Course description

This course provides instruction on the Chat follow-up workflows, the basic functions and features of referrals, as well manage questions and transcripts in QuestionPoint. After completing this course, learners will have the basic skills to appropriately and successfully route transcripts for follow-up and refer questions to another library or subject matter expert.

This course is intended for learners who are new and current users of whose libraries are providing reference service via QuestionPoint. Current QuestionPoint 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 (57 minutes)

Course handouts

Class handout for QuestionPoint Librarian 3: Chat followup, referrals, and manage questions

Knowledge check for QuestionPoint Librarian 3: Chat followup, referrals, and manage questions

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.