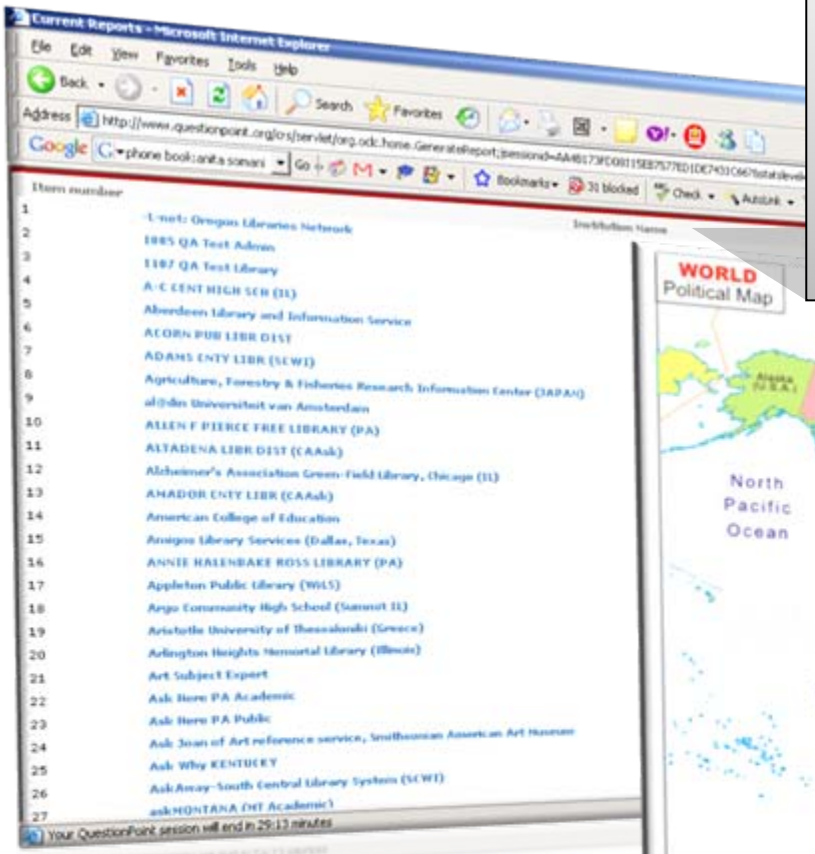
QuestionPoint Update

13 February 2009

OCLC™ The world's libraries. Connected.

Community Update: Institutions



2,100+ profiles/libraries/service points

1,500+ in 24/7 Reference Cooperative

24 Countries

QuestionPoint Community Update: New Members

- 24/7 Reference Cooperative:
  - Brooklyn PL and Queens PL
  - University of CA system
  - Bellevue Univ
  - CA community colleges
  - WA community colleges
- QuestionPoint "tools only":
  - Harvard Law School
  - Florida Institute of Technology
  - Pregunta: public libraries in Spain

