



17 March 2010

## RELEASE NOTES FOR FIRST QUARTER 2010

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# 1. NEW FEATURES

## TEXT MESSAGING

U.S. libraries that subscribe to the Text a Librarian (TAL) text messaging service from Mosio can now receive SMS text questions in QuestionPoint. This allows the library to integrate all its methods for receiving questions—e-mail, chat, SMS text, and telephone and in-person by the Add-Question feature—into one interface for answering, referring, tracking, and reporting.

For accounts that are QuestionPoint subscribers, TAL passes patron questions through to QP and QP librarian responses back through to the patron. A new text message appears in your questions lists, along with received e-mails and completed chat sessions. It is easily distinguishable by the prefix **TXT MSG** and the patron appears as **TXT Patron**. (See Figure 1.)

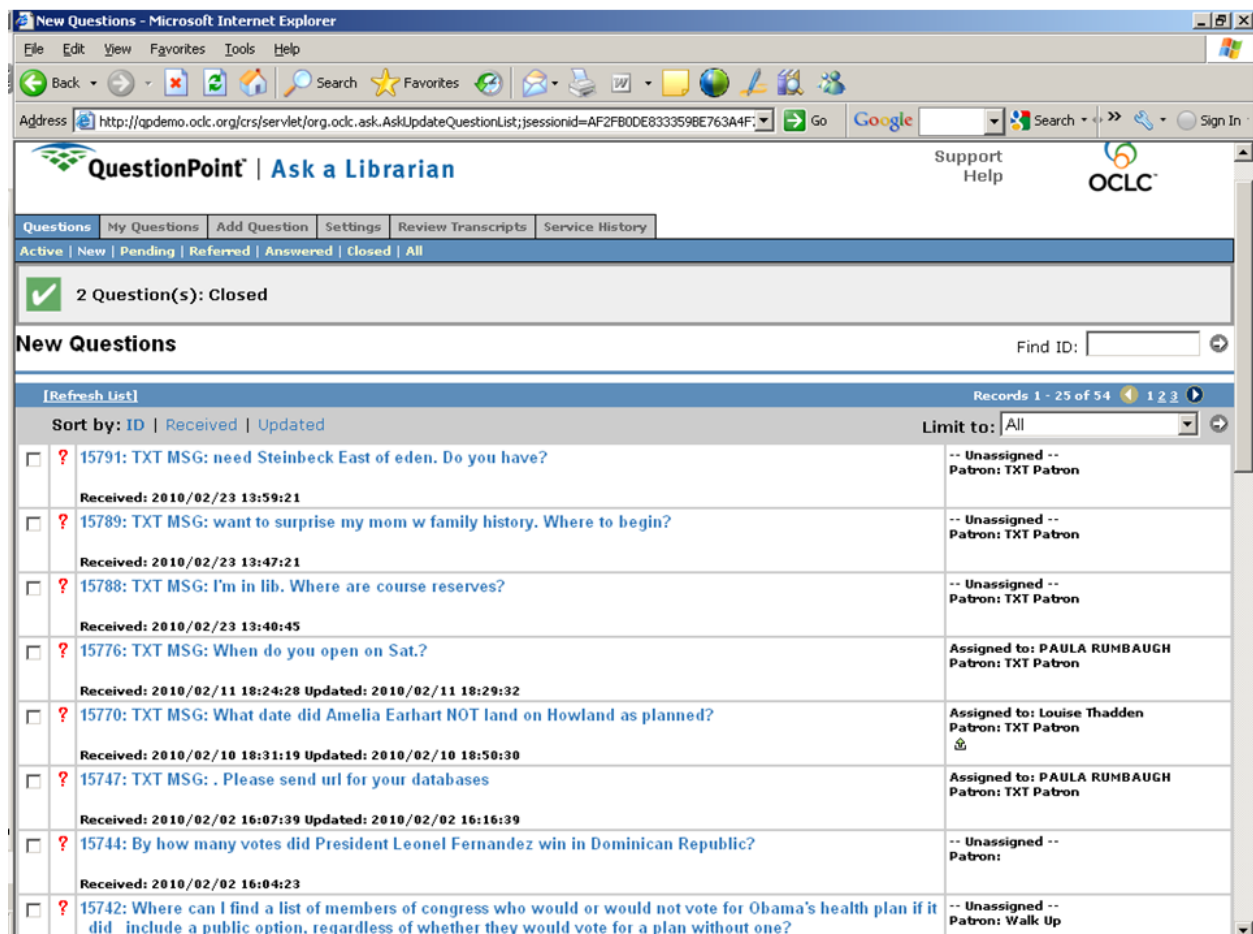


Figure 1. New Questions List

On the Full Question page, a user ID that has been assign by TAL appears in the user name field. This is the only identifier for a patron.

When you click on the Answer button to respond to the text patron, the Answer page displays. It has a few important differences from the Answer page that displays for e-mails and chat follow-ups. The screen image shown below (Figure 2) is a completed answer, ready to send, and it illustrates the smaller answer box, a character counter, and a URL "minimizer."

Short messages are essential in text messaging, and a single message back to the user cannot exceed 160 characters. However, your response may be as long as 320 characters--TAL will break any message longer than 160 characters into two separate messages for actual delivery. The character counter counts down as you type your response, always indicating how many characters you have to go. In the interests of brevity, you can shorten any URL you want to send by copying it to the Long URL field, clicking on the Minimize URL button, and then copy the shortened URL into the body of your text.

