

A cluster of yellow dots of various sizes is located at the top of the page.

EMAIL-A-LIBRARIAN

A large, teal dashed outline of a speech bubble or envelope shape is positioned on the left side of the page, partially overlapping the text.

training  
materials  
for

A large, teal dashed outline of a speech bubble or envelope shape is positioned on the left side of the page, partially overlapping the text.

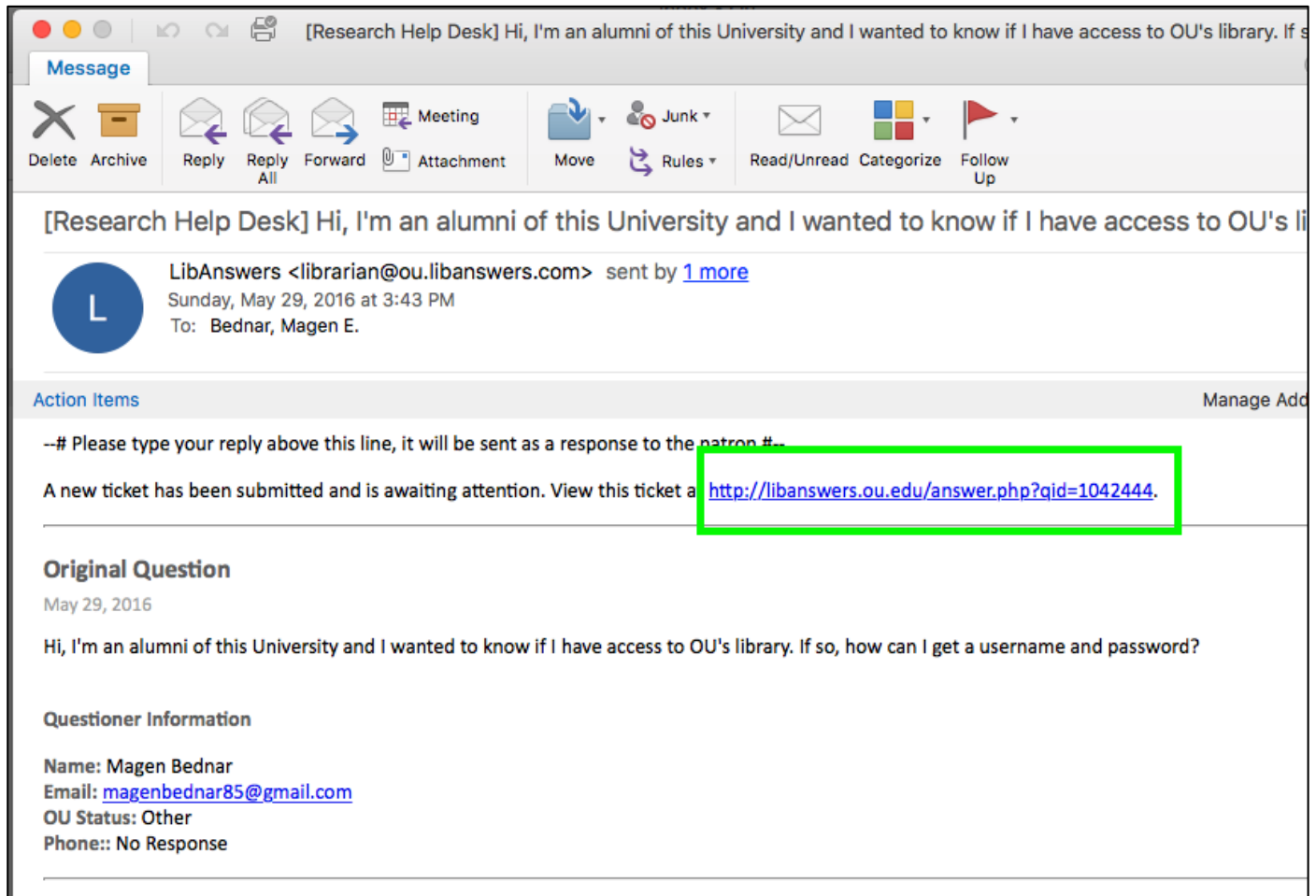
GRADUATE  
ASSISTANTS

A teal dashed starburst or sunburst shape is located in the bottom right corner of the page.


LibAnswers ticketing system is the new platform USLI librarians and graduate assistants will use to monitor and reply to Email-A-Librarian questions. With this new system, the workflow process of replying back to patrons has changed, but the staffing model has not changed. USLI graduate assistants will continue to monitor the EAL questions while staffing the Research Help Desk.

When a new EAL comes in, the ticket (what LibAnswers calls email messages) will show up in the LibAnswers Dashboard and a notification email will be sent to your OU email address.

Here's what the new email notification looks like:



Since you will be logged into LibAnswers at the Research Help Desk to monitor LibChat, to claim EALs that come in during your shift, click on the blue hyperlinked question.

Id	Status	Queue	Question	From
1042444	New	Research Help Desk	<p>Hi, I'm an alumni of this University and I wanted to know if I have access to OU's library. If so, how can I get a username and password? </p> <p>Magen Bednar (magenbednar85@gmail.com)</p> <p>Asked via Widget</p>	Patron

Once you click on the blue hyperlinked question, the LibAnswers system will take you to the ticket answer page.

