How to Answer a Question in LibAnswers?

If a student submits a question using LibAnswers, the question will appear in the Unanswered Queues.

**WORKFLOW:**
A submitted question appears.

Scott Library answers the question OR redirects subject specific questions to the branches. Or a branch picks up a question they know is related to their branch subject matters.

If the question is branch specific, *Add a Note* to indicate what branch is to answer the question.

- You can add a note in the Unanswered Queues Page. If you are in a branch library, remember to look at this page to see if questions are directed to you by seeing if any notes have been added to unanswered questions. Take a look below to see how to add a note.

In Unanswered Queues, Click on Add a Note, on the right hand side of the question, for questions that a branch should answer.
Type in note, click on Save Note.

Add a note for question 435053

Rich Text Plain Text

Steacie please answer.

Email this note to: Select recipients

Save Note Cancel

Click Close.
Steps to Answering a Submitted Question

1. Claim an Answer and Answer It
   a. In the Dashboard, if an unanswered question appears that you are to answer, click on Answer.
b. If you are in the Unanswered Queues page and a question appears, click on *Claim It* and then *Answer*.

2. **Answering a Question.**

   There two ways you can answer the question

   a. *Reuse Answers*. If you resuse an answer, make sure to click on “copy”. This will allow you to make the answer public or private. To make it private click on the check box that is next to “This is a private question/answer”. You may also edit the answer to make it specific to the person who is asking the question.
Select Reuse Answers.

Note: If you decide on making the answer public, then edit the Question so that it is in sentence case.

Select a reuse question by click on copy.

How do I write an annotated bibliography?
b. Type in an answer manually. Decide if this is going to be a public or private answer. To make it private click on the check box that is next to “This is a private question/answer.”
Rules to Live By:

1. **WORKFLOW:** Redirect subject specific questions to that particular branch. Even if you can answer it, send it their way instead. This will help with workflow and delegating so not one place is overwhelmed at the information desk. For example, if there is a question on astronomy, *Add A Note* for Steacie to answer the question. Somebody at Steacie will then answer this question.

2. **PRIVATE ANSWERS:** Answer *MOST* submitted questions privately. Don’t forget the check box that makes the answer private.

3. **PUBLIC ANSWERS:** If you want to make an answer public, *EDIT the QUESTION* so that it is in sentence case.

4. **REUSE ANSWERS:** Click on the “copy” link.

5. **LINK IT!**: MOST answers should include a link whether to a LibGuide, a suggested title, a suggested database, even a suggested list of books, or contact for a particular branch.

6. **COMMENTS:** Approve or Delete it.
   a. **APPROVE** = comment made public and added to our comment archive.
   b. **X “delete”** = comment deleted and will *not* be made public.

LibAnswers Help

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When signed in as Admin. Click on the Help button, top right corner. Next, click on the Training Video tab, middle-top left side, to view past Online Tutorials.

**Need training or have a question contact:**
Sarah Shujah, sshujah@yorku.ca, x33945