

Frequently Asked Questions: OCLC/Springshare agreement

31 May 2019

OCLC has entered into an agreement to sell the QuestionPoint 24/7 Reference Cooperative and active QuestionPoint subscriptions to Springshare, provider of the LibAnswers Platform. This agreement continues our commitment to provide member libraries with the best possible virtual reference tools to meet users' needs.

OCLC's agreement with Springshare gives libraries the best of both worlds - Springshare's full-featured, state-of-the-art reference software and unparalleled professional reference service from QuestionPoint's 24/7 Reference Cooperative with back-up reference coverage many libraries count on. QuestionPoint's team of experienced reference librarians will move to Springshare. In addition, Springshare is committed to ongoing investment in enhancements required to meet the changing needs and expectations of today's library users. This includes providing additional training to Cooperative librarians, hiring more Cooperative staff to shorten the patron wait times, and devising more effective ways for Cooperative librarians to be better informed about local library content and local information.

Springshare will modify its LibAnswers software to include functionality required to support all QuestionPoint subscribers. Springshare anticipates completing this project over the summer 2019, i.e., June/July period. When software changes are complete, they will invite QuestionPoint users to transition to the LibAnswers platform.

QuestionPoint subscribers can request a LibAnswers Platform system to learn and interact with the system prior to service migration. Additionally, current QuestionPoint subscribers can attend free and unlimited training to learn the LibAnswers Platform. [Dates for training](#) will become available in the coming months. Additional information is provided at [QuestionPoint Customers Migrating to LibAnswers](#).

OCLC and Springshare are working together to ensure uninterrupted support of libraries' virtual reference services during the upcoming transition from QuestionPoint to LibAnswers.

General

Why is OCLC selling the QuestionPoint 24/7 Reference Cooperative and active QuestionPoint subscriptions to Springshare?

OCLC is committed providing its members with the best possible reference tools to deliver exceptional service to library users.

A single solution that combines the power of QuestionPoint's cooperative reference service with live, 24/7 back-up coverage with the LibAnswers state-of-the art reference software will deliver a service unlike anything currently available. Springshare is a recognized leader in the virtual reference software market with its LibAnswers Platform that is enhanced regularly to meet changing user needs.

What does this agreement mean to current QuestionPoint subscribers?

Springshare will enhance its LibAnswers Platform to include functionality that supports the 24-hour coverage currently provided by QuestionPoint's 24/7 Reference Cooperative. They will also assume management of the QuestionPoint 24/7 Reference Cooperative librarian staff.

QuestionPoint subscribers will continue to use QuestionPoint until Springshare has completed software changes. When LibAnswers supports functionality needed by the 24/7 Reference Cooperative, Springshare will share details about the timing and process for moving to their service.

Will Current QuestionPoint subscribers have access to the LibAnswers Platform prior to service migration?

QuestionPoint subscribers can request a LibAnswers Platform system to learn and interact with the system prior to service migration. Additionally, current QuestionPoint subscribers can attend free and unlimited training to learn the LibAnswers Platform. [Dates for training](#) will become available in the coming months. Additional information is provided at [QuestionPoint Customers Migrating to LibAnswers](#).

What does this agreement mean for current LibAnswers subscribers?

LibAnswers subscribers will have the option to purchase use of the 24/7 reference coverage and back-up reference staff that will be added to the LibAnswers Platform.

Will QuestionPoint's 24/7 Reference librarians continue to provide back-up reference?

Yes. QuestionPoint 24/7 Reference librarians will continue to provide back-up coverage on QuestionPoint until Springshare is ready to transition the team to their enhanced service. When LibAnswers software changes are complete, this team will provide back-up service through the LibAnswers Platform.

Who will support QuestionPoint users until they move to Springshare?

QuestionPoint users should continue to contact their local OCLC Customer Support team for assistance with their use of the QuestionPoint service.

What will happen to the current QuestionPoint software and technology?

QuestionPoint software and infrastructure will remain available to current subscribers until all QuestionPoint users have moved from QuestionPoint to LibAnswers. The software and other supporting QuestionPoint systems will be retired once this transition is complete.

Subscriptions and pricing

What happens to existing QuestionPoint subscriptions?

Existing QuestionPoint subscriptions provide uninterrupted access to QuestionPoint until Springshare's enhanced service is ready for use. Springshare will provide information about the timing and process for library transitions from QuestionPoint to LibAnswers. Contact Mazen Khoury mazen@springshare.com with questions.

When will my QuestionPoint billing change?

The sale of QuestionPoint to Springshare was completed on 31 May 2019, so all future bills for your use of the service will come directly from Springshare.

Transition timing and training

When will QuestionPoint users move to the enhanced LibAnswers Platform?

When Springshare completes changes required to add 24/7 reference functionality to LibAnswers in the summer months, they will contact QuestionPoint subscribers with details about the timing of their moves. Springshare's goal is to migrate all customers to LibAnswers before the end of calendar year 2019.

QuestionPoint subscribers can request a LibAnswers Platform system to learn and interact with the system prior to service migration. Additionally, current QuestionPoint subscribers can attend free and unlimited training to learn the LibAnswers Platform. [Dates for training](#) will become available in the coming months. Additional information is provided at [QuestionPoint Customers Migrating to LibAnswers](#).

Additional information

Who can I contact with questions about this agreement?

- OCLC: Bob Murphy murphyb@oclc.org
- Springshare: Mazen Khoury mazen@springshare.com