Find information about how to manage librarian accounts, customize patron forms and communications, create patron surveys, and view survey reports.

• Get started
  No image available

Get started with the QuestionPoint Administration module.

  ◦ Account privileges and permissions
  ◦ Create or update your library's policy page
  ◦ Link to your question and/or chat forms within OCLC FirstSearch
  ◦ Password management
  ◦ Provide staff announcements

• Administrator setup guide
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Find information about all of the activities and permissions of a QuestionPoint Account Administrator at both Institution (Service Unit Profile (SUP)) and Group (Base Management Environment (BME)) levels.

  ◦ Overview
  ◦ Setup checklist for chat, followup, and referral
  ◦ Setup checklist for email (web form) reference and referral
  ◦ Administrator accounts
  ◦ Administrator collaboration in a group containing two or more libraries
  ◦ Chat and followup
  ◦ Referral of questions and transcripts

• Institution administration
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Find information about how to set up and manage your library’s use of QuestionPoint.

  ◦ Accounts
  ◦ Forms management
  ◦ Settings
  ◦ Surveys
Group administration

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Find information about how to set up and manage your subscription group’s use of QuestionPoint as well as how to join or create virtual groups.

- Accounts
- Settings
- Virtual groups

• Administrator collaboration in a Subscription Group

No image available

Find information about administrator collaboration in a Subscription Group.

• Chat forms and queue management

No image available

Find information about how to create and manage chat forms and queues.

- Create your group's chat forms
- Manage your chat queue's characteristics
- Set up your library's chat form

• QuestionPoint widget (Qwidget)

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Find information about the QuestionPoint widget (Qwidget). A Qwidget is a lightweight chat window that you can embed throughout your library’s website and elsewhere.

- Add a QuestionPoint Qwidget to Facebook
- Chat with a librarian using the Qwidget
- Create your Qwidget (QuestionPoint widget)
- Embed your Qwidget using CMS
- Insert multiple Qwidgets on a web page
- Qwidget Custom Color Skin Instructions