Using LibGuides and LibAnswers
Workshop held at CLRC - October 19, 2012

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LibGuides
All about LibGuides

• Libraries use LibGuide software to create customizable online portals to any kind of information.
• LibGuide software is available via Springshare
  http://www.springshare.com/libguides
All about LibGuides

• LibGuides can be used to relay information on:
• How to guides/steps for doing research
• For guest lectures
• For outreach
• And more!
All about LibGuides

• LibGuides can be accessed anywhere users have the internet.
• Changes you make are immediate.
• You can customize the names of your LibGuides.
All about LibGuides

• As of June 2012 the LibGuides community site had over 258,749 guides created by 46,231 librarians at 3312 libraries worldwide.

• As of October 2012 the LibGuides community site has over 291,475 guides by 49,697 librarians at 3606 libraries worldwide!
Moon Library’s LibGuides

• In the Summer of 2012 Moon Library purchased a license for LibGuides http://libguides.esf.edu
• LibGuides on this site are created by Moon Library librarians.
Behind the Scenes

Once you have a LibGuide account you can go the ADMIN STUFF pull down menu to customize the look of your guides.
System Settings

Manage system-wide settings and properties.

To view your changes, refresh this page or open the homepage in a new window.

Institution Information

System Name - the name for your system, e.g. 'LibGuides', 'CourseGuides', 'ResearchGuides', etc.

LibGuides

Institution Reference - the reference to your institution, e.g. Library, Libraries - this term will be used in a phrase "XXXX Home", e.g. "Library Home" or "BC Librarian Home" etc.

Library

Admin Email - the email address of the primary admin contact for this system - this person will be included on all support requests generated from within the system.

Institution Name - the name of your institution, as you want it to appear on the pages (e.g. Downstate University, Upstate County Library System, Campbell Library, etc.)

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Institution URL - link to your institution's website, when users click on the Institution Name (above). Enter the full URL including the http:// part.

http://www.esf.edu/moonlib/
Look & Feel – Colors & Banner

**Look & Feel**
Change the look-and-feel of your system.

**System-Wide** | **Homepage** | **Language Options**
---|---|---

To view your changes, refresh this page or open the homepage in a new window.

### Page, Tab & Box Options

Define the default page, tab and box style options for all new guides as well as public pages that contain tabs. Styles selected on individual guides will be overridden by this setting if you select "Lock Guides" option!

#### Header Background Color:
- [ ]

#### Tab Color:
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]

#### Tab Shape:
- [ ] Square
- [ ] Round

#### Box Header Color:
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]
- [ ]

#### Box Title Font Color:
- [ ]

#### Box Border Color:
- [ ]

#### Box Background Color:
- [ ]

#### Box Shape:
- [ ] Square
- [ ] Round
- [ ] Stripe

- [ ] Lock all guides with this design and override any individual guide design settings
- [ ] Make this the default design for new guides but allow guide owners to customize their guides

#### Save Customization | Revert to Default

### System Banners

**Top Banner** – the banner that appears at the top of the screen, above any custom header you specify in the section below. Your uploaded banner image must be exactly 965 pixels wide. You also have the option to skip this section and define your banner and header content using HTML in "Custom Header" section below.

- [ ] Do not change the current banner image

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jmveras@esf.edu  
Edit My Account | Sign Out
Look & Feel – Welcome Message
- user view of the main page

Look & Feel
Customize the homepage for your system.

System-Wide  Homepage  Language Options

To view your changes, refresh this page or open the homepage in a new window.

Use the following settings to customize your system homepage. Please use caution when editing the items because they affect your homepage for the system.

- Welcome Message & Introductory Text

Welcome Message - Page heading displayed under the banner and breadcrumb on the system homepage.

Introductory Text - A brief introduction to the system displayed under the Welcome Message on the homepage.

Research assistance, subject guides, and useful resources compiled by your friendly librarians. Know what we know - find it in LibGuides!

Save  Cancel

- Featured Guides

You can select one or more featured guides to display on your system homepage. No featured guides have been selected for your site.

Add Guide to Featured List

- Default Guide List & Featured Profile

Default Guide List - If you are displaying a Guides Box on your homepage you can select from the following default lists of guides to display in the box.