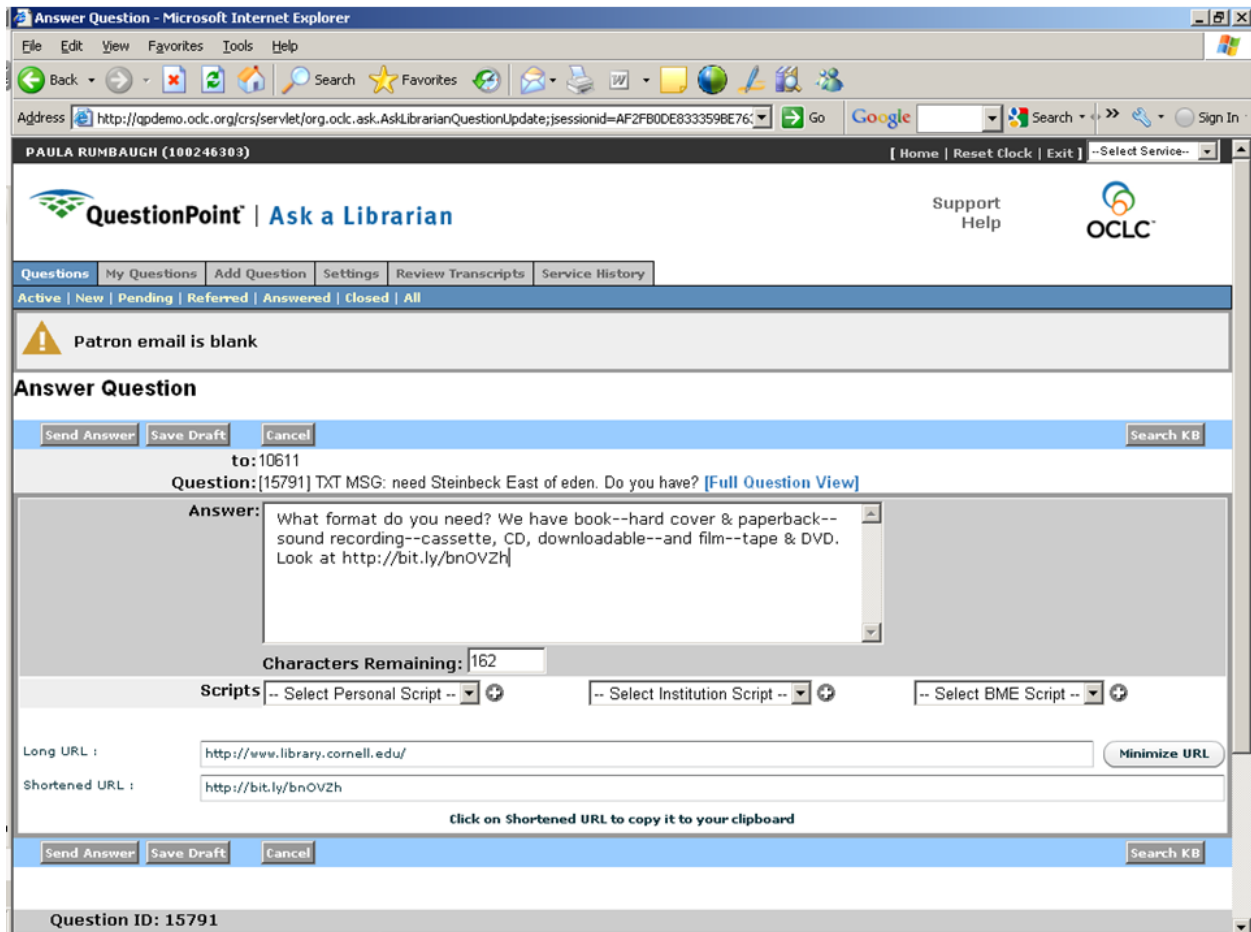
