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

• Get started

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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

No image available

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)

No image available

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