



Resolution Codes: A Guide

Answered No additional information is needed by patron (no follow-up needed) or no email address was given so no follow-up is possible.

Follow Up by Patron Library In most cases, use this code anytime follow-up is needed.

Follow Up by Me If you want to be the one to follow-up with this customer (say, you know there's a book upstairs that will answer the question), use this code. Make sure to not forget you marked it as such. If you follow-up outside of QuestionPoint, please add a Librarian Note letting people know what you did.

Lost Call RARELY USED. Two things need to be present for this code to be used: The customer NEVER sends a message beyond the initial question they entered when they logged in AND there is no email address provided for follow-up.