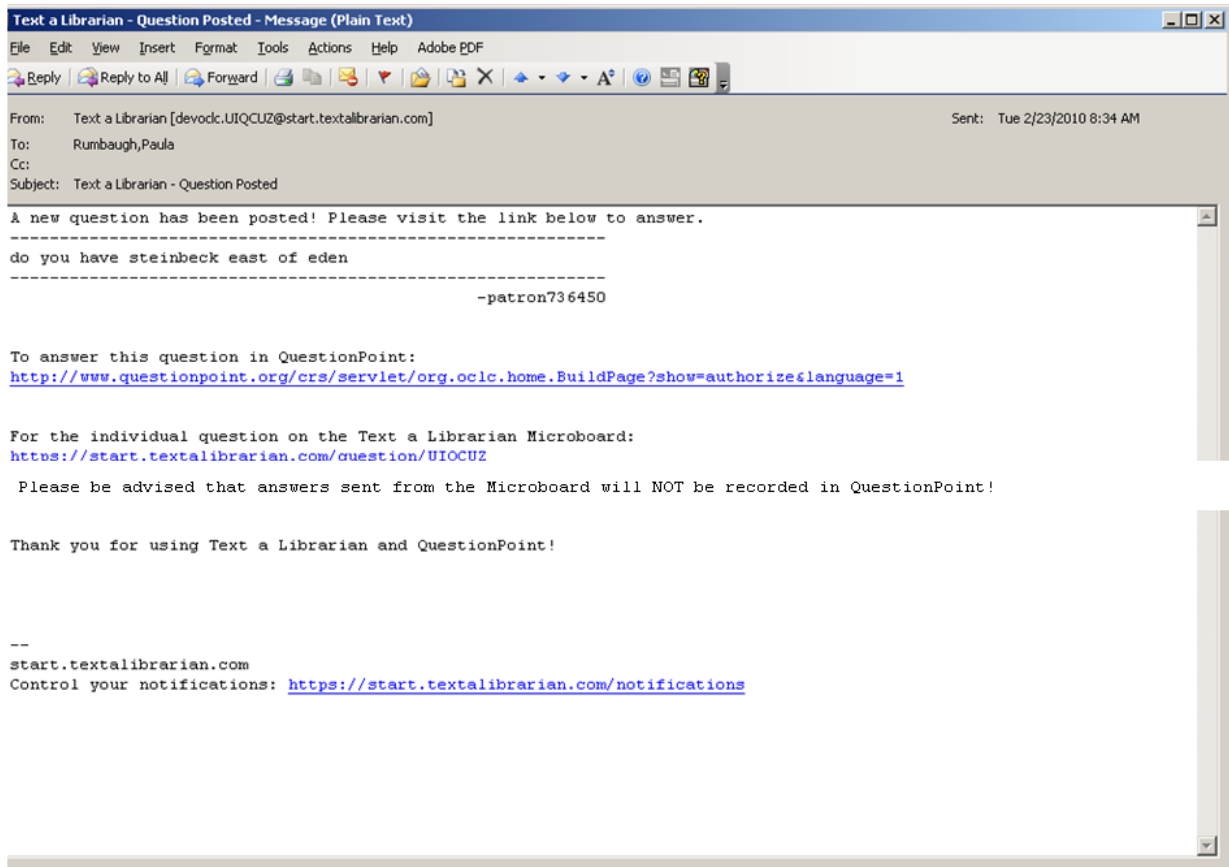


