LibraryCall User Guide: Dial-A-Story

The LibraryCall Dial-A-Story service allows libraries to set up multiple phone numbers and/or extensions to deliver audio stories to patrons.

Use the sections below to set up and manage your Dial-A-Story service:
Getting Started
Adding a Recording
Welcome and Closing Messages
Scheduling Stories

Getting Started

To set up your Dial-A-Story service, sign in to your LibraryCall Manager dashboard. You will be using two sections of the dashboard to manage your telephone story service: My StoryLines and **My Recent Uploads**.

My Storylines is where you schedule your stories.
My Recent Uploads is what you use to upload new story recordings from your computer or device.
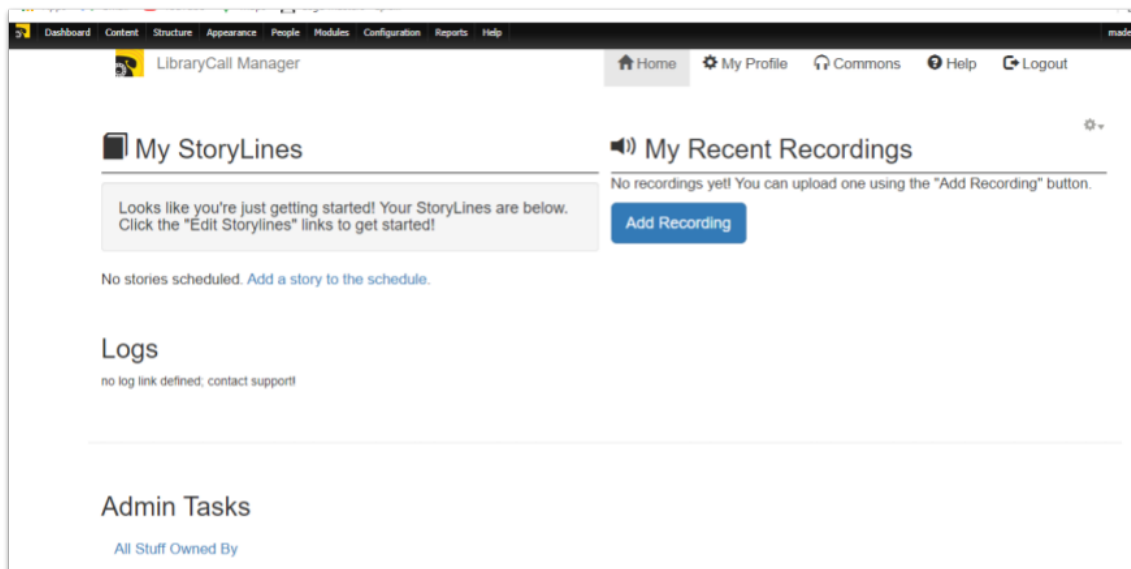
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Adding a Recording

To upload a new story to My Recent Recordings, click "**Add Recording.**" This will open up the **Create Recording** page.

On the **Create Recording** page, you provide accompanying metadata (the information that describes the recording and makes it easier to find) and upload your audio file.

There are six tabs in this section because we have provided a lot of metadata options -but don't worry, most of the fields are optional!

Required Fields:

Title
Enter the name of the story, poem, radio show, or other work in the language in which the recording is presented.

Metadata Tab
- **Audio Type:** select the type of work
- **Language:** select the language in which the title is read

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Audio Tab

This is where you will upload your recording. Use the blue "**Browse**" link to locate and upload a recording from your computer or device. You also have the option to add a recording using a URL or web file.

Please note that LibraryCall supports MP3 audio files. If your file is not an MP3 file, you must first convert it to MP# using our easy-to-use [Audio File Converter Tool](#).

For more information on recording and uploading stories, check out [LibraryCall's Guide to Making an Audio Recording](#).

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Optional Fields:

Below are all the other available fields with tips on filling them out.

Widget Elements Tab
These optional Widget elements allow you to embed on your website information about your stories, such as cover images, story descriptions, preview recordings, and more. If you would like to use this feature, please contact support@librarycall.com so we can help you set this up.

Story Tab
All the fields under the Story tab are optional, but we do recommend including the **Author** and a story **Transcript**, if possible. As your story repository grows, this will allow for easier searching.

Notes Tab
You also have the option to include Private Notes about your story. These notes will not be visible to patrons. For example, you might use this field to include a note for your colleagues about why a certain version of The Three Bears was selected over other versions.

Storytime Commons Tab
If you wish to share your recording with other libraries in the Storytime Commons, check the **Share to the Commons** box and **Save**. A LibraryCall Librarian will contact you to verify that the title is either in the public domain or available to be licensed for use in the Storytime Commons.