Popular Guides

Featured Profile - A featured profile box can be displayed on your system homepage. You can choose to display a random profile each time the homepage loads or select a specific user from the list below.

Display a random profile

- Ordering of Content Boxes on the Homepage

Subjects Box (S)  displays the list of subjects and authors
Tag Cloud Box (T)  displays the tag cloud
Guides Box (G)  displays the list of featured, popular and recent guides
InfoAlert Box (I)  displays the info/alert homepage content box defined at the top of this page
Email Signup Box (E)  displays the email alert subscription box for patrons
Featured Profile Box (P)  displays the profile of a featured (or random) librarian
Look & Feel –
Subject Categories

### Subject Categories

Define a list of Subject Categories for your system, and associate guides, external resources and subject experts to those categories.

You can associate any number of guides or external resources with a particular category, as well as associate a single guide with more than one category. Adding a user as a "subject expert" will display the user's profile on that subject category page. The profiles appear in the order in which they are added on this page.

#### Subject Page Redirect
- Do not redirect - display the subject page normally.
- Automatically redirect to the resource rather than displaying the subject page.

### Add Subject Category

#### Archives

- Associate a Guide / Resource
- Walter, Stephen

#### Chemistry

- Chemistry@ESF
- SciFinder for SUNY ESF
- Associate a Guide / Resource
- Reorder Resources
- Order Alphabetically
- Associate a User / Subject Expert
- Williamson, James

#### Environmental Engineering

- Associate a Guide / Resource
- Williamson, James

#### Environmental Forest Biology

- EFB 103: General Biology II
- Environmental and Forest Biology
- EFB 102: General Biology
- EFB 493/693
- EFB 600/611 - Topics in Environmental Toxicology
- Associate a User / Subject Expert
- Clemens, Jessica
Look & Feel – Mobile Settings

LibGuides Mobile Settings
Manage mobile interface settings for your LibGuides site.

Set Up  Customize

**Mobile Site Name and Introductory Text**

**System Name** - Customize the name of your site’s mobile interface. Your system name will appear in your header. Since the header is much narrower on mobile devices than on standard web browsers you may want to choose a shorter version than your main site.

SUNY College of Environmental Science & Forestry Mobile

**Mobile Site Intro Text** - The intro text will be displayed on the mobile homepage.

Save Description

**Redirect Options**

**Mobile auto-redirect** - Configure the behavior of the mobile auto-redirect for the homepage, guides, and search pages.

- **Enabled**: Automatically redirect mobile devices to the mobile interface
- **Disabled**: Do not automatically redirect mobile devices to the mobile interface

Search Field Options

**Search Field Position** - Select how you would like to display the LibGuides search field. Note: On guide pages the search results will be limited to the guide being viewed.

- **Top**: Display search field at the top of the page (below header)
- **Bottom**: Display search field at the bottom of the page (above footer)
- **Hide**: Do not show search field
Getting Started

Log into LibGuides & create a new guide via the Dashboard pull down menu or the Guides pull down menu. You can create a new Guide or use an existing Guide as a template.
Whether you choose a new guide or choose to re-use a guide as a template be sure to enter a Guide Title and a Guide Description. The words you enter here are searchable in the LibGuides community site, Google, Bing and other search engines. Note – this is also the screen where creators of LibGuides decide if their work can be re-used by others.
It is very easy to re-use an existing Guide as a template. Remember if you use part of all of a Guide from the community be sure to get permission from the LibGuide author.

I recommend using existing Guides as template. Once you have done a guide or two you can then use your own guides as templates.
Here is a screen capture of Springshare’s Library School Sandbox – where you can get test accounts to “test drive” LibGuides and create your own LibGuides. [http://libraryschool.campusguides.com](http://libraryschool.campusguides.com) This works the same as the account that we have at Moon Library. The one thing you can’t see in this test/Sandbox account is the Administrative settings.
I created several LibGuides in the Library School Sandbox that you can copy from [http://libraryschool.campusguides.com](http://libraryschool.campusguides.com). The guide for example is called "What is a LibGuide".
Before you re-use an existing guide as a template you should contact the creator to ask permission.

To note when you do re-use a guide the creator will receive the following email.

