



Midwinter Online Conference 2024

Questions from Session 6: Using Electronic Resource Tickets to Assess E-Resource Management and Service Effectiveness

Q1: Did you think of or try using a second stream in LibAnswers instead of a separate ticket system (Dynamix)?

LibAnswers was implemented at UIUC after Team Dynamix.

Q2: Does your ILL department put in tickets? I didn't see them represented

They would fill out a form or send an email just like other users, but we do not get many from them!

Q3: How does the data address for chats that get closed prematurely due to patrons clicking on reference links that open in the same window, but close the chat?

We don't actually live chat with users.

Q4: That's a lot of tickets! Did you do anything to market the reporting tool?

No, but we did redesign the button to be more visible, added it in more places, and rebranded the form. We do get a LOT of tickets.

Q5: Did you build a custom dataset in LibInsight for the ticket data or did you use one that was already available. I've been playing with this as a way to track our tickets too. We don't have nearly your volume and have been using an Excel spreadsheet which I hate. Our IT uses Samanage and said our volume of tickets isn't cost effective to use Samanage.

We built a custom one. I can't imagine trying to use Excel to track tickets. A ticketing system is absolutely necessary, in my opinion! (Amy)

Q6: Does the reason for why it took as long to fix as it did factor into your statistics (e.g. slow vendor response)?

Yes, that's why we gave stats with and without the tickets that took a long time.

Q7: Can you go into more detail about the quarterly troubleshooting training?

Yes! It's just once a year, though. I offer an hour-long session that is marketed to all library staff and required of new public services staff. Since frontline reference workers will not be able to contact vendors or update links, etc., I emphasize how to identify exactly what the user is trying to access and making sure they try to get to it themselves, communicating some easy things they can suggest to users (like trying an incognito window), and always referring problems by submitting a ticket.