Add, change, or remove scripts

You can add, change, or remove scripts for your use. Scripts let you quickly and easily include frequently-used text and URLs in e-mail messages and in chat sessions.

If you are an administrator, you can also add, change, or remove scripts for use by all of your library’s librarians.

If you are the administrator for your group, you can also add, change, or remove scripts for use by all of your group’s librarians.

Add, change, or remove your or your library's scripts

1. Click the Settings tab in the Ask a Librarian module. QuestionPoint displays the My Address Book page.
2. Click one of the following menu links located below the Settings tab:
   - Click My Scripts to go to scripts for use by you in e-mail messages and in chat sessions.
   - Click My URL Scripts to go to scripts for use by you in chat sessions only.
   - Click Institution's Scripts to go to scripts for use by all your library’s QuestionPoint librarians in e-mail messages and in chat sessions.
     Note: Only administrators can add, change, or remove the scripts on this page. Librarians can only view them.
   - Click Institution's URL Scripts to go to scripts for use by all your library's QuestionPoint librarians in chat sessions only.
3. To add a script, see Add a script.
   To change a script, see Change a script.
   To change a script that displays coding, see Change a script that displays coding.
   To remove a script, see Remove a script.

Add, change, or remove your group's scripts

Note: Only group administrators can add, change, or remove these scripts.

1. Navigate to Administration > Subscription Group > Settings.
2. Click one of the following tabs:
   - Click Shared Scripts to go to scripts for use by all your group’s QuestionPoint librarians in e-mail messages and in chat sessions.
   - Click Shared URL Scripts to go to scripts for use by all your group's QuestionPoint librarians in chat sessions only.
3. To add a script, see Add a script.
   To change a script, see Change a script.
   To change a script that displays coding, see Change a script that displays coding.
   To remove a script, see Remove a script.
Add a script

1. From Add New Script, enter a name for the script in the Script Name field.
2. Enter the scripted message in the Script Text field.
3. Click Add.

QuestionPoint:

- Redisplays the page with a confirmation message
- Adds the name and text to the list at the bottom of the page
- Adds the name and text on pages used to prepare messages

Change a script

1. From View/Update Scripts, click Edit next to the script's name in the list at the bottom of the page. QuestionPoint moves the name and text from the list to the boxes at the top of the page.
2. Change the script's name as needed.
3. Change the script's text as needed.
4. Click Save.

QuestionPoint:

- Redisplays the page with a confirmation message
- Returns the changed name and text to the list at the bottom of the page
- Changes the name and text on pages used to prepare messages

Change a script that displays coding

1. From View/Update Scripts, copy the text of the script you want to modify and paste it into a plain text editor (e.g., Notepad, TextEdit, etc.).
2. Click Remove next to the script's name in the list at the bottom of the page.
3. From Add New Script, enter a name for the script in the Script Name field.
4. From the Edit menu, select Paste as text. A dialog will appear with the following message: Paste is now in plain text mode. Contents will now be pasted as plain text until you toggle this option off.
5. Click OK.
6. Copy the text of the script from the plain text editor and paste it into the Script Text field.
   Or
   Enter a new scripted message into the Script Text field.
7. Click Add.

QuestionPoint:

- Redisplays the page with a confirmation message
- Adds the name and text to the list at the bottom of the page
• Adds the name and text on pages used to prepare messages

Remove a script

From View/Update Scripts, click Remove next to the script's name in the list at the bottom of the page.

QuestionPoint:

• Redisplays the page with a confirmation message
• Removes the name and text from the list at the bottom of the page
• Removes the name and text from pages used to prepare messages

Scripts notes and limits

Maximum number of scripts

• You (each librarian) can have up to 75 My Scripts and 25 My URL Scripts.
• Your library can have up to 75 Institution's Scripts and 25 Institution's URL Scripts.
• Your group can have up to 75 Shared Scripts and 25 Shared URL Scripts.

Maximum length of script name

You can include up to 100 characters in a script name. The script name reminds you of the content of the script text when you select a script to include in a message. The script name is not included in messages.

Maximum length of script text

Although you can include an almost unlimited number of characters in script text, do not overwhelm patrons with large messages. Keep scripts used in chat sessions as brief as possible.

URLs in script text

The following guidelines help you include URLs in script text:

• Include "http://" or "https://" at the beginning of each URL.
• If you include more than one URL in a message that you send during a chat session, only the page for the first URL pops up in the patron's browser.
• If the URL begins with "https://", the page does not pop up during a chat session.

Order of scripts in lists

If you want to arrange scripts in a particular order, remember that script names are listed in the following order:
1. Names that begin with a number, 0-9
2. Names that begin with an uppercase letter, A-Z
3. Names that begin with a lowercase letter, a-z