13 February 2009

QuestionPoint Functionality Update

- Recent and Upcoming changes

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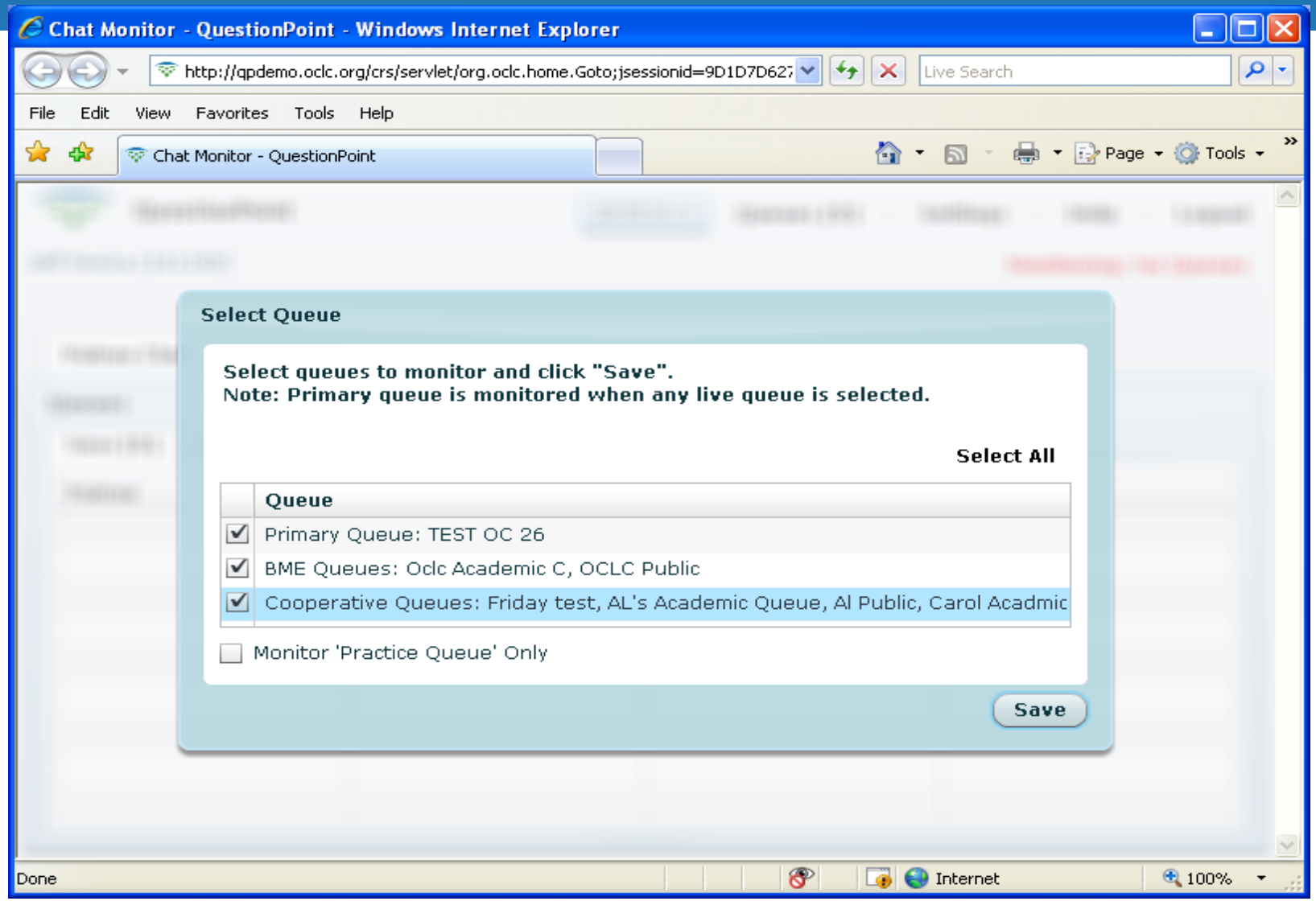
QP Software Updates

- Recent Updates:
  - Focus on simplification, Ease of use and administration
  - New “Look and Feel” and faster underlying architecture for chat monitor
  - Send message to librarian
  - Forms Management: Web Form and Chat
  - Link to Patron terms from patron interface
- Changes and Fixes

Librarian chat interface: New Look and Feel



Enhanced response time and speed

Chat Monitor - QuestionPoint - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.questionpoint.org/crs/servlet/org.oclc.chat.FlashAgentMonitor;jsessionid=AF6DD142

QuestionPoint

00 00 12:40 | Queues (1) | Settings | Help | Logout

CAROL BONNEFIL (100293232)

Monitoring: Live Queues

Patron Chat | IM (0)

Queues

New (0) | My Active (1) | All (0) | Librarians (1)

Patron	Time	Patron's Last Message
( ) Library Patron	16:46:27 2009/01,	

Library Patron

Question: Qwidget: I have a question about library resources for off campus students?