The screenshot shows the LibAnswers ticket answer page. At the top, a question is displayed: "Hi, I'm an alumni of this University and I wanted to know if I have access to OU's library. I password?" asked by Magen Bednar. Below the question, there are tabs for "Create a Reply", "Post an Internal Note", and "Assign/Transfer". A "Macro" dropdown menu is set to "No Macro". A rich text editor (WYSIWYG) is provided for typing the reply. Below the editor, there are sections for "Files (0)", "Add Links", "CC Answer to" (with a list of email addresses), "Add to FAQ Group" (set to "Do not add to FAQ Group"), "Add to Analytics" (set to "Do not add to Analytics Database"), and a "Submit as New" button. At the bottom, there are buttons for "Save Draft", "Preview Email", and "Cancel".

1. **Patron information:** Click on the (i) icon to see more information about the asker, including the patron's OU status.
2. **Create a Reply:** This is the tab to use for replying back to patrons.
3. **Post an internal note:** If you don't know the answer to a question or don't know who to assign the ticket to, post an internal note to discuss the ticket with colleagues. Patrons cannot see internal notes.
4. **Assign / Transfer:** If a question can be answered better by a subject liaison, library department, or special collection, assign the ticket to the appropriate contact person.
5. **Macros:** Are standardized responses to frequently asked EAL questions. Macros are created by an Admin. user, but can be edited once added to a Reply and customized to fit that exact patron's needs.

6. **Text Box:** Type your reply back to the patron in the WYSIWYG (What You See Is What You Get) editor. This allows you to format text with things like, lists, embedded links, images and tables.
7. **Add Files:** Attach PDFs, Word files, etc. in this section. 5MB limit per file. **Important:** files are available for three months after they are uploaded.
8. **Add Links:** Links added in this section will appear at the end of the email to the patron.
9. **CC Answer to:** Emails in the list will receive notifications of replies and be allowed to post replies. Emails removed from the list will no longer be able to add replies to the ticket.
10. **Add to Analytics:** more information below!
11. **Submit the Ticket:** When you submit the ticket, this will send your answer to the patron's email.
  - a. **Submit as New:** Use this status if you accidentally claimed a ticket and want to un-claim it
  - b. **Submit as Open:** Ticket has been claimed but you still need to reply to the patron
  - c. **Submit as Pending:** Indicates that you're waiting for or expecting a response from the patron
  - d. **Submit as Closed:** Indicates that the question has been answered
12. **Save Draft:** Started working on a reply, but need to step away? Save your draft and come back to it later.
13. **Preview Email:** Use this option if you're done with your response and want to make sure it looks okay before sending.
14. **Cancel:** Just like it sounds, clicking on this will delete anything you have added above.

## Replying Back to EAL Patrons Yourself

If the EAL is a question that is frequently asked, check the Macros list (see number 5.) to see if a reply has already been created. Click on the Macro drop-down menu and select the Macro that best fits the patron's question and then click on "Apply."

The screenshot shows a web interface for applying macros to a ticket. At the top, there are three buttons: 'Create a Reply' (orange), 'Post an Internal Note' (blue), and 'Assign/Transfer' (blue). Below these is a section titled 'Apply a Macro to this Ticket'. On the left, there are 'Styles' and 'Format' dropdown menus. The main area is a dialog box titled 'OU Libraries Hours' with a search bar and a list of macros. The 'Apply' button at the bottom right of the dialog is highlighted with a green box.

Buttons at the top: [Create a Reply](#), [Post an Internal Note](#), [Assign/Transfer](#)

Section: **Apply a Macro to this Ticket**

Left sidebar: [Styles](#), [Format](#)

Macro selection dialog:

- Search:
- ☐ No Macro
- System-Wide**
  - ☒ **OU Libraries Hours**
  - ☐ Research Help Desk Webpage Link
  - ☐ Reserving HCLC Group Study Rooms

Bottom right button: [Apply](#)

If the Macro needs to be edited, then you will be able to edit it in the text box (see number 6.) to fit the exact needs of a patron.

Thank you for contacting Email-A-Librarian! [Click here](#) to find out the hours & locations for all Norman campus libraries.

Once you type out your reply, add any extra links or files (see numbers 7. and 8.). At this point, you can preview the email prior to sending to see if you need to make any changes (see number 13).

If you are satisfied with your answer, you need to add the question and your answer to Ref. Analytics. Click on the “Add to Analytics” drop-down menu and select “Email A Librarian.” Then select the options for OU Status (see number 1. to find the patron’s OU Status), Type of Question, and Resource Used that best fits the patron’s question and your answer.

Add to Analytics

Email A Librarian

OU Status

Other

Type of Question

Hours

Resource Used

OU Libraries Website

Questioner Information

Asked by

Magen Bednar (magenbednar85@gmail.com) ([Previous Messages](#))

OU Status

Other

Phone:

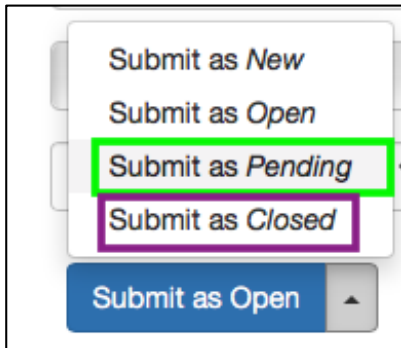
No Response

Asked via

[Widget](#)

