

Implementation expertise, resources and tools

QuestionPoint Implementation Services

Make sure that your virtual reference service rolls out successfully and delivers the expected benefits. Get the expertise, resources and tools you need to guide your library through key decisions and tasks. With QuestionPoint® Implementation Services, you'll achieve results for your library and users more quickly.

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Services to help launch your new virtual reference service

You can count on QuestionPoint Implementation Services to provide the expertise, resources and tools to guide you through the integration of virtual reference at your library. We understand your reference staff is extremely busy, so we help to save them time and leverage their knowledge of your library and users.

First, we assign an implementation manager. Our implementation managers not only have an understanding of QuestionPoint—they have an understanding of libraries and reference services.

Your implementation manager helps move your virtual reference project along quickly and efficiently. The manager also helps you develop a communications plan that promotes your new service and increases your users' awareness. Additionally, the manager modifies the services to fit any size library or group—from a small public library to a group of large academic libraries.

The final result? With OCLC® QuestionPoint Implementation Services, your new virtual reference service becomes integrated closely with your reference department's workflow and operating procedures, maximizing value to your library staff and users.

Step-by-step support

A dedicated, experienced implementation manager leads you step-by-step through your QuestionPoint implementation. The manager helps you to set milestones, define key tasks and determine workflow

impacts. If any technical issues should arise during the project, the manager coordinates with the appropriate technical support staff to resolve them.

As part of the Implementation Services, you'll also receive:

- **Proven best practices, tools and resources** to help you implement and use your virtual reference service effectively. We bring the experience gained from previous successful QuestionPoint projects.
- **A customized implementation plan** based on your library's unique goals and objectives. This plan also considers the experience and availability of your staff. We base schedules and learning plans on your particular resources and needs.
- **A Communication Plan** to help increase your users' awareness of the QuestionPoint service.

Key Advantages

- **Speed the implementation of your new virtual reference service** to achieve results for your library and users more quickly.
- **Make efficient use of your staff's time** by leveraging our experience from prior implementations.
- **Integrate QuestionPoint with your library's reference workflow** and operating procedures to maximize value to both your library staff and users.

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Key activities

The Implementation Service consists of six key activities. The scope of these activities will depend on the needs of your library or library group.

1. **Project Launch**

We work together to define the goals, objectives, scope and schedules for your library's QuestionPoint implementation. This provides a common understanding among the project's team members.

2. **Work Plan Development**

We begin with a starter list of key activities for your QuestionPoint implementation. We customize this list based on your unique objectives. This clearly defines responsibilities and timeframes for everyone involved.

3. **Workflow Analysis**

Implementing QuestionPoint sometimes requires workflow and procedural changes to your library's current operations. Together we compare the QuestionPoint workflow to your current reference workflow and determine how to maximize benefits to your operations.

4. **Education Needs Identification**

We offer a wide variety of resources to help educate and build the skills of your staff. We work with you to identify the best combination and timing of resources for your staff (e.g., Web sessions, documentation, online tutorials, etc.). We also schedule your Web-based training.

5. **Communication Plan Development**

We work with you to devise a complete communication strategy to help you promote QuestionPoint in your institution and within your community. We also provide several customizable resources, including a press release, poster, bookmarks and table tents.

Additionally, you can be paired with an experienced QuestionPoint institution that has managed a successful promotional campaign. By getting in touch with them, you can benefit from their first-hand knowledge.

6. **Testing Approach Development**

We validate that QuestionPoint is integrated properly with your library's current systems and that the service is performing as required.

For more information

To discuss your specific needs or for more information, please contact:

In the Eastern United States: Suzanne Butte, OCLC Library Services Consultant at 1-800-848-5878, ext. 5130, or buttes@oclc.org

In the Western United States: Lauri McIntosh, OCLC Library Services Consultant, at 1-866-284-4895 or mcintosl@oclc.org

In Canada: Manon Barbeau, OCLC Implementation and Training Specialist, at 1-888-658-6583 or barbeaum@oclc.org

Learn more about QuestionPoint at:
www.oclc.org/questionpoint/.