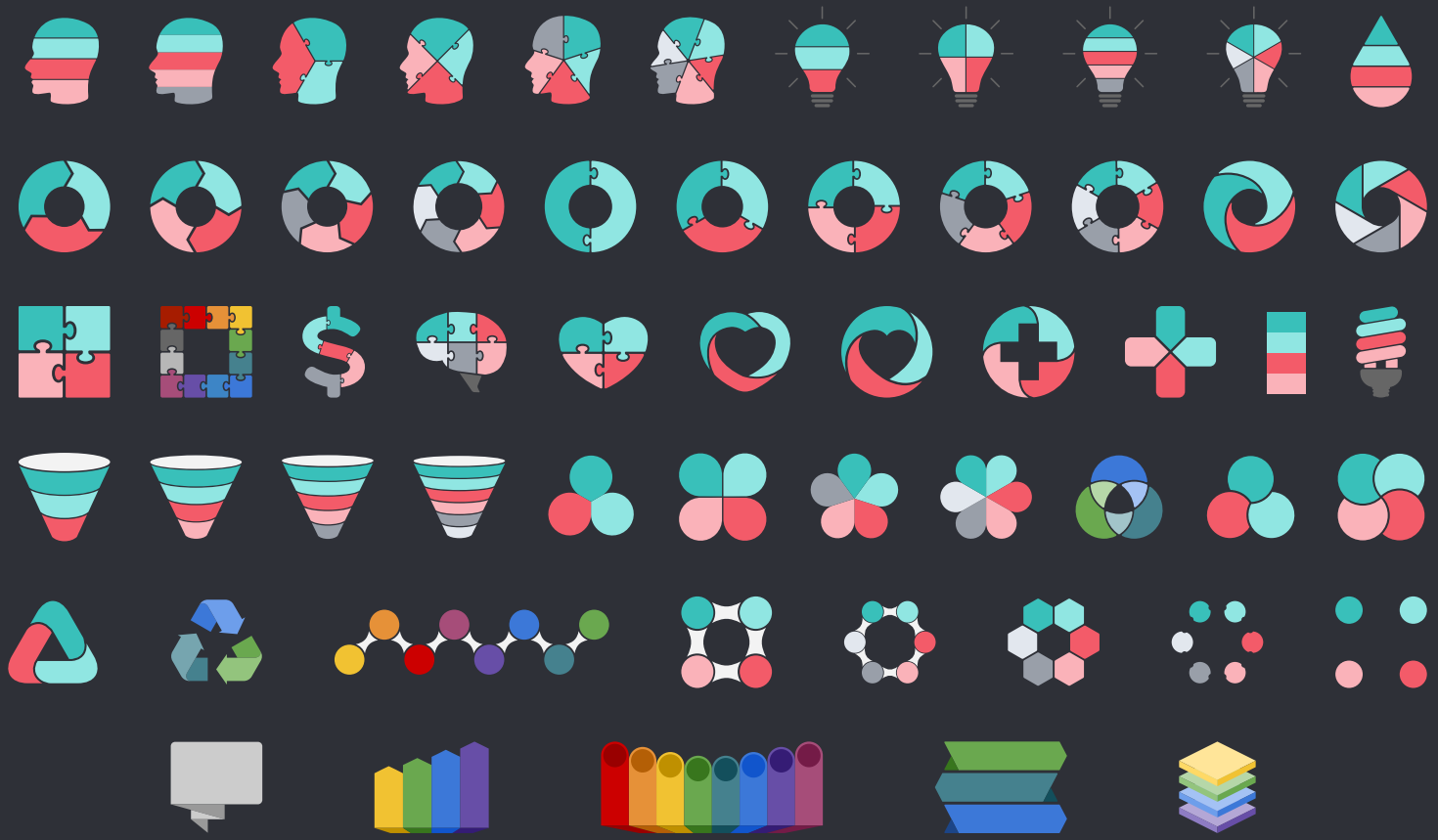
- Resize them without losing quality.
- Change line color, width and style.

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