



Email-a-Librarian
Training
Materials
for
Listserve

When a GA assigns/transfers an EAL ticket to your listserv, a notification email will be sent to the email address registered with the listserv. The notification email will be sent from librarian@ou.libanswers.com.

Here is what the notification email will say:

--# This ticket has been assigned to you. #--

Answer the question: Forward the email and paste the patron's email – random@anonymous.q – in the *To:* line, then type your response at the top of the email. Full question/contact info is shown at the bottom of this email.

Answer Confirmation: After you send your answer to the patron, please reply back to this email directly. This will let the USLI team know that the patron's question has been answered and we can close the ticket. Your reply will not be sent to the patron.

To answer the patron's question, forward the notification email to the patron's email address listed in the notification email.

Answer the question: Forward the email and paste the patron's email – random@anonymous.q – in the *To:* line, then type your response at the top of the email. Full question/contact info is shown at the bottom of this email.

After you sent your answer to the patron, please go back to the notification email and reply back to the librarian@ou.libanswers.com email address to let the Undergraduate Services and Learning Initiatives team know that the question has been answered and the ticket can be closed within the LibAnswers system.

Answer Confirmation: After you send your answer to the patron, please reply back to this email directly. This will let the USLI team know that the patron's question has been answered and we can close the ticket. Your reply will not be sent to the patron.

If you have further questions, please email magen.bednar@ou.edu!

