

OCLC QuestionPoint Qwidget

Qwidget is the QuestionPoint chat widget, a MeeboMe-like chat box you can place on your library's Web site, anywhere users are likely to need help. Qwidget is easy to set up—just select the style and options you want, preview it and add it to your Web site.

Why Qwidget?

Cooperatively staff the Qwidget with any librarians who share a Primary Queue

- Multiple librarians within a single library, within a region or across cooperative groups

Enable the library to indicate when the chat queue is and is not staffed

- Fully customizable “away” message, for times when no librarian from the group is monitoring the queue
- Give users the option of redirecting a question through e-mail if chat is not “open”

Access to the full suite of QuestionPoint cooperative tools

- Policy pages
- URLs and scripts
- Session transfer capability

Integrated with QuestionPoint chat capabilities during sessions

- Qwidget is another entry point into the chat queue you already monitor—the only difference apparent to the librarian is the term “Qwidget” displayed at the beginning of the user's name
- Monitor both the Qwidget and general chat in one interface, without opening multiple windows
- Handle more than one Qwidget session at a time, or multiple Qwidget/general chat sessions simultaneously, through QuestionPoint's chat interface

- Easy access to user information, including the Web site used to access Qwidget
- User can click automatic link to get transcript e-mailed at conclusion of session
- User survey provided at the conclusion of session
- Ready access to local and global knowledge base
- Post-session referral capabilities for comprehensive, rapid session follow-up

Post-session integration with QuestionPoint's reference management capabilities

- Reports and statistics provide information on Qwidget usage within the context of the total reference service at your library or within your cooperative relationships, to compare Qwidget traffic with general chat, e-mail and walk-up traffic
- Qwidget session transcripts are available for review and analysis

Libraries control the transcripts and content under their QuestionPoint subscription rather than the licenses of commercial IM providers

Create your own Qwidget

For details on how to set up your Qwidget, go to QuestionPoint's online help:

www.questionpoint.org/crs/html/help/sl/admin/ad_forms_qwidget_setup.html

Log on using a 9-digit administrative authorization. Select the 'Administration module' (click 'Select Service' drop-down in the upper right black menu bar).

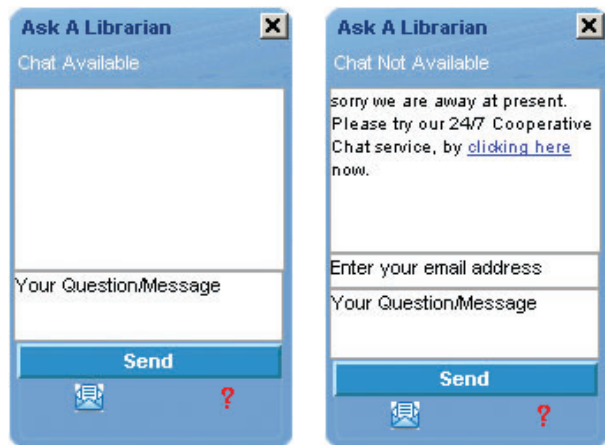
Navigate to the 'Create Qwidget' area:

- Choose 'Institution Tab'
- Choose 'Forms'
- Choose the 'Forms Manager' tab
- Click on the 'Create Qwidget' link

Select your language choice from the 'Language' drop-down and click 'Submit.' The Create Qwidget process results in creation of HTML code for you to embed in a Web page, so you can create multiple Qwidgets, all in different languages, colors and sizes to meet all your various users' needs.

As you make choices regarding how the Qwidget will appear, the Qwidget code in the lower part of the screen changes to reflect those choices. Once you are done, click 'Submit' to save your configuration, then copy and paste your Qwidget code into your Web pages. Sidebars and other Web navigation areas that are persistent across your Web site are especially effective locations.

Examples of Qwidget when librarians are available and unavailable



Need Support?

For support questions and related assistance when creating a Qwidget for your library, send e-mail to support@oclc.org.