



LibraryCall User Guide: Resource Hotline

The LibraryCall Community Resource Hotline helps library staff share information about community resources with patrons with a simple phone call.

Each Resource Topic consists of a prompt that will instruct the caller to choose a number (aka Topic ID) to hear the information you have recorded for them on that topic. Each recording is called a **Topic Recording**.

All the prompts are delivered in the **Welcome Audio** recording so you will need to know which topics you will be addressing, and which **Topic ID** will be associated with each **Topic Recording**.

**** Every time you add, delete or change your Topic Recordings, you will need to update your Welcome Audio.****

Initial Setup for Multilingual Resource Lines

If you are providing resources in more than one language on a single phone number, you also need to record an **Initial Welcome Audio**. This message instructs the caller to choose their preferred language. This message is only required if you are using one telephone number to deliver resource information in multiple languages. *If you are using a separate phone number for each language or only have a single language resource line, you do not need to record an Initial Welcome Audio.*

To add or edit your Initial Welcome, click on your main ResourceLine in the Phone Number(s) section of the LibraryCall Manager. Click **Edit** to add or update your Initial Welcome Audio.

The screenshot shows the LibraryCall Manager interface. At the top, there is a navigation bar with links for Home, My Profile, Commons, Help, and Logout. The main heading is "Riverton ResourceLine Phone Number". Below this heading, there are two buttons: "View" and "Edit". A red arrow points to the "Edit" button. Below the buttons, there is a submission information section: "Submitted by Riverton Villag... on Sun, 03/21/2021 - 6:14pm". The "Telephone:" is listed as "217-290-9601". Under "ResourceLine 1:", there is a link for "Riverton ResourceLine English". Under "ResourceLine 2:", there is a link for "Riverton ResourceLine Spanish".



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Under **Initial Welcome Audio (All languages)** click on **Browse** to upload your Initial Welcome Audio recording from your computer or device and **Save**.

Changing the name of your Resourceline

To change the name of your Resourceline, login to LibraryCall Manager and click on the Resourceline name you were assigned.

At the next screen, click on the Edit tab.

Change the name of your Resourceline to whatever you like and then scroll down to the bottom of the page and click SAVE.

Resource Topic Template

We recommend using [this template](#) to organize your topics and to create a script for each of the recordings you'll need to make for your Resourceline. This will make it easier for you to record your **Welcome Audio** telling your callers what the topic options are. And it will make it easier to record your **Topic Recordings**..

It is also a good idea to date it so you have a record of what topics you were addressing on certain dates. Your dashboard will tell you have many calls you got on each topic on each date but the dashboard can't keep track of what was on each recording.

Creating Your Community ResourceLine Topics

The first time you login to your ResourceLine (login to LibraryCall Manager and click on your ResourceLine), you will see nine topic lists.

Each topic is composed of four parts:

Topic ID: the number the caller will press to hear your Topic Recording

Topic Name: your internal name for this topic'

Topic Text: where you can enter your script so you know what is said on that recording

Topic Recording: the file you upload



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To edit any of the above components associated with a topic, click on [Edit](#)

Anylibrary Resource Hotline

The changes have been saved. ✕

[View](#) [Edit](#) [Manage display](#) [Track](#) [Grant](#)

Telephone:
212-555-1234

Topics:

Topic ID: 1	Topic Name: Enter your topic here	Topic Text: Optional: Enter your script for the Topic Recording	Delete Edit
Topic ID: 2	Topic Name: Location of food pantries	Topic Text: Optional: Enter your script for the Topic Recording	Delete Edit
Topic ID: 3	Topic Name: Bookmobile schedule	Topic Text: Optional: Enter your script for the Topic Recording	Delete Edit





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On each topic's Edit page, you can change the **Topic ID**, **Topic Name**, **Topic Text** and upload your **Topic Recording**.

Topics 1


[View](#) [Edit](#)

Topic ID

Enter a number between 1 and 9.

Topic Name

Topic Recording



topic1.mp3

[Remove](#) [Edit](#)

Topic Text

Coming soon!Enter text to be read aloud to callers by the bot-voice (instead of playing an au

[Save](#)

Always click SAVE after making any changes.



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Changing Topics or Topic IDs

Every time you change the topic associated with a particular **Topic ID**, you will need to update your **Welcome Audio** so that callers know which selection to make. If you don't change the selection – for example, you just update the same topic – you don't need to re-record your **Welcome Audio**. You only need to change it when you change the topics associated with a **Topic ID** number.

We encourage you to get creative with ideas for how to use this service! Share your ideas with us and other libraries on the email discussion list by sending an email to general@listserv.librarycall.com.