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From: do-not-reply@libguides.com
To: Jane M. Verostek
Cc: 
Subject: [Library School Sandbox] - Guide Reuse Notification

Hello,

We wanted to let you know that Deirdre Joyce at Masters Programs in Library & Information Science (http://libraryschool.campusguides.com) used your 'What is a LibGuide?' guide as a template for a new guide they created. As the saying goes - imitation is the sincerest form of flattery!

However, if you are unhappy that your guide was used as a template or if it was used without your permission, you may email this user directly (djoyce@clrc.org) or email Springshare support (support@springshare.com) and we'll contact this user and punish them severely (just kidding).

Please do not reply to this message, as replies will be routed to an unmonitored mailbox. If you have questions about the content of this message, or need any other assistance, please visit http://libraryschool.campusguides.com/support.php to submit a support ticket.

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Neat features of LibGuides

• You can customize the name of your LibGuide.
• You can view statistics.
• You can check your links through LibGuides.
Things to remember about LibGuides

- When you create a LibGuide it has the status of UNPUBLISHED until you change it to PUBLISHED.
- You decide if you want others to be able to re-use your guide information.
- The keywords you enter into your LibGuide description are searchable via the Internet.
- Always be on the look out for new opportunities to create LibGuides.
- Regularly check in with faculty, staff, students and the community, etc. to see if they have a need for specific LibGuides.
Things to remember about LibGuides

• Remember to promote and publicize LibGuides – via your webpage, signage, table tents, handouts, social media, newsletters, bulletin boards, email and more!

Moon Library online assistance at your fingertips 24/7! LibGuides and LibAnswers and Library 411 Video Tutorials.

The F. Franklin Moon Library at SUNY ESF has online assistance for research questions and reference help. There are three ways to find 24/7 online assistance from Moon Library.

1. LibGuides
   Enter in this website http://libguides.esf.edu OR scan this QR Code

   LibGuides are online research guides created by Moon Library librarians. These guides are on various topics that contain text, embedded links and media. LibGuides are constantly being created and updated. Currently there are LibGuides on Changes at Moon Library (with regards to the library catalog, databases, off campus access, etc.) – Online citation generators and managers – Specific guides for ESF classes and more! From our LibGuides webpage you can:
   • Sort the guides and view by most popular, recent or all.
   • Search all of the LibGuide content by keyword.
   • Browse by subject and see related LibGuides
   • Keep up to date on new LibGuides or LibGuides changes & sign up for email alerts/updates.

2. LibAnswers
   Enter in this website http://libanswers.esf.edu OR scan this QR Code

   LibAnswers is an interactive site where you can ask a question and a Moon Library librarian will respond during library reference hours (Mondays - Thursdays 9:30-6:00 and Fridays 9:30-4:00). LibAnswers is also a database of all the previously asked questions and answers so you can search to see if the question you have has already been asked. From our LibAnswers webpage you can:
   • Submit a question to the Moon Librarians via an online form.
   • Browse previously asked questions and answers by topic.
   • Search previously asked questions and answers by keyword.
   • Find contact information for Moon Library.
Let’s do some LIVE work on LibGuides!
All about LibAnswers

• Libraries use LibAnswers software to create an online forum for reference questions and answers.
• LibAnswers software is available via Springshare
  http://www.springshare.com/libanswers
All about LibAnswers

• As of July 2012 the LibAnswers community site had 167,320 answered questions at 621 institutions.

• As of October 2012 the LibAnswers community site has 210,095 answered questions at 703 institutions.
LibAnswers Community
http://libanswers.com/community

LibAnswers Community Site
167320 answered questions at 621 institutions.

Explore Answers | Browse Institutions | Forum | Blog | Learn About LibAnswers

Search for an institution by typing its name in the box below - you can filter your results by type and/or location:

All Library Types ▼ All Locations ▼

Jump to: A|B|C|D|E|F|G|H|I|J|K|L|M|N|O|P|Q|R|S|T|U|V|W|X|Y

Alachua County Library District - http://ask.aclib.us
Alameda County Library - http://answers.aclibrary.org
Albert Einstein College of Medicine - http://libanswers.einstein.yu.edu
Alfred University - http://AUanswers.alfred.edu
Allen Community College Library - http://allencc.libanswers.com
American Public University System - http://apus.libanswers.com
American University - http://answers.library.american.edu
American University of Beirut - http://aub.edu.lib.answers.com
Antioch University PhD Program - http://antiochphd.libanswers.com
Arapahoe Library District - http://ask.arapahoelibraries.org
Argosy University - http://argosy.libanswers.com

Jump to Another System
Select the system from the menu below. Their system will open in a new window.