HHILL_ADMIN: Note: Patron's screen name: Library Patron
HHILL_ADMIN: Librarian 'HHILL_ADMIN' has joined the session.
HHILL_ADMIN: Hello
HHILL_ADMIN: How are you?

Tools

Library Patron

Policies

Info | Scripts | URLs | Notes

Question: [4145531] Qwidget: I have a question about library resources for off campus students?

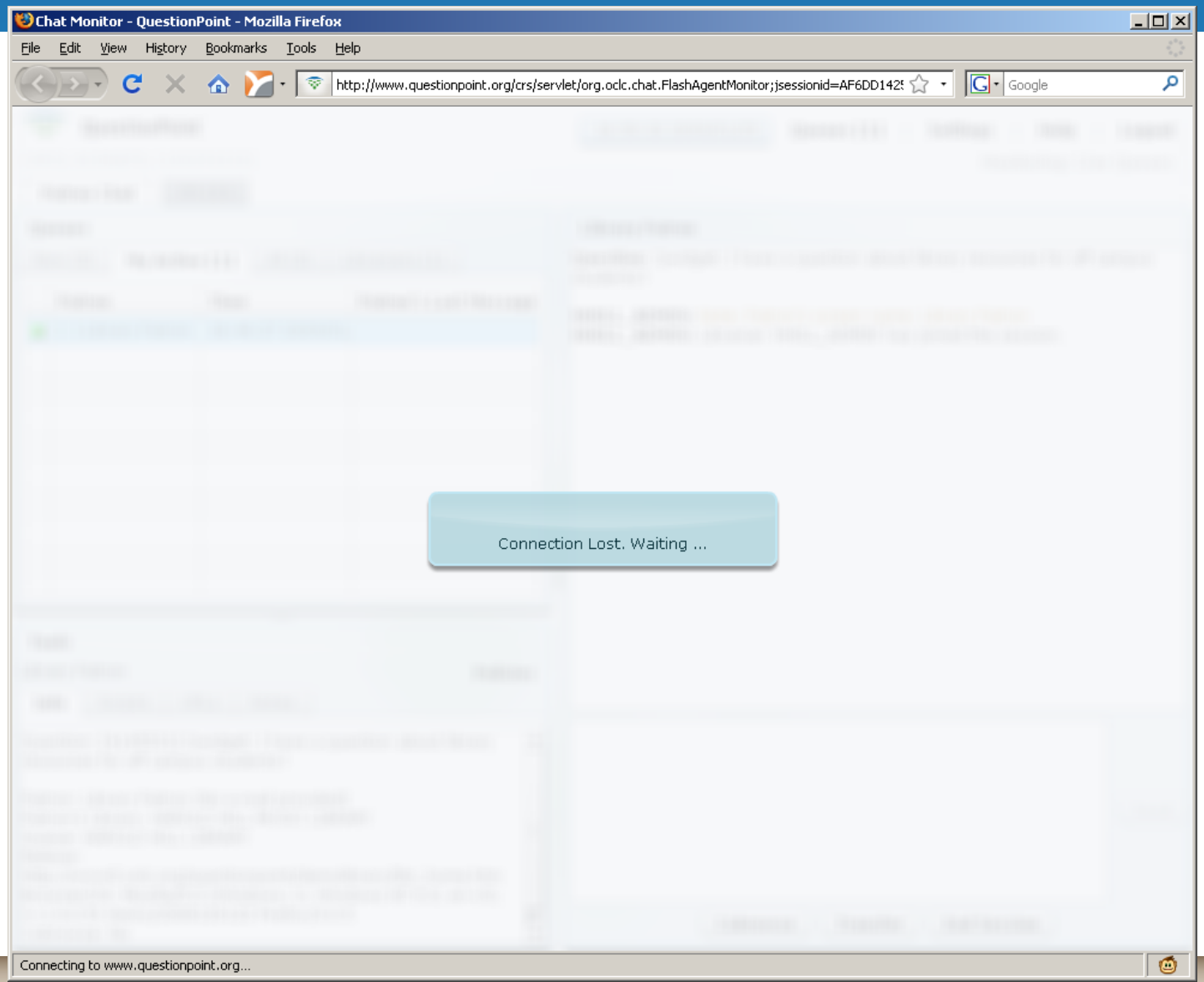
Patron: Library Patron (No e-mail provided)
Patron's Library: HAROLD HILL MUSIC LIBRARY
Queue: HAROLD HILL LIBRARY
Referer:
http://www5.oclc.org/questionpoint/demolibrary/libr_home.htm
Browser/OS: Mozilla/5.0 (Windows; U; Windows NT 6.0; en-US; rv:1.9.0.5) Gecko/2008120122 Firefox/3.0.5
Cobrowse: No

