Contents

Documentation Quality Control Sheet ................................................................. 2
Introduction ........................................................................................................... 3
Recommended actions .......................................................................................... 4
  Administrative actions ....................................................................................... 4
  Follow-up actions ............................................................................................... 4
Interface Refresh .................................................................................................. 5
  Librarian Account ............................................................................................... 5
    Login Screen ...................................................................................................... 5
    My QuestionPoint page ..................................................................................... 5
    Ask, KB, Admin and Profile Modules ............................................................... 6
    Full Question View: ......................................................................................... 6
    Reports Module ................................................................................................ 7
Patron Account ...................................................................................................... 8
Enhancements and Bug Fixes ................................................................................. 9
  Qwidget code snippet upgraded ......................................................................... 9
  What You See Is What You Get (WYSIWYG) editor now has font face options and font size options: ................................................................................................................. 9
  Change email feature in Ask module now has an email validator ......................... 10
Retired Features .................................................................................................... 12
24/7 Reference Cooperative Enhancements ......................................................... 13
Important links ..................................................................................................... 14
<table>
<thead>
<tr>
<th>Product Name</th>
<th>QuestionPoint</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Release Notes</td>
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</tr>
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</table>
Introduction

Following up and expanding upon the recent change to the login screen and Home page, 2015 enhancements to QuestionPoint feature a new interface for librarians and redesigned forms for library users. The new interface design reflects suggestions from librarians who use the QuestionPoint service to manage their virtual reference services.

You will see larger, clearer, more contemporary menus, action buttons, font styles, colors and sizes, all featuring a simplified logo and banner. These changes are designed to improve the user experience on both desktop/laptop machines as well as make the pages function better on tablets and smart phones for both patrons and librarians. Your library group can continue to display its branding with a local logo on both librarian and patron’s interfaces.

A new Product Manager for QuestionPoint

It is our pleasure to introduce our new QuestionPoint Product Manager, Tom Haney, who comes to OCLC with an extensive background in Product Management. Tom recently worked for (ICS)2, where he was Web Strategist.
Recommended actions

For this release, we recommend that you review the following checklists and complete the relevant tasks so that you can adjust your policies and workflows and train your staff. These checklists identify updates that we have determined as significant for most institutions. We encourage you to review all of the items in the release notes to determine whether there are other items that might require additional action or follow up by your institution.

Administrative actions

These items require immediate actions or decisions.

<table>
<thead>
<tr>
<th>Action</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>❑ Review your custom logo in the new interface to determine if you would like to alter it to better fit the new banner color and size. The final maximum display size of the logo will be 200 pixels wide x 45 pixels high, regardless of the original dimensions of the linked logo.</td>
<td>Page 5</td>
</tr>
<tr>
<td>❑ Review the QuestionPoint Qwidget placed on your webpages, to see if it needs updating to take advantage of improved mobile accessibility</td>
<td>Page 9</td>
</tr>
</tbody>
</table>

Follow-up actions

In an effort to keep your staff informed of new features and changes, you may also want to consider these items.

<table>
<thead>
<tr>
<th>Action</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>❑ Alert staff that login interface and internal pages have changed, in order to allay concerns. Functionality and workflow have not been changed.</td>
<td>Page 5</td>
</tr>
<tr>
<td>❑ 24/7 Reference Cooperative managers: Review the newly designed “Cooperative Resources” page to re-acquaint yourselves with the Cooperative-specific features and learn of upcoming changes to the Cooperative Schedules.</td>
<td>Page 13</td>
</tr>
</tbody>
</table>
Interface Refresh

Librarian Account

Login Screen

Featuring our new banner and font sizes:

![Login Screen](image)

*Figure 1: Librarian Logon screen*

My QuestionPoint page

The Module Select list has moved to a more convenient position on the left border, directly above the Questions lists. Custom Logo is now featured in the center of the screen. Final display size of a custom logo will be 200x45 pixels.

![QuestionPoint Home page](image)

*Figure 2: QuestionPoint Home page*
Ask, KB, Admin and Profile Modules

Same layout, with larger fonts, new icons on navigation tabs, and updated status icons

Figure 3: Ask: Question list

Full Question View:
Larger action buttons, better spaced for touch screens and mobile users.

Figure 4: Full question View
Modified June 15, 2015

Reports Module

OCLC hosted patron chat and email forms

The biggest change the patron forms is the upgrade to “Submit/Connect” buttons, which make the forms more accessible and mobile-friendly.

![Figure 5: Institution Chat report](image1)

![Figure 6: OCLC hosted patron email form](image2)
Patron Account

The patron accounts have also been updated with the new look. This also improves the view and usability on tablets and smartphones.

Figure 7: Patron account login

Figure 8: Patron account Questions
Enhancements and Bug Fixes

Qwidget code snippet upgraded

The Qwidget code snippet available from Admin module>Forms>Forms Manager>Qwidget Creation has been upgraded to remove the reliance on external Google APIs. This makes the Qwidget inherently more compatible with many 3rd party products such as SirsiDynix CMS, ProQuest databases and LibGuides 2, that may have competing APIs in their own interfaces. If you have contacted OCLC within the last 6-8 months to receive “custom code” you do not need to make any changes to your Qwidget. If you have not successfully embedded the Qwidget, but did not contact OCLC for assistance, please try again using the new snippet in the Admin module as mentioned above.

If the Qwidget on your website does not resemble this version in graphic appeal first introduced in summer 2014, (nicknamed the V.4 Qwidget), we encourage all QuestionPoint users to take advantage of the current version of Qwidget, so that your users will benefit from a display that adapts to a wide range of Android devices.

(See mobile compatibility chart: http://www.oclc.org/support/services/questionpoint/documentation/Requirements.en.html#Mobile)

What You See Is What You Get (WYSIWYG) editor now has font face options and font size options:

Librarians can now choose from a variety of fonts and sizes to better convey the intended content in the Answer and Scripted message interfaces, and they can convert the Answer screen to a larger default size by hiding the Tooltips.
The Answer screen still provides the original, completely customizable sizing feature. To use this, click and drag the handle in the bottom right corner.

Change email feature in Ask module now has an email validator

Currently, the Email and Confirm Email fields in the Ask "Change patron email" feature have a match validator, but the initial email field itself has no validator that checks to see if the email is well-formed. With this install a "loose" validator has been added to the initial email field to ensure that the librarian entering the email address the requisite @ and . components.
Figure 12: Change email validation
Retired Features

Every product needs to continue to evolve to respond to its users’ changes and habits. In order to keep QuestionPoint vital and make way for future changes, some unused or underutilized features are retired as other features and capabilities grow.

With this release, we are retiring the Global Reference Network question referral capability. For now, the change that may be most noticed by librarians is the absence of the “Refer to Global Network” option in the Ask module. In future releases, we will improve the Profile module and Policy Pages.

In addition, we have retired the following unused languages in the QuestionPoint interface:

Czech, Estonian, Finnish, Japanese, Latvian, Polish, Romanian, Serbian, Swedish, Turkish

These languages had been unsupported with translation for the past several years. Removing them from the language select list has made the language selector more convenient to use by those whose languages we continue to support.
24/7 Reference Cooperative Enhancements

The Cooperative Resources page, linked from the Home Page and accessible only to 24/7 Cooperative members has also received a facelift.

Figure 13: Coop Resources
Important links

Product Web site
More product information can be found at: www.questionpoint.org

http://www.questionpoint.org

Support Web site(s)
Support information for this product and related products can be found at:

- Browser compatibility chart
- http://www.oclc.org/support/services/questionpoint.en.html

Notices
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