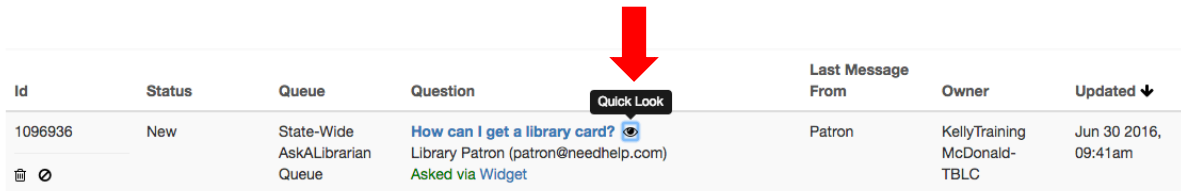


# What Library Do They Belong To? EMAIL

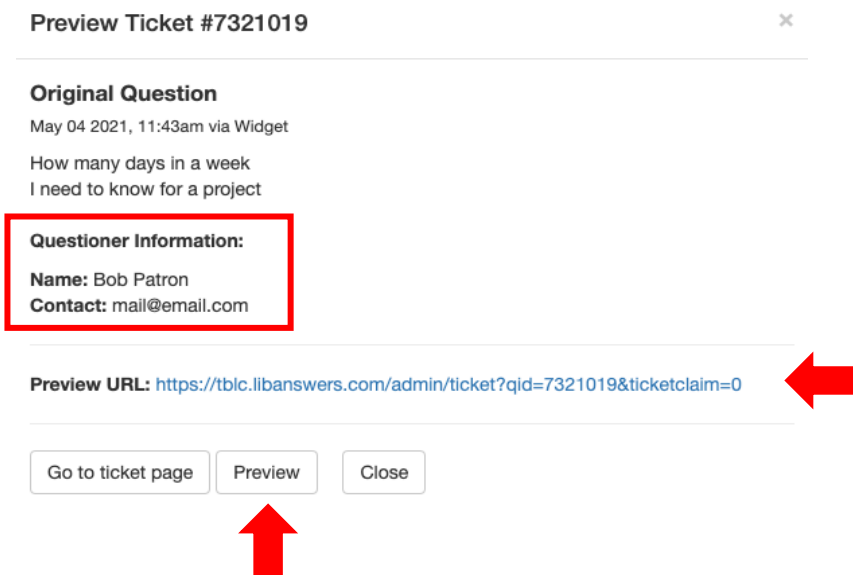
Before you answer an email, you are able to see where the patron's question originated. This gives you an idea of which library they identify as their preferred location

1. For more information about which library an emailing patron uses, open the Ticket dashboard
2. Select the eyeball next to the question hyperlink for a "Quick Look"



Id	Status	Queue	Question	Quick Look	Last Message From	Owner	Updated ↓
1096936	New	State-Wide AskALibrarian Queue	<a href="#">How can I get a library card?</a> Library Patron (patron@needhelp.com) Asked via Widget		Patron	KellyTraining McDonald- TBLC	Jun 30 2016, 09:41am

3. At the bottom of this "Quick Look" is a section called "Questioner Information"



**Preview Ticket #7321019** ×

**Original Question**  
May 04 2021, 11:43am via Widget  
How many days in a week  
I need to know for a project

**Questioner Information:**  
**Name:** Bob Patron  
**Contact:** mail@email.com

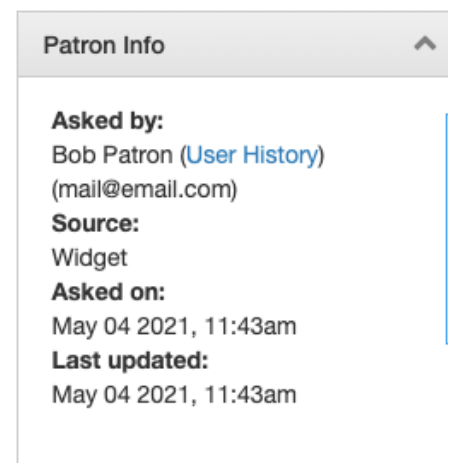
**Preview URL:** <https://tbic.libanswers.com/admin/ticket?qid=7321019&ticketclaim=0>

Go to ticket page Preview Close

4. To view even more details without claiming the ticket, choose the Preview button or the preview link provided
5. Within the ticket preview, there's a Patron Info box on the right side and an "i" icon next to the patron name. Both give additional details about previous tickets associated with their email address.



How many days in a week  
I need to know for a project  
Asked By: [Bob Patron](#) ⓘ



**Patron Info** ^

**Asked by:**  
Bob Patron ([User History](#))  
(mail@email.com)

**Source:**  
Widget

**Asked on:**  
May 04 2021, 11:43am

**Last updated:**  
May 04 2021, 11:43am

6. To answer this ticket, select "Go to Ticket Page" or if you are on the Preview page, reply to the ticket.