Send

Cobrowse | Transfer | End Session

Transferring data from www.questionpoint.org...

Connectivity messaging



Re-size the panes

Chat Monitor - QuestionPoint - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://www.questionpoint.org/crs/servlet/org.oclc.chat.FlashAgentMonitor;jsessionid=AF6DD142

QuestionPoint

00 00 06:45 | Queues (1) | Settings | Help | Logout

CAROL BONNEFIL (100293232)

Monitoring: Live Queues

Patron Chat | IM (0)

Queues

Ne... | My... | All ... | Lib...

Patron	Time	Patron's L
( ) Librar	16:46:27	

Tools

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Browser/OS: Mozilla/5.0 (Windows; U; Windows NT 6.0; en-US; rv:1.9.0.5) Gecko/2008120122 Firefox/3.0.5
Cobrowse: No

Library Patron

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Send

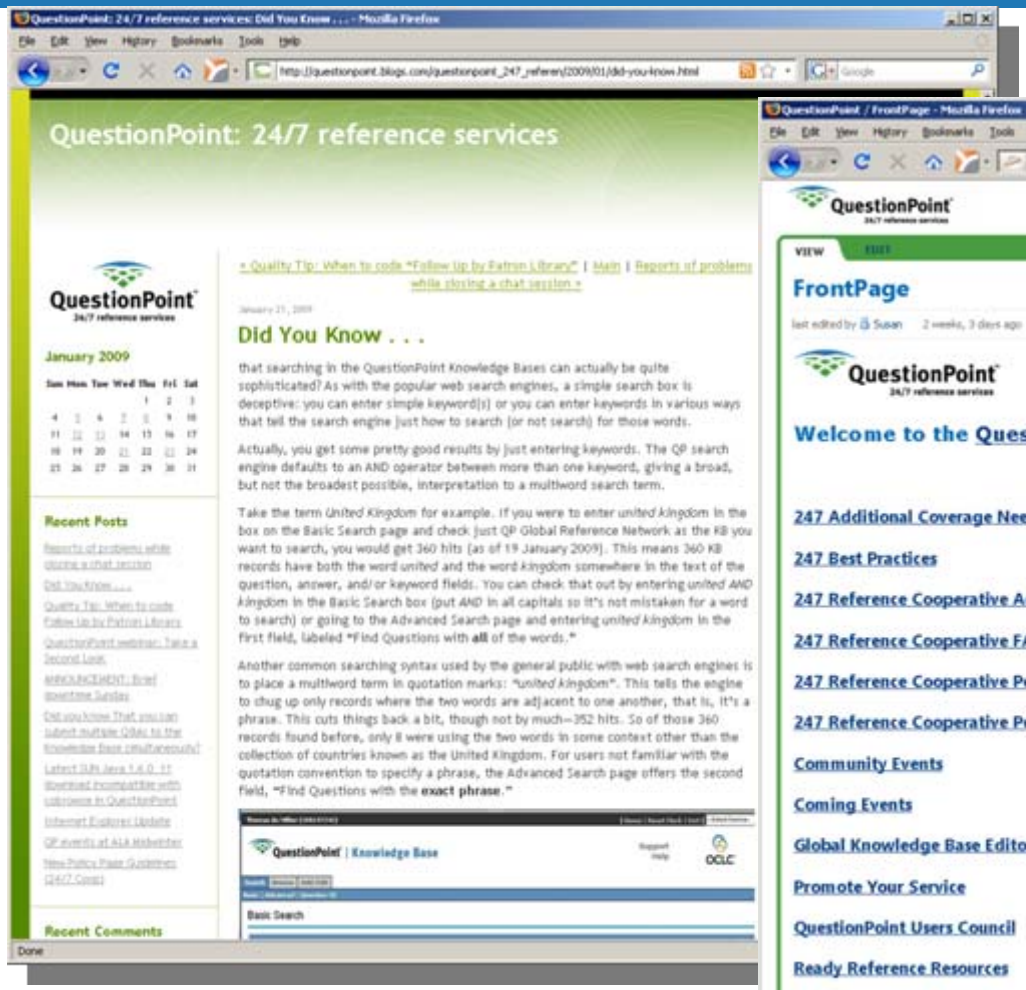
Cobrowse | Transfer | End Session

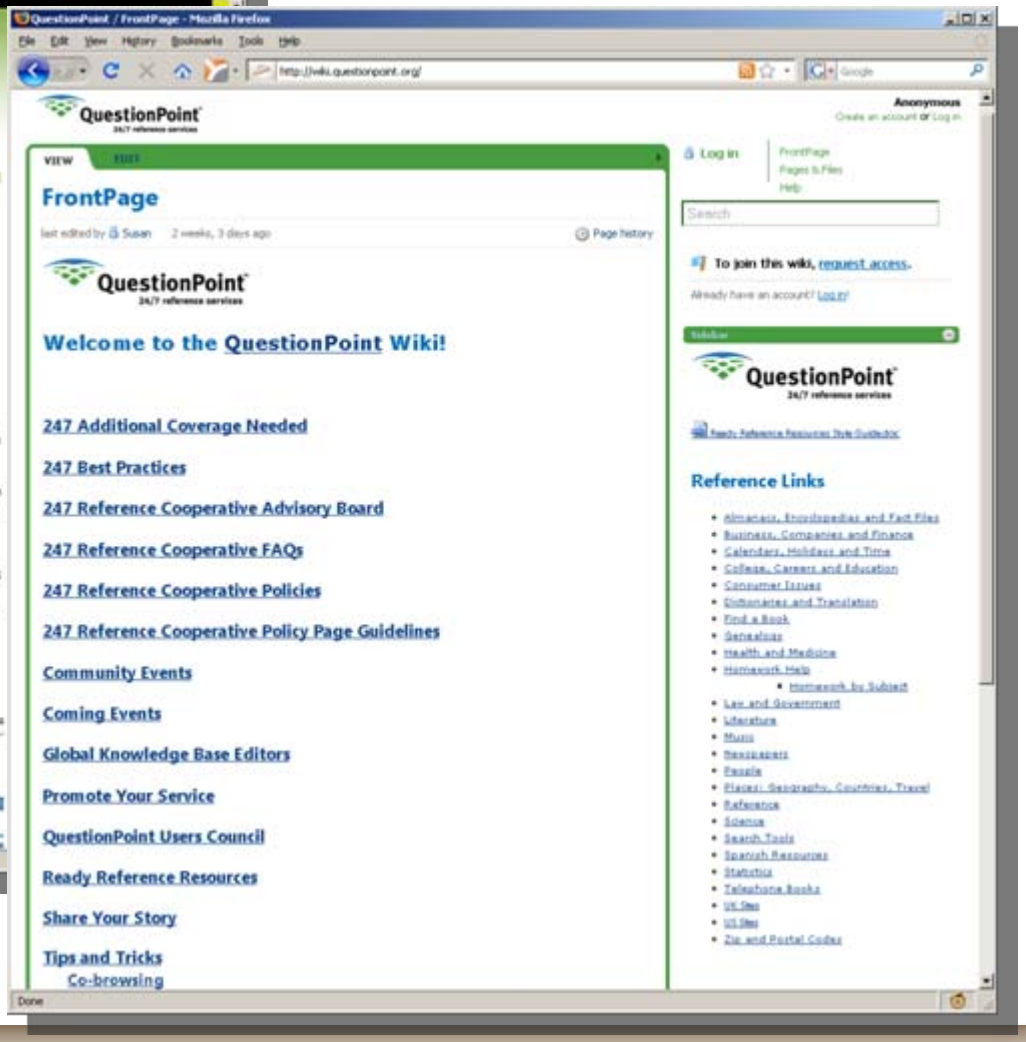
Connecting to www.questionpoint.org...