Close

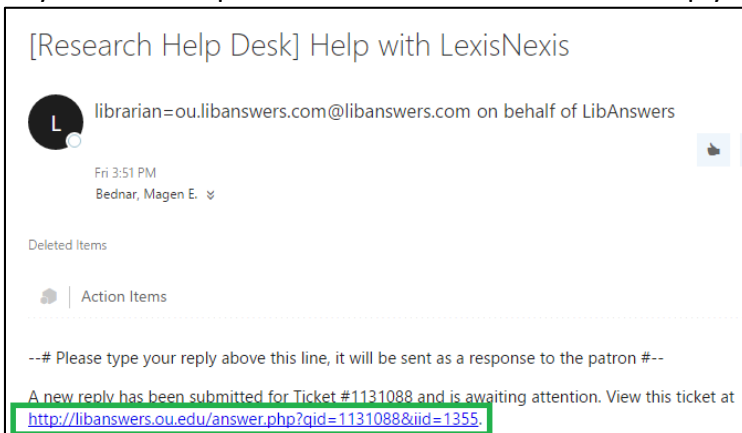
Once you've selected the Ref. Analytics options, you are ready to submit the ticket to LibAnswers, which will send your answer to the patron. If you do not expect a response back from the patron (which will be the case 99% of the time), then submit your ticket as closed. If you do expect a response back from the patron (i.e. when you need to find out if they were off campus or on campus when trying to access an e-resource), then submit the ticket as pending.



**Note about Submit as Closed:** this is the best option because it removes the ticket from the dashboard. If a patron replies back to a closed ticket, the LibAnswers system will re-open that ticket and it will show up in the dashboard once again. **Note about Submit as Pending:** only use this option if you know that you will be receiving a reply back from the patron. We don't want a lot tickets sitting in the dashboard.

### Additional Replies to EAL Patrons

If a patron responds back to your answer, a notification email will be sent to your OU email address. Since you are the owner of the ticket, the notification email will be sent only to you. So if you set up a rule in your inbox to send LibAnswers emails to a specific folder, you need to check that folder for new reply notification emails or you need to update the rule to not include new reply notification emails.



To reply back to patron, click on the link in the notification email, which will take you directly to the ticket page (although, it might take you to the login page if you aren't logged in to LibAnswers). The patron's new reply will be outlined in blue and listed underneath your first reply. Type out your reply in the "Create a Reply" text box, add files or links if you need to, **leave the "Add to Analytics" selection as "Do not add to Analytics Dataset,"** and then select the appropriate "Submit As" option to send your new reply to the patron.

Create a Reply | Post an Internal Note | Assign/Transfer

Apply a Macro to this Ticket:

Styles: Normal Font Size **A** **B** *I* U ~~ABC~~

"Content Type" uncheck the "Select All" box and then select "Newspapers." Then click on "Apply," which will take you back to the search page. On the search page type in "Flint Water Crisis" into the search box and then click on "Search." I've also attached a screenshot of the advanced search option for you. This search will find articles from the Washington Post, Michigan Lawyers Weekly, and others.

Best,

Magen Bednar  
Undergraduate Services Librarian  
OU Libraries

body p

Files (0)

Add Links

CC Answer to:

Emails in the list will receive notifications of replies and be allowed to post replies. Emails removed from the list will no longer be able to add replies to the ticket.

Add to FAQ Group:

Add to Analytics:

Once you've sent your additional reply to the patron, you will need to edit the original Ref. Analytics transaction for this EAL ticket to include the additional reply. So on the ticket page, copy your additional reply, then click on "Ref. Analytics" in the orange menu at the top of the page, and then click on "View/Edit Transactions."

LibAnswers | Dashboard | Answers | Stats | **Ref. Analytics** | LibChat | Status Mgmt | Admin | Help

Add Transaction | **View/Edit Transactions** | Statistics | Cross Tab Report

Thanks a lot for your great help. I wont be able to read the [redacted] google but on the newspaper archives.

I want to retrieve online news articles published from April 2014 to February 29, 2016 in USA Today and Detroit Free Press with the search keyword "Flint water crisis"

I used to get articles from LexisNexis from a few years back. I dont why I didnt come out this time.

Thank you.

**Reply from Magen Bednar (Jul 16 2016, 10:54am)**

Hi Tham!

I searched LexisNexis again for articles from April 1, 2014 to February 29th, 2016 that were published in either USA Today or Detroit Free Press. LexisNexis does not index Detroit Free Press, but I did find four articles from USA Today, which are attached below. You can search LexisNexis yourself by clicking on "Advanced Options." When the advanced options pop up, set your date range and then in the "Source" search box you can type in USA Today or you can just leave it blank. Under "Content Type" uncheck the "Select All" box and then select "Newspapers." Then click on "Apply," which will take you back to the search page. On the search page type in "Flint Water Crisis" into the search box and then click on "Search." I've also attached a screenshot of the advanced search option for you. This search will find articles from the Washington Post, Michigan Lawyers Weekly, and others.

Best,

Magen Bednar  
Undergraduate Services Librarian  
OU Libraries

On the View Transaction page, you can either scroll down the list to find your original entry, or you can filter the transaction by "Time Period" or by "Entered by." As we get more EAL transactions, I recommend filtering rather than scrolling through the list.

View Transactions: Email A Librarian Dataset: Email A Librarian


Question/Answer Internal Note Entered by: Magen Bednar

OU Status: View All Type of Question: View All Resource Used: View All

Transferred/Referred To: View All Time Period: 2016-06-16 to 2016-07-16 Limit by Day: All Days

Limit by Time between: 00 hr and 24 hr Filter (Clear filter)

When you find the transaction you need to edit, click on the edit icon.

o10380941	Jul 14 2016, 12:06	Q: Help with LexisNexis Note: Chat turned email question A: Hi Tham!! was unsuccessful in finding USA Today articles from 2014 in Factiva. Do you remember any of the article titles from your Google search? We might be more successful in finding those articles if we search by title. Attached are articles from Factiva about flint water that were published in 2014 from newspapers Best, Magen Bednar Undergraduate Services Librarian OU Libraries Hi Tham! I searched LexisNexis again for articles from April 1, 2014 to February 29th, 2016 that were publ... (See full answer)	Magen Bednar
			
Graduate Student	Reference	Database	blank

On the Edit Transaction page, paste your additional reply that you copied from the ticket page into the Answer box below your original reply, and then click on “Save Changes.”

