

## What's New with OCLC QuestionPoint?

QuestionPoint®, the complete reference management service that provides libraries with tools to interact with users in multiple ways—using chat, e-mail and chat widget (Qwidget)—continues to evolve. The service has recently been enhanced with the addition of new Qwidgets, customizable Qwidget skins and new formatting capabilities and expanded access to knowledge bases.

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### Mobile Webkit Qwidget

Library users who navigate the Web with mobile devices can use an optimized QuestionPoint Qwidget to connect with a librarian. In addition, iPhone users can download a direct link to the Qwidget to their home screen, represented by an icon (similar to an app icon). This allows users to begin a Qwidget session without first navigating to their library's Web site via their mobile browser. Although it imports all of the text and other characteristics of the Qwidget built by libraries in the QuestionPoint administration module, this newly optimized Qwidget has a standard mobile interface, size and color.

The Mobile Qwidget is available for the following types of devices: **iPhone OS**, **Android** and **Palm**.

### Qwidget for Facebook

Facebook users can now add the QuestionPoint Qwidget to their Facebook pages. A *Qwidget for Facebook* guide explains the application-creation process using Facebook Developer. Send requests for the *Qwidget for Facebook* guide to David Leslie, at [david\\_leslie@oclc.org](mailto:david_leslie@oclc.org) with 'Qwidget Facebook' in the subject line.

### Chat widget displays in WorldCat Local

Institutions that have a QuestionPoint Qwidget or use other chat clients can provide their users the opportunity to chat directly with a librarian from within WorldCat Local™. This functionality is designed to work with any chat client by inserting the code snippet via configuration in the OCLC® Service Configuration module. For more information, please visit: [www.oclc.org/us/en/questionpoint/worldcat\\_local\\_chat\\_overview.pdf](http://www.oclc.org/us/en/questionpoint/worldcat_local_chat_overview.pdf).

### Custom Qwidget skins and formatting

QuestionPoint now offers your Web team the ability to create a custom Cascading Style Sheets (CSS) file for the Qwidget, enabling them to exactly match the color of the Qwidget with the rest of your Web site. Knowledge of CSS and the ability to create and add files to a public Web site are required. For step-by-step instructions on implementing this capability, please consult the link on the Qwidget creation page from your administrator module. These self-created custom Qwidget skins will be stored and maintained on your own servers, while the Qwidget mechanism itself will continue to be hosted by OCLC.

### Knowledge bases offered as a Web service

QuestionPoint knowledge bases can now be accessed via other interfaces by using a Web service search-query and data-record link. Searches can be posted and limited by any of the parameters listed on the QuestionPoint advanced search page, while search results can be rendered in XML or HTML for flexible implementation by various search engines.

With the addition of a few simple lines of code to your existing Web-based search service, you and your library users can search the Global Knowledge Base and/or your institution's local QuestionPoint knowledge base using a familiar interface. Each question in the list of questions retrieved from a search is hot-linked to a specific knowledge-base record, which includes the answer and whatever additional data your library has elected to store there. For details on how to implement this new option, contact David Leslie at [david\\_leslie@oclc.org](mailto:david_leslie@oclc.org).

#### For more information

Contact your **OCLC representative**, call **1-800-898-6252**, or e-mail [libservices@oclc.org](mailto:libservices@oclc.org) to learn more.