Upcoming

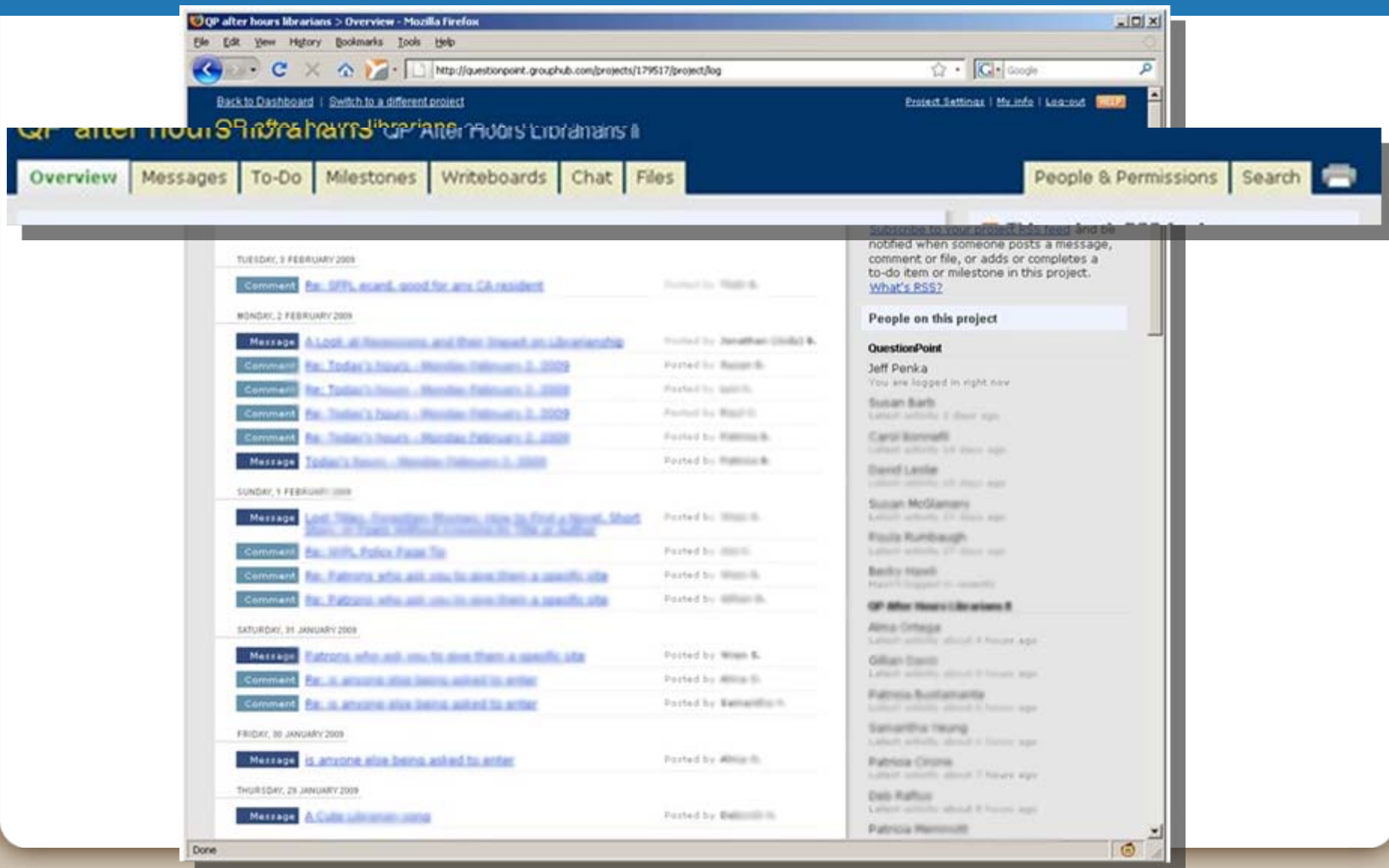
- New “Search” capabilities
- Point of Need evolution
- Secure Transmission Channels (https)
- Reference Extract

