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Taking Tickets (Book Requests)

NNELS uses open-source software called RT (Request Tracker) to manage requests for books.

Step 1: Take a book request

1. Review the list of books in the NNELS Production Queue- look for books that have `Nobody in particular` as an owner
2. Sort the requests by priority by clicking on `Priority`. If there are any books marked as `High` priority, then take one of those books (if not, select a ticket of `Medium` priority, then `Low`)
3. Claim a book as yours:
    1. Open the ticket
    2. Go to the `Actions` drop-down menu
    3. Click on `Take`
    4. You should now be the proud owner!

Here is quick tutorial showing you how to Take a Ticket Request.

If there is a ticket set to `Urgent` then that always takes priority, **even if you are currently working on another lower priority ticket**. Make sure you check the queue on a regular basis as titles are added. Sometimes the Production Coordinator will assign tickets directly to you as well.

Step 2: Download the files

You can now go to the `Unedited` folder in Cyberduck (ensure your Root folder is `nnels-data-preprod`) and locate the needed files (there should be one publisher file and one converted text document).

1. Transfer the files to your computer
2. Start editing!

Here is a quick tutorial that shows you how to Download from CyberDuck.

Sometimes we get files that are `.rtf` format and will need to be converted to `.doc/.docx` format before you can start your workflow. It is super easy to do! See Converting Rich Text to Word Doc for more info.

Step 3: Submit your edited book & pass off the ticket

You must rename your ticket before uploading it to Cyberduck. Standard naming convention is the book title, and your last name with underscores instead of spaces.

`Title_of_Book_Yourlastname`

Once you’ve completed your first edit of the document:

1. Upload it to the `Edited` folder in Cyberduck (root folder is nnels-data-preprod).
2. Enter the time (in minutes) you worked on the book in the `Time Worked` field in RT. You will find this in the ticket's `Basics` tab. The default should already be Minutes.
3. Transfer your RT ticket to Rachel (rachel.osolen) who can then be notified to take a look.
    1. You can transfer your ticket by changing the owner of the ticket. Go to the `Basics` tab and then the Owner field. Type in the name of the person you want to assign the ticket to.
    2. If the ticket is currently owned by someone else, you can select "Steal" to take the ticket back.

Here is a quick tutorial on how to Pass Back a Ticket.

Step 3: Add a Comment & pass off the ticket

- Go to `Actions` drop down menu on the top left navigational menu for the ticket.
- Select `Comment`
- Enter the comment into the comment field, and cc the person you want the comment to go to (this is not needed, but will ensure the comment goes into their inbox and can help ensure they see it.)
- Change the owner to Production Coordinator

Here is a tutorial on how to Leave a Comment in RT.

Never reply on a ticket. Replies go to the patron, and we don't need to confuse them with our internal dialogue about the book.

To avoid confusion, ensure there’s only one (the most recent) version of your edited doc in the Edited folder.

Naming books

As for naming the document, you can use the following conventions:

```
Title_with_underscores_YourLastName.docx
Waiting_for_first_light_Little.docx
```

Using RT: Tips & Tricks

- When you no longer own a ticket but you need update it - If you have a ticket number, such as the one in an email subject line, you can pop it into the RT search and it will bring up your ticket.

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