Edit Transaction Dataset: Email A Librarian LibChat is Online You are signed in.

Question: Help with LexisNexis

Answer: In Factiva. Do you remember any of the article titles from your Google search? We might be more successful in finding those articles if we search by title. Attached are articles from Factiva about flint water that were published in 2014 from newspapers Best, Magen Bednar. Reply from Magen Bednar (Jul 16 2016, 10:54am):

Include this transaction in the public knowledge base. What is this?

See if similar questions are already in the public knowledge base:

Time Stamp: 2016-07-14 12:06 Answered By: Bednar, Magen Internal Note: Chat turned email question

OU Status: Faculty Graduate Student Other Staff Type of Question: Contact Information Hours Location/Directions Other Resource Used: Database Discover Discover Local Catalog E-Reference Transferred/Referred To: Bizzell Library Circulation Branch Library Interlibrary Loan/Soone Other

Save Changes

Now your additional reply is added to the EAL’s Ref Analytics transaction without deleting your original reply!

### Asking for Help When you do not know how to Answer EAL Patrons

If you don’t know the answer to a question or don’t know who to assign the ticket to, you will need to post an internal note for the ticket.

Within the ticket page, click on the black “Post an Internal Note” tab (see number 3.). Type out your note in the text box.

Styles ▾ Normal ▾ Font ▾ Size ▾ A

I don't know the answer to this ticket. Can someone help me?

Thanks,

Magen

body p

In the “Email Note to” drop-down menu, select the Lib-Research-GA Listserv email option.

Email Note to ▾  
 Add to Analytics

- ☐ Ortega, Lina
- ☐ Rapacz, Haley
- ☐ Reese, Jackie
- ☐ Scrivener, Laurie
- ☐ Spencer, Mary Ellen
- ☐ Stock, Matt
- ☐ Strothmann, Molly
- ☐ Widener, Jeff
- ☐ Wilhite, Jeffrey
- ☐ Zemke, Eric
- Address Book --
- ☐ Huber, Sara (sarai@ou.edu)
- ☒ Listserv, Lib-Research-GA (libresearchga@ou.edu)
- ☐ McCarthick, Jana (jmcarthick@ou.edu)

Then submit your note as “Open.” Do not add your internal note to Ref. Analytics. Keep “Do not add to Analytics Dataset” as the option for “Add to Analytics.”

Submit as *New*  
 Submit as *Open*  
 Submit as *Pending*  
 Submit as *Closed*

Submit as New

Everyone on the Lib-Research-GA Listserv will receive an email notification for your internal note. They can either reply back to email notification or they can click on the link provided with the answer to your internal note.

**From:** <librarian@ou.libanswers.com@libanswers.com> on behalf of Magen Bednar <librarian@ou.libanswers.com>  
**Date:** Wednesday, June 1, 2016 at 1:03 PM  
**To:** LIB - Research GA <libresearchga@ou.edu>  
**Subject:** Hi, I'm an alumni of this University and I wanted to know if I have access to OU's library. If so, how can I get a username and password?

--# Type reply above this line to add an Internal Note to the Ticket #--

Or go to the ticket to add a reply / internal note: <http://libanswers.ou.edu/answer.php?qid=1042444&iid=1355>

**[Internal Note] Magen Bednar**  
 Jun 01 2016, 01:01pm



Once you've received guidance on how to answer the patron's EAL question, you will either reply back to the patron within the LibAnswers system (same process as the [Replying Back to EAL Patrons Yourself](#) section) or you will assign/transfer the ticket to the appropriate library personal (see [Forwarding EAL Patrons](#) section).

### **Forwarding EAL Patrons to Library Departments, Special Collections, or Subject Liaisons**

When you are unable to answer a patron's EAL question, you will need to assign/transfer the ticket to the appropriate library personnel.

Within the ticket page, click on the grey "Assign/Transfer" tab (see number 4.). Leave the "Transfer to" option as User, and then select the appropriate library personnel from the "Select the user to own this ticket" drop-down menu.

The screenshot shows the 'Assign/Transfer' tab in the LibAnswers system. At the top, there are three tabs: 'Create a Reply' (highlighted in orange), 'Post an Internal Note', and 'Assign/Transfer'. Below the tabs, the 'Transfer to' dropdown menu is set to 'User'. Below this is a dropdown menu labeled 'Select the user to own this ticket'. A search bar is visible above the list of users. The list of users is titled '-- Account Holders --' and includes the following names with radio buttons next to them: Bednar, Magen; Boulden, Kristal; Camp, Twila; Daniel, Trisha; darling, cassondra; Fox, Doni; Golomb, Liorah; Hahn, Susan; Hanisch, Katherine; McCain, Cheryl; Mead-Harvey, Carolyn; Peng, Viola; and Rapacz, Haley. On the left side of the interface, there are buttons for 'Styles', 'Format', 'CC Note to', and 'Add to Analytics'.

Input your message to the assignee, and then click on "Submit as Open." **Do not change the "Add to Analytics" option from "Do not add to Analytics Dataset."**

Styles Normal Font Size A A B I

Hi Matt!

Would you be able to answer this EAL about GoPro cameras?

