QuestionPoint™
24/7 reference services

Release Date: April 23, 2017

Introduction

The April 2017 QuestionPoint release features accessibility changes that improve use of the service for patrons and library staff with screen readers and other user-requested enhancements.

New features and enhancements

HTTPS links clickable in patron web form

Users can now get to your recommended resources faster. HTTPS links have always been clickable in the qwidget, and are now also clickable from the patron web form.

Enhanced accessibility

OCLC is committed to delivering an accessible interface that can be read by visually impaired librarians or library users. Changes that improve accessibility are:

1. All images include ALT tags for a clear text alternative for screen reader users.
2. Form labels feature text to ensure assistive technology can refer to the correct label when presenting a form control.
3. Colors have been slightly modified for improved display.
4. Header displays contain more contrast, for easier viewing.
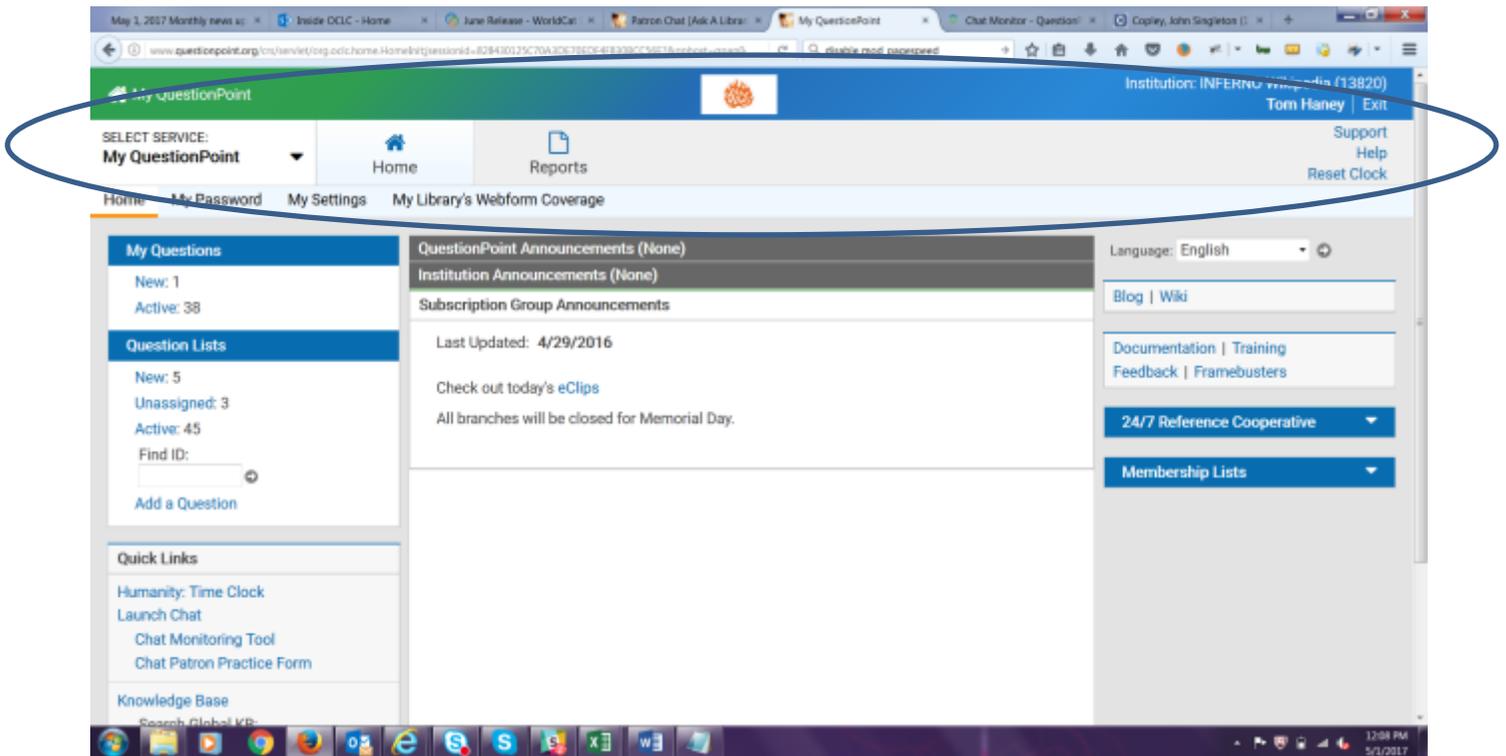
Improved headlines and instructions on policy pages

The updated policy page editor and display provides more guidance on the best use for each section. Instructions now clearly indicate required areas and tips for including URLs and advanced formatting.

ShiftPlanning links changed to Humanity

ShiftPlanning has changed its name and URLs to Humanity. Scheduling cooperative virtual reference shifts with Humanity has led to an increase in coverage and patron satisfaction.

Easier handling of e-mail non-delivery reports

Outgoing QuestionPoint emails now include a Reply-To header set to a library's notification email address. This new feature improves identification of some bounced emails.

Known Issues

Incorrect Reply-To address for non-delivery reports

If an institution did not have a notification email address set in Administration > Settings > Notification settings, the system automatically set the Reply-To address to that of the institution that last sent a message. A resolution is in progress and is scheduled for release May 4.

E-mail responses picked up by QuestionPoint

If a patron responds via email to a message sent through QuestionPoint by a librarian, the response is captured, but not displayed, in the QuestionPoint history. A resolution is progress and scheduled for release May 4.

Important links

Product website

More product information can be found at: https://www.oclc.org/en/questionpoint.html.

Support website(s)

Support information for this product and related products can be found at:

- Browser compatibility chart
- QuestionPoint Support and Training website