# Descriptive Tags [1]

Descriptive tags allow the service to track what kinds of questions are being asked and paint an accurate picture of students' chat reference needs. Tags are customised for AskAway and have been selected to capture evaluative information of use to the AskAway service as a whole.

## How to Apply Tags

- Apply descriptive tags to every chat session if possible
- You can apply tags during the session or at the end of a session
- At a minimum, apply at least one Primary tag
- Add additional tags as needed (using as many codes as applicable gives a stronger picture of how the service is being used)
- Apply up to four tags to each session
- If you select a tag by accident, click the "x" to the left of the tag to remove it

Given the definitions below, AskAway service providers should use their own judgement when deciding if a tag is an appropriate description for their call or not. If you have any questions about tags or suggestions for additions / deletion, please contact the AskAway Admin Centre [2].

| Descriptive Tags | Definition |
| --- | --- |
| **Primary tags** | |
| Circulation | Questions concerning renewing books, holds on books, fines, course reserves material |
| Citation | Questions concerning any type of citation style. |
| Directional | Questions in which a campus or library map/floor plan may be consulted. Also applies t |
| eResources Access | Questions concerning access or login to electronic resources, on or off-campus. Often a |
| Inappropriate / Prank | When a patron is asking an unreasonable question or is being rude or offensive. |
| Ready Reference | When a service provider gives any recommendation, interpretation, or instruction in the For example, "How can I find a book that the library doesn't have?" Or "I need a copy of The session may also include locating specific book titles or journal titles at the library. |
| Research | When an in-depth question involves searches in a database or catalogue or involves co The question involves interpretation or instruction at an advanced level. For example, "I This session could also include familiarity with course assignments, subject knowledge, |
| Technical | Questions relating to software, computer equipment, or printers. |
| **Additional tags** | |
| Class Visit | When it appears that an instructor has recommended the entire class login to try AskAw |
| Closed Script Used | When a service provider picks up a new call after closing time and uses the *Begin - Clo* |

| | This will help us capture turn-away statistics. |
|---|---|
| COVID-19 | **\*NEW\*** <br><br> • Questions about using the library and its services during the COVID-19 pandem<br>• Questions that we wouldn't typically see but that are being asked due to current<br><br>**Note:** When appropriate, please also add a regular tag that describes the type of quest AND the "circulation" tag. |
| Crisis/Security | When a patron has indicated they are in crisis or require Security services, and/or the s |
| Disconnected | When the connection with a patron is lost before the session reaches a clear end. |
| Duplicate Question | When it appears that the same question is being submitted repeatedly and multiple serv |
| Example for Training | When a service provider feels the transaction would be a useful learning opportunity for training purposes. |
| Feedback | If a patron gives any feedback, positive or negative, regarding AskAway or the library. |
| First Time User | When a patron states that this is their first time using AskAway. |
| Follow-up | **Do not use this tag.** This is a system tag and AskAway does not currently use the ema |
| Interlibrary Loan | Anytime a patron inquires about interlibrary loan services or is referred to ILL. |
| No Question | When a patron is picked up from the queue and a question is never asked. |
| Non-affiliated | When it seems the patron is not affiliated with a participating AskAway library. |
| Practice | Anytime a service provider is practicing. |
| Referred | When a patron is referred to any place or service that is not at the home library (e.g. the |
| Referred to Home Library | When a patron is referred to their home library. |
| Swamped | Whenever the service was so busy that the patron was asked to return later, and/or the patron. |
| Test | Anytime a service provider is testing the service. |
| Writing Help | When a student asks for any type of editing or writing help for term papers (e.g. thesis s Centre. |

**Source URL:** https://askaway.org/staff/tags

**Links**
[1] https://askaway.org/staff/tags
[2] https://askaway.org/staff/contacts