



Answer  
reference questions  
anytime,  
**anywhere.**

## **Manage all reference services in one system.**

QuestionPoint provides a complete virtual reference management system, integrating chat, email, a reference knowledge base, reports, and analytic tools to give you a complete view of reference activity. QuestionPoint is based on sharing—with the library down the street, on the other side of your region, or across the globe. By sharing staff time, QuestionPoint libraries can extend their hours of online service and join a global community of reference professionals. QuestionPoint's flexible group options allow libraries to support existing relationships while participating in the global QuestionPoint cooperative.

## **Support reference needs around the clock.**

Expand your hours of service to offer live help anytime through membership in the QuestionPoint 24/7 Reference Cooperative. The 24/7 Reference Cooperative staffs your chat service with professional librarians from participating libraries, supplemented by the QuestionPoint 24/7 staff for fail-safe coverage. This service gives your users access to reference librarians 24 hours a day, 7 days a week to reach users whenever they need help. QuestionPoint's Quality Team ensures that your community receives trustworthy, immediate, one-on-one reference assistance.



**QuestionPoint** reference management service gives librarians tools to manage all aspects of reference services, including chat widgets and reporting tools. QuestionPoint's cooperative network expands the reach of reference staff and offers an option of 24/7 reference coverage by experienced reference librarians.

# Provide **high-quality reference services** online, in person, and around the clock.

**Share your knowledge.** QuestionPoint includes access to local and global knowledge bases maintained by participating librarians. Your library or group can maintain a local knowledge base, which will serve as a key reference resource customised to the needs of your library staff and users. You can also use and contribute to the global reference knowledge base cooperatively built by all QuestionPoint members.

**Reach users in a variety of ways.** Communicate with your users over chat using widgets or web forms. Widgets are easily integrated with most library management systems or course management systems—anywhere your users have questions. Email is available too, through web forms or an email address. If you have a web browser, you can use QuestionPoint. Neither you nor your library users will have to download additional applications to communicate.

**Manage in-person and phone activity, too.** QuestionPoint's management of reference transactions can track walk-up and phone activity in addition to online interactions. This enables you to handle follow-up tasks, question assignments, and referrals using a single, integrated, web-based interface. Standard reports provide detail on usage patterns and types of reference interactions.

**Expand coverage without adding staff.**

Membership in the cooperative means expanded hours of coverage without increasing staff. Your library can participate with only a modest weekly contribution of staffing to the cooperative. If you want the reliability of coverage around the clock, the 24/7 Reference Cooperative covers your chat service with professional reference librarians from contributing libraries.

**Work with your favourite groups.** Flexible group membership options allow libraries to belong to multiple reference groups simultaneously, including a library system, local consortium, regional initiative, or a subject-specific group.



**“They can come anytime...”**

“It’s kind of a no-brainer. If users don’t have to think about or find out when the service is open, if they can come anytime, then they’re going to use it.”

**Nancy Huling**

Head of the Reference and Research Services Division  
University of Washington  
Seattle, Washington, United States

**Visit [oclc.org/questionpoint](https://oclc.org/questionpoint) to learn more.**

Find out how your library can join the QuestionPoint reference community, read stories about other libraries that use QuestionPoint, request a demonstration, request a quote, and more.

**Because what is known must be shared.®**

