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 customized 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 favorite 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

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**Visit oclc.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.

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