Figure 2. Answer Question Page

All QuestionPoint features except attachments are applicable to text messages: searching the KB and copying answers; inserting scripts; referring to another library or partner, and so on. If you need to send the patron an attachment or respond with more elaboration, you can always ask the patron for an e-mail address, and then use QuestionPoint's Change E-mail Address feature. You can also send as many answers as you want, always keeping in mind that the patron is paying for every message s/he receives.

TAL has notifications for new messages, just as QuestionPoint does. Below is an example of such a notification. (See Figure 3.) The TAL library administrator can turn this notification off via the TAL interface.



**Figure 3. Notification from Text a Librarian**

Please note that while you can answer text messages from within the TAL interface, answers and librarian information will *not* be recorded in the question history in QuestionPoint, and the activity will not be tracked in QuestionPoint reports. As a reminder, you receive a warning in red like that illustrated in Figure 4 when you begin an answer within TAL.

Statistics are kept for all text messages received and answered via QuestionPoint. Questions received are a subset of total Questions Received, and answers texted back are a subset of total Answers Sent. (See Figure 5.)

**Text a Librarian** powered by mosio

RefStart Beta

Dashboard RefStart Settings Help Logout Paula Search

Keyword: devoclc [View unanswered first](#) [Notification](#)

**need Steinbeck East of eden. Do you have?**  
[translate]

patron736450 (29 Q)  
Tue Feb 23, 2010 1:59am

**answer**

Permalink

This Microboard is currently integrated with QuestionPoint. Please answer the question there, as answers sent from the Microboard are not kept in sync with QuestionPoint.  
[Login to QuestionPoint](#)

**Search link**  
[\[Google\]](#) [\[Wiki\]](#)

Your Answer (only the first 299 characters will be sent):

**What your message will look like**  
(We won't split words across message's, no need to adjust spacing here)  
Text Message 1:

**Microboard Administration**  
devoclc  
Edit Board & Footer  
Board Members  
Answer Templates  
Auto Responder  
Deleted Questions  
Quicklink Management

**Reporting**  
Question Statistics  
Top 10 Responders

Outgoing Text Counter  
Export Questions

**Marketing**  
Patron Marketing Materials

**Board Reporting Summary**  
Instructions Sent Today: 0  
Questions Today: 5  
Avg Answer Time: 10.74 Minutes

Figure 4. Caution Message in TAL Interface

PAULA RUMBAUGH (100246303) [ Home | Reset Clock | Exit ] --Select Service--

**My QuestionPoint** Support Help OCLC

Home Reports

Librarian | Institution | Group | Virtual Group | QP Usage | Suggest A Report

Institution Report

Ask Service

Daily Report 2010-2 (OCLC Product Services -- (Test Account 1))

**Daily/Monthly Breakdown Stats:**  
All statistics here are reported in Eastern Time (-5 GMT)

Time Period	2/1	2/2	2/3	2/4	2/5	2/6	2/7	2/8	2/9	2/10	2/11	2/12	2/13	2/14	2/15	2/16
Questions Referred via E-mail	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Questions Received via Direct Entry	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Answers Sent	0	2	0	0	0	0	0	0	0	0	11	0	0	0	0	0
Questions (Total) Received	0	8	0	0	0	0	0	0	0	0	2	0	0	0	0	0
Text Messages Received	0	3	0	0	0	0	0	0	0	0	2	0	0	0	0	0
Text Messages Answers Sent	0	2	0	0	0	0	0	0	0	0	10	0	0	0	0	0

