QuestionPoint Librarian 1: QuestionPoint overview and E-mail reference

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Course description

This course provides an overview of the QuestionPoint service and instruction on the basic functions and features of E-mail reference, as well as including a pre-existing answer from the Global Knowledge Base. After completing this course, learners will have the basic skills to successfully respond to an E-mail reference question from within QuestionPoint.

This course is intended for learners who are new to QuestionPoint and E-mail reference process. Current QuestionPoint E-mail users can benefit by using this class as a refresher to fill in foundational gaps and get updates on new functions and features.

View a recorded session

View a recorded session (83 minutes)

Course handouts

Class handout for QuestionPoint Librarian 1: QuestionPoint overview and e-mail reference

Knowledge check for QuestionPoint Librarian 1: QuestionPoint overview and e-mail reference

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Cancellation policy

In the event of low attendance, OCLC may cancel a training session. In this situation, registrants will be notified by email in advance of the session.