Thanks,

Magen

body p

CC Note to

Add to Analytics

Submit as New

Submit as Open

Submit as Pending

Submit as Closed

Submit as New

Cancel

At this point your responsibility for the ticket is done. It will be the assignee's responsibility to add the ticket to Ref. Analytics.





LIBANSWERS!

training  
materials  
for

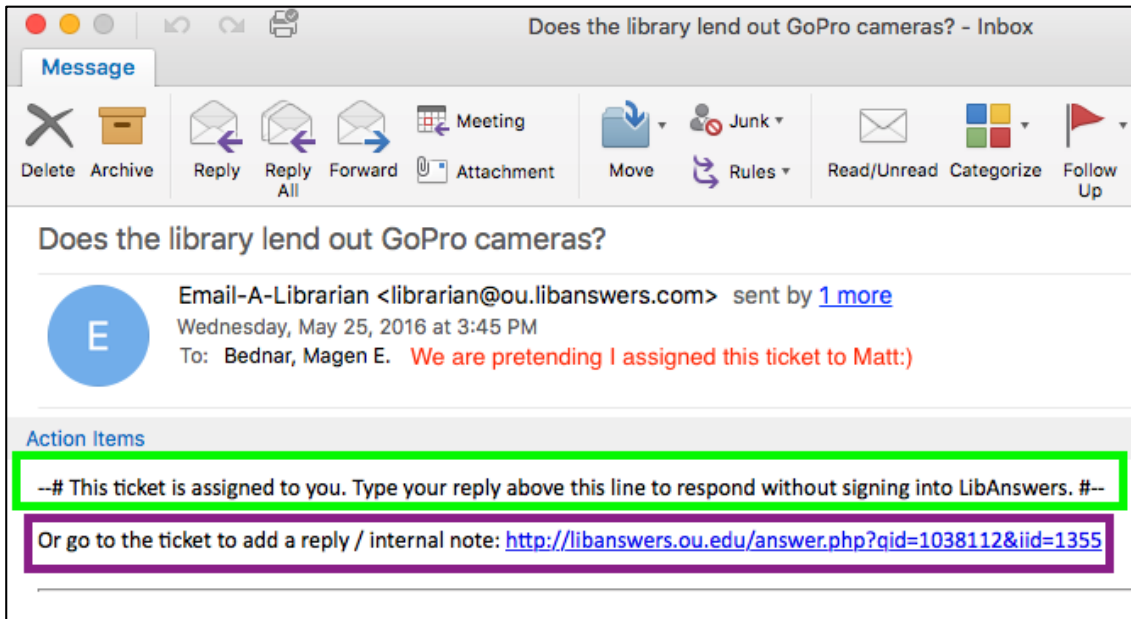
EMAIL-A-LIBRARIAN!

## Forwarded EALs

When a GA assigns/transfers an EAL ticket to you, a notification email will be sent to your OU email. There are two ways you can respond back to a patron:

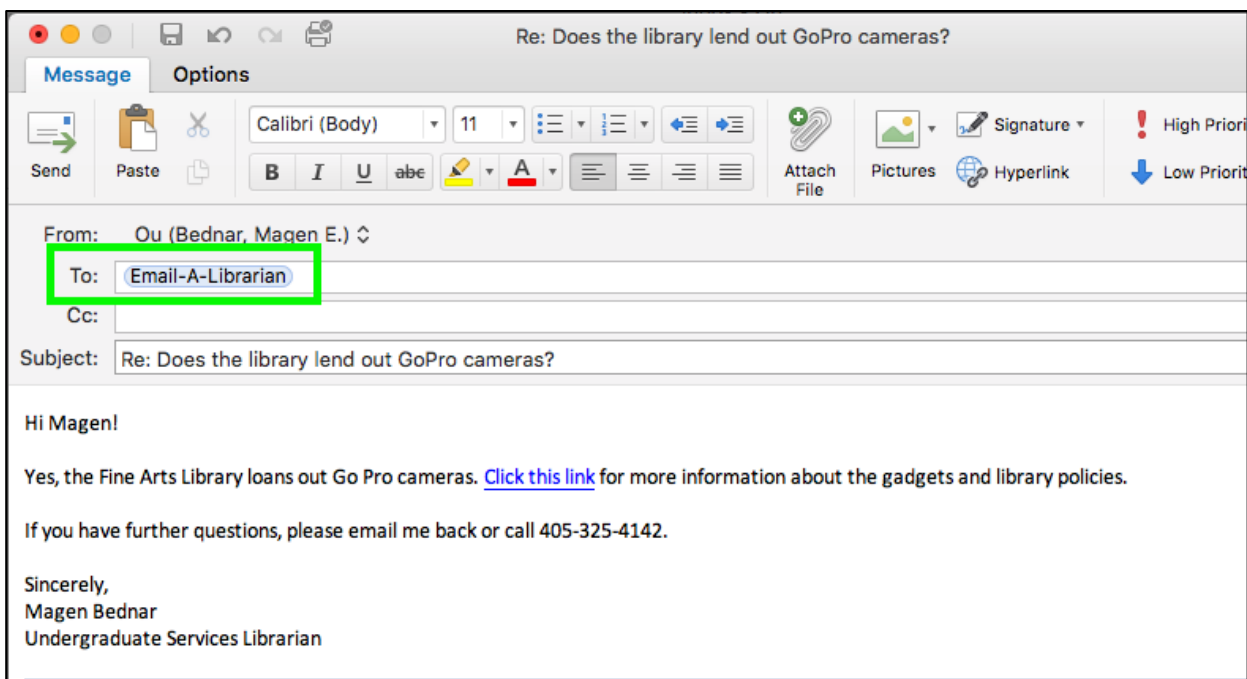
1. By replying back to [librarian@ou.libanswers.com](mailto:librarian@ou.libanswers.com) within your OU email
2. Or by clicking on the link within the notification email

BOTH of these options will track the EAL ticket thread within the LibAnswers system!



