



## Transcript Awards- How to Nominate in LibAnswers-2022

Please use one of the following methods for tagging the Nomination that you wish to submit for the Transcript Awards:

### 1) Tag Immediately Following a Current Interaction Before Closing It Out

https://answerland.libanswers.com/admin/dashboard

Dashboard Answerland-summit A... Account Change - Lib... Permanent Schedule ... ALL GUIDES Alphabeti... Answerlandvolunteers... Other Bookmarks

Offline Internal Online Jennifer Cox

Settings

All (4) / New (1) /

Claim Chat 2:44 00

chatting with Jennifer Cox

werland

h Heidi S 2:36 pm

nswerland (Oregon) Canned Messages Reque

Members

Message Patron Internal Note

Send Message

End Chat

Add/Edit Tags

Use this option to add internal tags to this chat. Tags provide a means of internal classification for chats and tickets and are never displayed to patrons.

Current Tags:

Transcript Awards

Add Tags

Q tran

Transcript Awards

A) Click Add/Edit the Tag Icon

B) Type "Transcript Awards" and check the box next to the tag to select it

C) Click the Add Tag Button and close the window

2) If you are choosing a past Interaction, find you the interaction in your institution's chat history from the LibAnswers Dashboard(see below):

A) Narrow your search for the chat by the nominee's name via the **Owner** dropdown menu

B) It will be important to use the **Asked from** date feature to make sure your entry fits the March 1, 2021 to March 15, 2022 date frame.

The screenshot shows a search and filter interface for chat transcripts. Callout A points to the 'Asked from' date range (2022-01-12 to 2022-02-12). Callout B points to the 'Filter' button. Callout C points to the pagination controls (1-7) and the 'Export Transcripts' button. Below the filters is a table of chat transcripts.

Chat ID	Name	Initial Question/Tags	Department	Answered By	Chat Started	Actions
7274661	Jennifer Cox	Test Transcript for Jennifer. Please do not pick up	Answerland	Jennifer Cox	Feb 12 2022, 11:07am	[Icons]

C) Tags can be applied from the Quick Transcript View

D) When you have selected the transcript that you wish to nominate you will want to apply the "Transcript Awards" tag by typing "Transcript Awards" or scrolling down the alphabetical drop-down menu. Then click the "Add Tag" button. Then close out of that window.

The screenshot shows the details of a chat transcript. Below the details is a section for adding tags. Callout D points to the 'Add Tags' button. A search box contains 'Transcr' and a dropdown menu shows 'Transcript Awards' selected.

Transcript Details:

- Launched from via Widget: Unknown
- Department: Answerland
- Answerer: Jennifer Cox
- Started Chatting: 2022-02-12 11:07:12
- Wait Time: 5 seconds (5 seconds)
- Chatting Duration: 52 seconds (52 seconds)
- Message Count: 3
- Internal Note: Client did not rate chat
- Client Rating: Client did not rate chat
- Client Comment: State Library of Oregon
- My library is...: State Library of Oregon
- Initial Question: Test Transcript for Jennifer. Please do not pick up
- Tags:

Tag Selection:

Transcript Awards ▾ [Add Tags]

Search: Transcr [x]

- ✓ Transcript Awards transcript to demonstrate tags for the Answerland Transcript Awards

Chat Log:

- 11:08:21 Jennifer Cox: Great!
- 11:08:43 System: Patron ended chat.

[Open in New Page to View/Edit/Print]

**\*Privacy and Anonymity Disclosure-** The Virtual Reference Coordinator will not be involved in the selection process for the awards and has access to all queues. They will be handling the redaction of private/personally identifiable information before the nominations are distributed to the Quality Team for consideration. This will included redacting the name of the patron, librarian name and sensitive and/identifying information before distribution evaluators occurs.