**Daily/Monthly Breakdown Stats(2/17-2/28):**

Time Period	2/17	2/18	2/19	2/20	2/21	2/22	2/23	2/24	2/25	2/26	2/27	2/28	Total
Questions Referred via E-mail	0	0	0	0	0	0	0	0	0	0	0	0	1
Questions Received via Direct Entry	0	0	0	0	0	0	0	0	0	0	0	0	5
Answers Sent	0	0	0	0	0	0	0	0	0	0	0	0	13
Questions (Total) Received	0	0	0	0	0	0	0	0	0	0	0	0	10
Text Messages Received	0	0	0	0	0	0	0	0	0	0	0	0	5
Text Messages Answers Sent	0	0	0	0	0	0	0	0	0	0	0	0	12

Hourly Breakdown Stats -- Questions (Total) Received:

Figure 5. Reporting Text Messages Received

To set up your TAL-QP connection for question pass-through, your TAL account administrator should log into TAL and go to the Edit Board & Footer page of your Microboard Administration. You will see a new field called QuestionPoint ID. (See Figure 6.) Enter your QuestionPoint institution ID (visible on your My QuestionPoint home page) and click the Save button. It's that easy! For more detail, visit <http://www.textalibarian.com/gp.php>.

Discounts for subscriptions to QuestionPoint and Text a Librarian may be available. Please contact Lauri McIntosh for information: [mcintosl@oclc.org](mailto:mcintosl@oclc.org). For more information on Text a Librarian, please go to <http://textalibarian.com>.

**Instructions:** When patrons text your keyword only, they will get this response. [More info](#)

1. Reply to this text w/ your question or msg  
2. Save 66746 in ur phone as "devoclc" in case you are asked for it later

More: <http://mos.io/i>

**SMS Footer:** The footer is added to the end of each live response.

SMS Footer: -- devoclc --

Twitter:  Show "Post to Twitter" option.

QuestionPoint ID:

QuestionPoint integration is currently: ON

**Quicklink Management**

**Reporting**

- Question Statistics
- Top 10 Responders

**Outgoing Text Counter**

- Export Questions

**Marketing**

- Patron Marketing Materials

**Quick Links**

- Quicklink Management
- My Favorites
- New Features Updated Mar 17, 2010
- 7 Day Quick Tip Emails
- Patron Marketing Materials
- Help Center

**My Boards**

- devoclc

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Figure 6. Set-up in TAL Interface

## 2. FIXES

### 2.1 DRAFTED ANSWERS ARE SAVED

In the past couple of months, certain activity would cause drafted answers to be lost. This has been fixed. We are aware of no circumstances now that will cause saved drafts to disappear.

### 2.2 ANSWERS COPIED FROM KB

The Copy feature will once again copy an answer from a knowledge base record into the current Answer box. While preparing an answer to a specific question, the librarian can use the Search KB button to see if an answer to this or similar question has already been researched. If an appropriate answer is found, the Copy button on the KB record page will copy the entire answer into the Ask module answer box.

Please note, however, that this copy will overwrite any draft or script already in the answer box: all text in addition to a copied KB answer should be entered *after* the KB copy function.

A good reason for using the Copy feature instead of merely highlighting, copying, and pasting from one to the other is that use of the Copy button and re-use of the KB record are tracked and reported. This can give your library a record of the usefulness of your local KB and of individual records within it.

### **2.3 *SESSIONS ACCEPTED VIA QWIDGET***

On January 10, we installed the ability to track a new statistic, Sessions Accepted via Qwidget. However, we then discovered that the statistic was not being calculated correctly. This was fixed on February 18, and all reports for sessions accepted via Qwidget from February 19 and following are correct.

### **2.4 *PATRON REPLY NOTIFICATIONS***

We have also fixed the problem that was keeping notification of patron replies from coming through to the librarian.