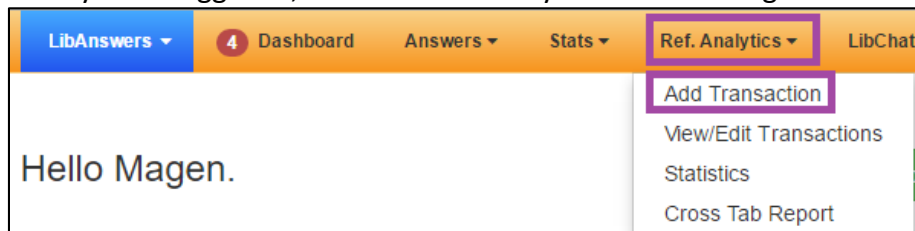
1. Answering the EAL question within your OU email

If you choose to reply back within your OU email address, please be sure you are replying back to the LibAnswers email! Otherwise the ticket thread will not be tracked within LibAnswers.



Once you've sent your reply to the patron, you need to add the EAL to Ref. Analytics. Open your reply in your email's sent folder, and then open an internet browser and go to <http://libanswers.ou.edu>. Click on "Login to LibApps" at the bottom of the page, and then use the same login information as LibGuides.

After you've logged in, click on "Ref. Analytics" in the orange menu bar, and then click on "Add Transaction."



On the Add Transaction page, **copy the Original Question from your reply in your email and then paste it into the Question box** (if the Original Question is longer than 140 characters, then use the more details box below the Question box). **In the Answer box, copy and paste your reply.** **Make sure your name appears in the "Answered By" box.** **In the OU Status box, select the appropriate status listed under Questioner Information in your email.** In Type of Question and Resource Used boxes, select the appropriate options (you will only be able to select one option in each box. If you need to select multiple options, use the internal note box and type out the additional options). **Do not select the box next to "Include this transaction in the public knowledge base"!** Finally, click on "Submit & Clear."

Add Transaction

Dataset: Email A Librarian

LibChat is Online You are signed in.

Question

Type the question (140 chars max)

Type more detail (optional). 1000 chars max.

Answer

Type the answer here.

☐ Include this transaction in the public knowledge base. What is this?

See if similar questions are already in the public knowledge base:  
 Search

Time Stamp: ☒ Current ☐ Edit Date/Time

Answered By:

Bednar, Magen

Internal Note:

OU Status

Faculty  
Graduate Student  
Other  
Staff  
Undergraduate Student

Type of Question

Contact Information  
Hours  
Location/Directions  
Other  
Reference  
Study Rooms  
Technology  
Technology Mac  
Technology PC  
Technology Printing  
Technology Services

Resource Used

Database  
Discover  
Discover Local Catalog  
E-Reference  
EAL Macro  
Google  
OU Libraries Website  
OU Website  
Other  
Research Guide

Submit

Submit & Clear

What's the difference?

Magen Bednar Pretend this says Matt Stock... Ha!

Reply (Admin), May 25 2016, 04:19pm

Hi Magen!

Yes, the Fine Arts Library loans out Go Pro cameras. Click this link <<http://>> information about the gadgets and library policies.

If you have further questions, please email me back or call 405-325-4142

[Internal Note] Magen Bednar

May 25 2016, 03:44pm

Hi Matt!

Would you be able to answer this EAL about GoPro cameras?

Thanks,

Magen

[Ownership assigned to Magen Bednar]

[Status changed to Open]

Original Question

May 25, 2016

Does the library lend out GoPro cameras?

Questioner Information

Name: Magen Bednar

Email: [magenbednar85@gmail.com](mailto:magenbednar85@gmail.com)

OU Status: Undergraduate Student

Phone: No Response

## 2. Answering question within LibAnswers ticket thread

If you chose to reply back to the patron by clicking on the link within the notification email, you will be asked to log in to LibApps and then the ticket thread will pull up. The replies are color coded within the ticket thread: **blue** is patron replies, **black** is internal notes, and **orange** is librarian/GA replies.

The screenshot shows the LibAnswers interface. At the top is a navigation bar with links: LibAnswers, Dashboard, Answers, Stats, Ref. Analytics, LibChat, Status Mgmt, Admin, and a help icon. Below the navigation bar, ticket details are displayed: QID: 1038112, Status: Closed, Queue: Research Help Desk, Owned by: Magen Bednar, and an Unclaim button. Further down, it shows Asked By: Magen Bednar (magenbednar85@gmail.com), Asked On: May 25 2016, 03:33pm, and Last Updated: May 25, 2016. The main content area shows the question: "Does the library lend out GoPro cameras?" asked by Magen Bednar. Below the question is an internal note from Magen Bednar dated May 25 2016, 03:44pm. The note contains the text: "Hi Matt! Would you be able to answer this EAL about GoPro cameras? Thanks, Magen [Ownership assigned to Magen Bednar] [Status changed to Open]". At the bottom of the note, it says "Emailed to: 'Magen Bednar' <magen.bednar@ou.edu>".

Type your reply in the text box.

