



Notable Transcript Awards- How to Nominate with Tagging

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

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, 2022 to March 15, 2023 date frame.

The screenshot shows a search interface for 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, 2, 3, 4, 5, 6, 7, >, >>).

Search filters include: ID, Email/Phone, Transcript Text, Department, Owner, Tag, Rating, Widget, Asked from, to, Limit by Day, Answered by Co-Op, Answered by Group Member, Widget's Group Member Library Affiliation, and Screensharing. A 'Filter' button and a '(clear)' link are also present.

Below the filters is an 'Export Transcripts' button. The results section shows 'Chats 1 - 50 (of 1762)' and a table with columns: Chat ID, Name, Initial Question/Tags, Department, Answered By, Chat Started, and Actions. The first row shows Chat ID 7274661, Name Jennifer Cox, Initial Question/Tags 'Test Transcript for Jennifer. Please do not pick up', Department Answerland, Answered By Jennifer Cox, and Chat Started Feb 12 2022, 11:07am.

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 transcript. It includes fields for: Launched from, via Widget, Department, Answerer, Started Chatting, Wait Time, Chatting Duration, Message Count, Internal Note, Client Rating, Client Comment, My library is..., Initial Question, and Tags. Below these fields is a search bar with 'Transcript Awards' entered. A dropdown menu is open showing 'Transcript Awards' selected. An 'Add Tags' button is visible. Callout D points to the 'Add Tags' button.

Below the search bar, there is a list of transcript messages: '11:08:21 Jennifer Cox: Great!' and '11:08:43 System: Patron ended chat.' At the bottom right, there is a button that says '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 include redacting the name of the patron, librarian name and sensitive and/identifying information before distribution evaluators occurs.