Find information about how to search for information to answer patrons’ questions, add records to the Global KB or a local KB, and edit and activate KB records to make them searchable.

The Knowledge Base is a repository of “question and answer” pairs. The local/regional group has a Knowledge Base which includes question/answer pairs submitted by institutions in the group. The global reference network has a Knowledge Base which includes questions processed by the network and question/answer pairs submitted by institutions and local/regional groups throughout the world.

Question/answer pairs are submitted to a Knowledge Base by librarians with Add/Submit access and added to a Knowledge Base by librarians with Edit access.

• **Get started**

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  Get started with the QuestionPoint Knowledge Base module.

  ◦ About knowledge bases
  ◦ Global KB
  ◦ Local KBs
  ◦ Public access to KBs
  ◦ Set up your local KB

• **Search and browse knowledge bases**

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  Find information about how to search and browse QuestionPoint knowledge bases.

  ◦ Get started
  ◦ Browse knowledge bases
  ◦ Search knowledge bases

• **Work with KB records**

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  ◦ About KB records
  ◦ Add KB records
  ◦ Edit KB records
  ◦ Report problems with KB records
  ◦ Update KB records