The screenshot shows the LibAnswers reply form. At the top, there are three tabs: "Create a Reply" (selected), "Post an Internal Note", and "Assign/Transfer". Below the tabs is a section for "Apply a Macro to this Ticket" with a dropdown menu set to "No Macro" and an "Apply" button. Below this is a rich text editor with a toolbar containing various formatting options like bold, italic, underline, link, and image. The text area contains the following text: "Hi Magen! Yes, the Fine Arts Library loans out Go Pro cameras. Click this link<http://guides.ou.edu/gadgets> for more information about the gadgets and library policies. If you have further questions, please email me back or call 405-325-4142." Below the text area are two buttons: "Files (0)" and "Add Links".

After you type out your reply and BEFORE you send your reply to the patron, click on the “Add to Analytics” drop-down menu, and select “Email A Librarian.”

The screenshot shows a dropdown menu with the text "Add to Analytics" on the left and "Email A Librarian" selected in the center. A small upward and downward arrow icon is on the right side of the dropdown.

To find the patron's OU status, scroll up and click on the information icon next to the patron's name.

Does the library lend out GoPro cameras?

Asked By: Magen Bednar ⓘ

Within LibAnswers' ticket thread, click on the information icon to view the patron's OU status.

**Questioner Information**

Asked by:  
Magen Bednar (magenbednar85@gmail.com)

**OU Status**  
Undergraduate Student

**Phone:**  
No Response

**Asked via**  
Widget

Then open the “OU Status” drop-down menu, and select the appropriate response. If the patron did not list their OU Status, then select “Other.”

**OU Status** Undergraduate Student

Then open the “Type of Question” drop-down menu, and select the type of information the patron is asking for (i.e. reference, technology, location/direction, etc.).

**Type of Question** Technology

Finally, open the “Resource Used” drop-down menu, and select what resources you used to find the answer to the patron's question.

**Resource Used** Research Guide

Here's the view of all the Ref. Analytics options:

**Add to Analytics** Email A Librarian

**OU Status** Undergraduate Student

**Type of Question** Technology

**Resource Used** Research Guide

Since you will be able to select only one option from each drop-down menu, use the “Internal Note” section to include other options.

**Internal Note:**

Once you are done selecting the Ref. Analytics options, you will need to select your “Submit As” options. If you are expecting a reply back from the patron, select “Submit as Pending.” If you've answered the question completely and are not expecting a reply back from the patron, then select “Submit as Closed.”

Submit as New

Submit as Open

Submit as Pending

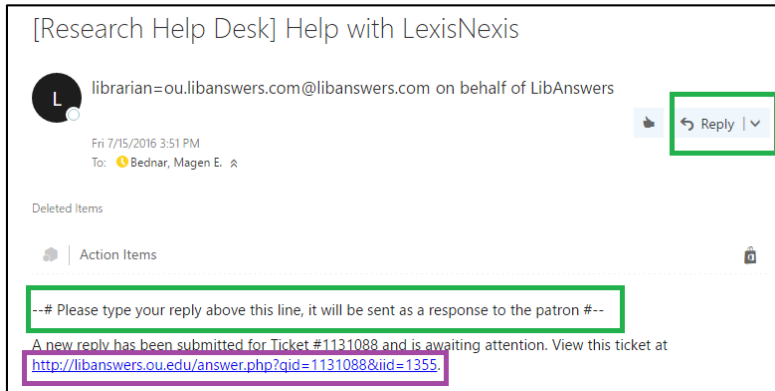
Submit as Closed

Submit as Open

When you select your “Submit As” options, this will send your reply to the patron, so be sure your reply is ready to be sent. If you made a mistake when entering data for Ref. Analytics, follow the steps below\*.

## New Patron Replies from Previously Transferred EALs

If a patron responds back to you, a notification email will be sent your OU email address. Again, you can either reply back to the patron directly within your email or you can click on the link to answer within LibAnswers.



If you reply back within your email, remember to reply back to the LibAnswers' email address not the patrons. Then follow the steps listed below about editing Ref. Analytics transactions.\*

To reply back within LibAnswers, click on the link listed in the notification email, which will take you to the ticket page.

On the ticket page, type out your reply in the "Create a Reply" text box, add files or links if you need to, **leave the "Add to Analytics" selection as "Do not add to Analytics Dataset,"** and then select the appropriate "Submit As" option to send your new reply to the patron.

A screenshot of the "Create a Reply" form in LibAnswers. The form has tabs for "Create a Reply", "Post an Internal Note", and "Assign/Transfer". Below the tabs is a section "Apply a Macro to this Ticket" with a dropdown menu set to "No Macro" and an "Apply" button. Below that is a rich text editor with various formatting options. The text area contains a message about "Content Type" and a link to a search page. Below the text area is a "body p" section. There are sections for "Files (0)" and "Add Links". At the bottom, there is a "CC Answer to" section with an "Add Email" button. Below that is an "Add to FAQ Group" dropdown menu set to "Do not add to FAQ Group". Below that is an "Add to Analytics" dropdown menu set to "Do not add to Analytics Dataset", which is highlighted with a green box. At the bottom of the form are buttons for "Submit as Pending", "Save Draft", "Preview Email", and "Cancel".

\*Once you've sent your additional reply to the patron, you will need to edit the original Ref Analytics transaction for this EAL ticket to include the additional reply. So on the ticket page, copy your additional reply, then click on "Ref. Analytics" in the orange menu at the top of the page, and then click on "View/Edit Transactions."



LibAnswers ▾ Dashboard Answers ▾ Stats ▾ **Ref. Analytics ▾** LibChat ▾ Status Mgmt ⚙ Admin ▾ ? Help

Hi Magen,

Thanks a lot for your great help. I won't be able to read the articles I found on Google but on the newspaper archives.

