The Road to QuestionPoint
Spark morphs into QuestionPoint

Nono Burling
Washington State Library

Art Hendricks
Portland State University

CHANGES

24 hrs to obtain older transcripts

Email questions from external forms, integrated into chat

Chat portal with live webpage beside

Customizable surveys after chat

Transfer a patron live during chat

Claim a chat and follow-up via email

See all other librarians online

Autonomy over your own questions

Personalized & Institution specific canned messages

Ability to incorporate text

Stats available for download

Immediate email notification when marked for Follow-up

THE SAME

Mark questions for follow-up

Apply resolution codes

IM between Librarians

VIDEO DEMOS

Adding your own scripts

Creating a Survey

Locate scripts in the chat monitor

Locate a policy page in the chat monitor

IM with another Librarian

Customizing your chat monitor

Selecting Queues

Resolution codes

GLOSSARY

Scripts
    Canned messages

BME (Base Mangement Environment)
    Answerland and all the libraries in Answerland

SUP (Single Unit Profile) = Institution = Your library

Subscription Group
    All the libraries in your cooperative (Answerland)

Referral Partner
    Other libraries or departments you can refer a question
    to.

Qwidget
    A small widget that can be embedded in many places.
    (Libguides, catalog, databases, Primo etc.)
    A qwidget is also is mobile friendly.

Shared Follow-up
    A list of question that can be answered by other
    libraries in your subscription group.

Shiftplanning tool
    A third party tool that QuestionPoint uses to schedule
    the 24/7 cooperative.