

## Additional OCLC Web Services to consider:

- WorldCat Search API
- WorldCat Basic API
- OpenURL Gateway (drawn from WorldCat Registry data)
- xID Services (xISBN, xISSN, xOCLCnum)
- Terminology Services

## Join the OCLC Developer Network

The **OCLC Developer Network** seeks to create a space where developers and librarians can connect. It is designed as a collaborative, two-way communication group where members directly influence what OCLC Web Services are created and enhanced.

- Join the Developer Network by joining the
- **WC-DEVNET-L listserv** at <https://www3.oclc.org/app/listserv/>
- Read the Developer Network blog at [www.worldcat.org/devnet/blog/](http://www.worldcat.org/devnet/blog/)
- Follow our tweet stream at <http://twitter.com/oclcdevnet>
- Membership is free and open to all.

# QuestionPoint Knowledge Base API

**What it is:** Developer-level access to QuestionPoint Knowledge Base Question-and-Answer (Q&A) pairs that QuestionPoint libraries saved for future re-use, for FAQ pages, for patron searches. The QuestionPoint Global Knowledge Base is a collection of Q&A pairs contributed by nearly 500 libraries worldwide. Local knowledge bases are built and maintained by single libraries or regional library groups and usually contain information more specific to that group.

## What it does:

- Provides search access to QuestionPoint Q&A pairs and returns questions that match the query
- Accesses a specific Q&A record with question, answer, and metadata.

For example, the QuestionPoint Knowledge Base API could be used to retrieve a list of questions that have been asked on the topic of baseball. The API could then be used to return information about THE specific question “Which National League baseball teams have never won a World Series?”

## What you get:

- Question-and-Answer pairs and their accompanying metadata such as keywords, what library the question came from, the date the question was received, what library answered the question, and the date of the last update.

**Who can use it:** Anyone and everyone for noncommercial use.

**Usage limits:** No limit on requests

**Query Protocols:** REST

**Record Formats:** HTML, XML, Text, JSON

**Where to start:** [www.oclc.org/developer/services/questionpointkb](http://www.oclc.org/developer/services/questionpointkb)

**Why you love it:** Frequently Asked Questions, a list of questions or resources on a specific topic, or a list of recently asked questions at your library



# How to use the QuestionPoint Knowledge Base API



The API can be used in two ways: searching for Q&A pairs, or linking to a specific Q&A pair.

The two APIs are typically used as in a two-step process:

1. An application first searches the QuestionPoint Knowledge Base for records that match specified criteria. Each retrieved record includes the question and its corresponding Question ID
2. An application can request the full data and metadata for a specific Q&A pair based on the Question ID

## Searching for Q&A Pairs

`http://questionpoint.org/crs/servlet/org.oclc.kb.KBSearchWS?&andk=[searchTerms]&prelang=[language]&kbids=[knowledgebaseID]&kbids=[knowledgebaseID]&type=[format]`

### Example

This URL provides an example of the QuestionPoint KB API searching for all questions that match the search term “baseball”

`http://questionpoint.org/crs/servlet/org.oclc.kb.KBSearchWS?&andk=baseball&prelang=3&kbids=1&kbids=13&type=xml`

This URL provides an example of the QuestionPoint KB API searching for recent (within the last week) questions that match the search terms “Scotland” and “language”.

`http://questionpoint.org/crs/servlet/org.oclc.kb.KBSearchWS?&sopt=kw&andk=scotland+language&dr=lw&prelang=4&kbids=1&type=xml`

## Linking to a Specific Q&A Pair

`http://questionpoint.org/crs/servlet/org.oclc.ask.AskPatronFetchQAWS?qid=[questionID]&type=[format]`

### Example

`http://questionpoint.org/crs/servlet/org.oclc.ask.AskPatronFetchQAWS?qid=44960&type=xml`

## Search Parameters

Parameter	Explanation
andk = term (use + between multiple words in a term)	All words must appear in the record.
phk = term.	Phrase. All words must appear exactly in the order typed.
ork = term.	Any of the words typed must appear in the record.
notk = term.	Must be used with ‘andk’ or ‘ork’. Find records without this word(s). For example: ork=highland+scots&notk=cows  This returns records with ‘highland’ or ‘scots’ in them but not one that contains ‘cows’
prelang = language code for the search term	This determines the analyzer used.  See Language codes: <a href="http://oclc.org/developer/documentation/questionpoint-knowledge-base/request-types">http://oclc.org/developer/documentation/questionpoint-knowledge-base/request-types</a>
kbids = number of the KB to search	The Global KB is 1.  Check with your QuestionPoint Administrator for local KB number.
dr = code for date range	Last Week (lw)  Last Month (lm)  Last Three Months (ltm)  Last Six Months (lsm)  Last Year (ly)
lang = language code of retrieved records	See Language codes: <a href="http://oclc.org/developer/documentation/questionpoint-knowledge-base/request-types">http://oclc.org/developer/documentation/questionpoint-knowledge-base/request-types</a>
sopt = kw	Use this to search the Keyword field only. To limit to the keyword field use “sopt=kw” and “andk”  Example: sopt=kw&andk=civil+war
qcat = category code	<ul style="list-style-type: none"> <li>• 1 = FAQ</li> <li>• 2 = Bibliography/Pathfinder</li> <li>• 3 = Research (3)</li> <li>• 4 = Ready Reference (4)</li> <li>• 5 = Community Information (5)</li> </ul>
topsubject = letter	Letter representing the highest level in the LC Class System
qinst = institution ID number	Limit results to questions <b>asked</b> at a particular institution
ainst = institution ID number	Limit results to questions <b>answered</b> at a particular institution
num = 10	Number of questions displayed per page; also 20, 30, 50, 100)