I want to retrieve online news articles published from April 2014 to February 29, 2016 in USA Today and Detroit Free Press with the search keyword "Flint water crisis"

I used to get articles from LexisNexis from a few years back. I don't know why I didn't come out this time.

Thank you.

**Reply from Magen Bednar (Jul 16 2016, 10:54am):**

Hi Tham!

I searched LexisNexis again for articles from April 1, 2014 to February 29th, 2016 that were published in either USA Today or Detroit Free Press. LexisNexis does not index Detroit Free Press, but I did find four articles from USA Today, which are attached below. You can search LexisNexis yourself by clicking on "Advanced Options." When the advanced options pop up, set your date range and then in the "Source" search box you can type in USA Today or you can just leave it blank. Under "Content Type" uncheck the "Select All" box and then select "Newspapers." Then click on "Apply," which will take you back to the search page. On the search page type in "Flint Water Crisis" into the search box and then click on "Search." I've also attached a screenshot of the advanced search option for you. This search will find articles from the Washington Post, Michigan Lawyers Weekly, and others.

Best,

Magen Bednar  
Undergraduate Services Librarian  
OU Libraries

On the View Transaction page, you can either scroll down the list to find your original entry, or you can filter the transaction by "Time Period" or by "Entered by." As we get more EAL transactions, I recommend filtering rather than scrolling through the list.

View Transactions: Email A Librarian    Dataset: Email A Librarian ▾


Question/Answer    Internal Note    Entered by: Magen Bednar ▾

OU Status: View All ▾    Type of Question: View All ▾    Resource Used: View All ▾

Transferred/Referred To: View All ▾    Time Period: 2016-06-16 to 2016-07-16    Limit by Day: All Days ▾

Limit by Time between: 00 hr ▾ and 24 hr ▾    **Filter**    (Clear filter)

When you find the transaction you need to edit, click on the edit icon.

o10380941	Jul 14 2016, 12:06	<b>Q: Help with LexisNexis</b> Note: Chat turned email question	Magen Bednar
		<b>A:</b> Hi Tham! I was unsuccessful in finding USA Today articles from 2014 in Factiva. Do you remember any of the article titles from your Google search? We might be more successful in finding those articles if we search by title. Attached are articles from Factiva about flint water that were published in 2014 from newspapers. Best, Magen Bednar Undergraduate Services Librarian OU Libraries Hi Tham! I searched LexisNexis again for articles from April 1, 2014 to February 29th, 2016 that were publ... (See full answer)	
Graduate Student	Reference	Database	blank

On the Edit Transaction page, paste your additional reply that you copied from the ticket page into the Answer box below your original reply, and then click on “Save Changes.”

Now your additional reply is added to the EAL’s Ref Analytics transaction without deleting your original reply!

## EAL Statistics

If you want to pull statistics on the EAL’s you’ve answered, click on “statistics” in the Ref. Analytics drop-down menu.

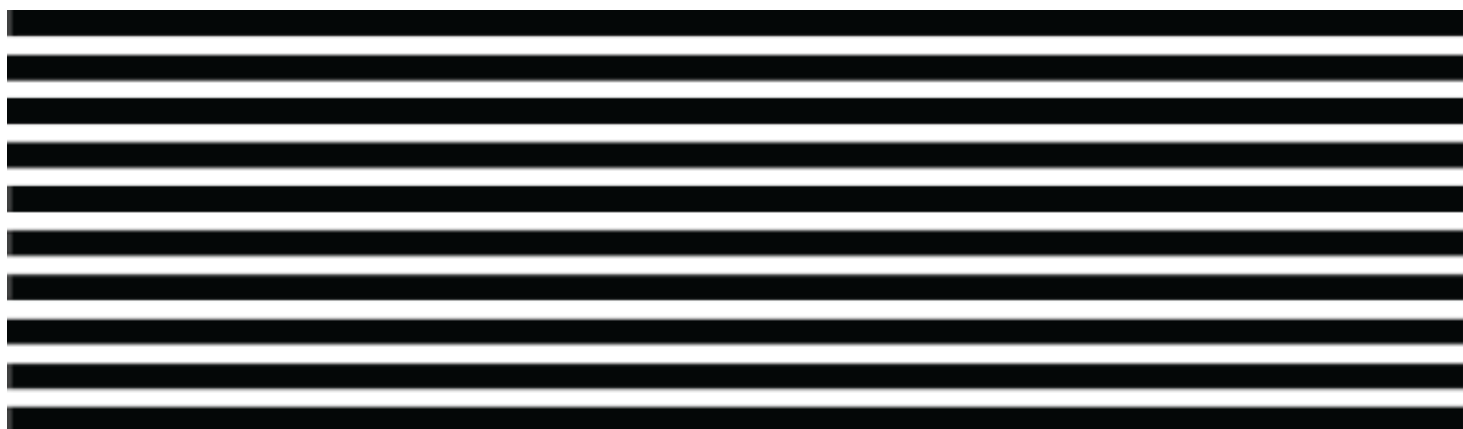
Select your name from the entered by drop-down menu, and then click on “filter.”

To view how many questions you’ve answered during a specific time frame, click on “date/time stats.”

For more in-depth data analysis, click on “analyze metadata.”

email:  
MAGEN.BEDNAR@OU.EDU

for EAL issues  
& questions!..



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](mailto: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](mailto: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](mailto:magen.bednar@ou.edu)!

**email:**

[magen.bednar@ou.edu](mailto:magen.bednar@ou.edu)

*with questions!*