Course description

This course provides instruction on the QuestionPoint chat process, the basic functions and features of Chat, as well as chat with another librarian and transfer an active chat session. After completing this course, learners will have the basic skills to deliver virtual reference via QuestionPoint Chat.

This course is intended for learners who are new to the 24/7 Reference Cooperative and providing reference service via QuestionPoint Chat. Current Chat 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 (77 minutes)

Course handouts

Class handout for QuestionPoint Librarian 2: Use Chat in QuestionPoint

Knowledge check for QuestionPoint Librarian 2: Use Chat in QuestionPoint

Request closed captioning

Closed captioning is available in the US upon request with 5 business days' notice. To request closed captioning for a training session, please contact us at training@oclc.org.

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.