Finishing Up

After you've uploaded your file and entered all the required metadata and optional metadata you've chosen to add, scroll to the bottom and click **Save**.

Once you have saved your recording, it will show up under My Recent Recordings. You will now be able to share your story with patrons!

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Welcome and Closing Messages

Initial Welcome Audio (if necessary)

The **Initial Welcome Audio** message is only used if you are offering more than one option on a telephone number.

If you are offering a single storyline on a single number, skip this section and Continue to Creating and Uploading Your Welcome and Closing messages.

The **Initial Welcome Audio** message is used to quickly get callers on the path to the right language or story option. Example message: "Welcome to Anytown's Library's Dial-A-Story! For English, press one. Para español, oprima el número dos."

To access the **Initial Welcome** message, click on **Initial Welcome Audio** located between your phone number and the View Statistics link near the top of the page.

From the Edit tab, click on Browse to locate the recording you wish to use for our **Initial Welcome** recording and click Upload.

One you have uploaded your file, click Next to continue.

Upload a new file *

🎵 initial welcome.mp3 (Remove)

Files must be less than **10 MB**.
Allowed file types: **mp3**.

(Next)

Don't forget to scroll to the bottom and click ✔ Save .

Creating and Uploading your Welcome and Closing Messages

The instructions below provide tips on uploading your **Welcome Message** and **Closing Message** and guide you through the process of uploading your messages. Read through the instructions first for some tips about recording your messages. Then record them and store them on your computer.

You will need to upload a Welcome and Closing message for each of your storylines.

The **Welcome Message** will play immediately before the scheduled story plays on that storyline.

The **Closing Message** will play immediately after the story ends.

To set up these messages, go to your LibraryCall Manager dashboard and find **My Storylines.**

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Choose the Storyline you would like to set up and click "**Edit Storylines.**"

In the Edit tab, use the "Browse" buttons to upload the following audio recordings:

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Welcome Audio: if you would like to include a standard greeting before your stories, upload your welcome audio here. To avoid having to change this message frequently, you may wish to stick with something evergreen. Example: "We hope you enjoy this week's story, selected just for you from your friendly Anytown Library staff!"

Closing Audio: you also have the option to provide a closing message, which will play after your story. Like with the Welcome Audio, you may choose to upload something short that does not need to be changed frequently. Example: "We hope you enjoyed this week's story! Check back every Tuesday for a new story selected for you from the Riverton Library. We hope to see you at the library soon!" Another option is to use the Closing Audio to plug a seasonal or ongoing program, like Summer Reading or storytime.

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Fallback Audio and Story: these fields help you provide a backup option for callers, just in case you forget or don't have time to schedule a story on occasion.

The **Fallback Audio** serves as your welcome recording. Example: "Welcome to the Riverton Library's Dial-a-Story! We hope you enjoy the featured story this week!"

Select your **Fallback Story** by typing in the story you wish to use as a backup. The story can be something you have recorded and added to My Recordings or a LibraryCall story from the Storytime Commons.

Scroll down and click [✔ Save] when you are done.

Repeat this process for all of your storylines.

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Scheduling Stories

Now that you have your welcome and closing messages set up, it's time to schedule stories to share with your patrons! Return to the **My StoryLines** section of the LibraryCall dashboard and click "**Add a story to the schedule**".

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In the **Create StoryLine Schedule** Item page, you will be able to select your storyline, select the recording you wish to schedule, and set the dates you would like the story to play.

Create Storyline Schedule Item

Storyline *
- Select a value -

Story
- None -

Date(s)

☑ Show End Date

Date

04/03/2021

E.g., 04/03/2021

Date   to:

04/03/2021

E.g., 04/03/2021

☐ Repeat

✔ Save   Preview

Storyline: select the storyline you (e.g. Spanish Stories) would like to schedule.

Story: select the story you would like to schedule from the dropdown menu. You will have the option to select stories you have uploaded or any story from the Storytime Commons.

Hint: It is easier to browse Storytime Commons stories by clicking on the "Commons" link on the LibraryCall dashboard so plan ahead if you are planning to use stories from the Commons. New English and Spanish stories are added weekly!

Dates: select the dates you wish the story to be featured on the atoryline you have selected.

Click "**Save**" when you are done. This will take you to a confirmation page. If you wish to schedule additional stories, click the link to your storyline and repeat the process.

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Storyline Schedule Item *ant* has been created.

View   Edit

Date(s):
04/03/2021
Storyline:
Anytown's Only Storyline
Story:
The Monkey Who Loved Chocolate