Select the institution/system: ▼
Go To System

Most Active Systems (Public Answers)

Red Deer College (16777215)
College of the Mainland Library (2158)
Boulder Public Library (1587)
Cuyahoga Community College (1466)
Baker College (1284)
Fuller Theological Seminary Library (1171)
University of Wollongong Library (1147)
Gwinnett County Public Library (1105)
Dominican University of California (869)
Let’s explore LibAnswers.

Recent Answered Questions

- How do I retrieve an article?
  Asked on 2012-10-17 13:39:07 at University of Massachusetts Amherst

- How do I find an article on my topic?
  Asked on 2012-10-17 13:38:15 at University of Massachusetts Amherst

- How do I locate books in the stacks?
  Asked on 2012-10-17 13:37:21 at University of Massachusetts Amherst

- How do I find a book at the UMass Libraries?
  Asked on 2012-10-17 13:33:44 at University of Massachusetts Amherst

- I would like to get a Borrower’s Permit. I am the spouse of a UI faculty member, as well as being a resident of Iowa City and a graduate of UI. where
  Asked on 2012-10-17 13:29:20 at University of Iowa

- I would like to get a Borrower’s Permit. I am the spouse of a UI faculty member, as well as being a resident of Iowa City and a graduate of UI.
  Asked on 2012-10-17 13:28:18 at University of Iowa

- How do I add money to printer account?
  Asked on 2012-10-17 13:10:00 at University of Wyoming

- Hi. Is there any way we could subscribe to an unabridged English dictionary? I realize we dropped the Oxford due to expense.
  Asked on 2012-10-17 13:27:01 at Mercyhurst University
LibAnswers Demo Site
http://demo.libanswers.com
Moon Library’s LibAnswers

• In the Summer of 2012 Moon Library purchased a license for LibAnswers http://libanswers.esf.edu

• The first step was setting up the Administrative Side.
LibAnswers’ navigation bar is a lot like the LibGuide bar
Let’s Look at Moon Library’s Administrative Side

Springshare News

LibAnalytics Training
- Monday, October 22nd
  3:00PM - 4:30PM EST

Register

What’s LibAnalytics?
- Track & Analyze *any* Library Statistic;
- Instruction Stats, Foot Traffic,
  Reference Stats, etc.;
- Highly filtered charts for focused
  reporting;
- Print/export charts for annual reports;
- Mobile friendly - record data on the go,
- Widgets for collecting data directly from

Administrative Announcement

Welcome to the new version of LibAnswers!

This new administrative announcements box is your space. Your administrator(s) can customize this space so that it’s relevant to your team. Here are a few ideas about how you might use this box:

- Give your team reminders of how you use LibAnswers - which questions should be made private, when to close questions rather than delete them, etc.

- Let your team know about helpful resources. Ex. Receiving a lot of questions about e-books? Create an FAQ or guide and link to it here.

Have an admin-level account? Edit this box by clicking on Admin Stuff > Admin Alert Box (or just click here).

Queues

Unanswered Questions: 3 | Unapproved Comments: 0 | Unanswered Replies: 0
Here is a look at our Administrative System Settings
Behind the Scenes you need to set your Look and Feel
Behind the Scenes you need to set up your Forms
LibAnswer TIPS

• As you set up your LibAnswers look at other LibAnswers sites for ideas for both the look and feel and for question and answer ideas!

• Look at print handouts you already have for ideas for pre-populating your LibAnswers.

• Ask students, faculty, etc. to ask for ideas and feedback.
Moon Library’s LibAnswers
the public side.
Once you have your LibAnswers page setup and you’ve pre-populated it – you’ll want to advertise via your webpage, signage, table tents, handouts, social media, newsletters, bulletin boards, email and more!
After you have used LibAnswers check out your statistics!
• Remember to review your Q & A’s on a regular basis to make sure they are current and up to date.
• Remember to run spell check before you submit answers.
• Remember to add in URLs – Links.
• Remember to promote LibAnswers!