Engagement, Participation, and Conversation within the membership





Tools we use for "virtual" team collaboration
Task Management and Asynchronous Discussion



Tools we use for "virtual" team collaboration
Broad Communications

QuestionPoint - OCLC Intranet Wiki - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://intranet-wiki.oclc.org/wiki/QuestionPoint

log in / create account

article | discussion | edit | history

OCLC
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Main
- Home
- Administration
- Board of Directors
- Finance
- Human Resources
- Internal IT Support
- Legal
- Ops and Services
- Projects
- Quality
- Sales and Marketing
- Global Product Management
- Technology
- OCLC Intranet

Quick Links
- Browse by Category
- Technopedia
- Blogs
- Bulletin Board
- Browse Files
- Browse EMEA SVN
- Browse Dublin SVN
- Browse DocManager
- Jira EMEA
- Jira Dublin
- Mailman
- RSS Feeds
- The Lifecycle
- Timesheets
- Fun Stuff
- Help

Search Goto search page

QuestionPoint

GPM : MgmtSystems : **QuestionPoint**

Best viewed in Firefox and Safari.

Updated: April 07, 2008

Mission- Through collaborative web-based networks, QuestionPoint will help libraries add depth to their reference expertise and expand access for their users to professional references services when and where they need it.

Vision - QuestionPoint 24/7 reference services will be the premier worldwide platform for collaborative Web-based networks of reference expertise, enabling information seekers to meet professional guidance at their point of need and empowering librarians to make their collective skill available at the network level in the Web's emerging architecture of participation.

FY08 Activities [illegible]
- **Projects:** Simple Form/Portal Manager, Simplified Reports, Point of Need Integration(widgets), Queue Mgmt
- **Ops:** EMEA Sales/Support Strategy, EU Integration Plan, Open Global Network, Hosted/Classified QP, Custom Dev, QP APIs
- **Maint:** DW for Coop Mgmt, Relay HTML, Chat Monitor, Librarian IM, Schedule

Monthly Reports -

QP Team News, Roles & Resources Page

FY08 Priorities [illegible]
- Stabilize and maintain the next generation QuestionPoint and 24/7 Reference merged platform.
- Maximize efficiencies of the 24/7 Reference Cooperative and the self management capabilities of the QuestionPoint platform.
- Point of Need/End User Env integration - Use strategic partnerships to provide point of need value to QuestionPoint membership by surfacing reference service through syndication within the user's environment, including the open web (Yahoo! Answers, Microsoft Live), local systems and solutions (eLearning environments), commercial IM, and within OCLC Services (WorldCat.org)
- Ease of Use/Set Up/Implementation

See FY08 review and FY09 planning for a look at what's next.

QP Wiki QuickLinks
- Managment Systems Portfolio
- QuestionPoint
- QP Team Page/Resources
- QP FY08 Projects
- QP FY08 Review/FY09 Planning
- QP FY08 x2 Scoping
- QP Headline Archive

Having a hard time finding QP materials in this intranet? Click here.

Initiatives [edit]

Detailed information on Initiatives and status is available here.

Status Key

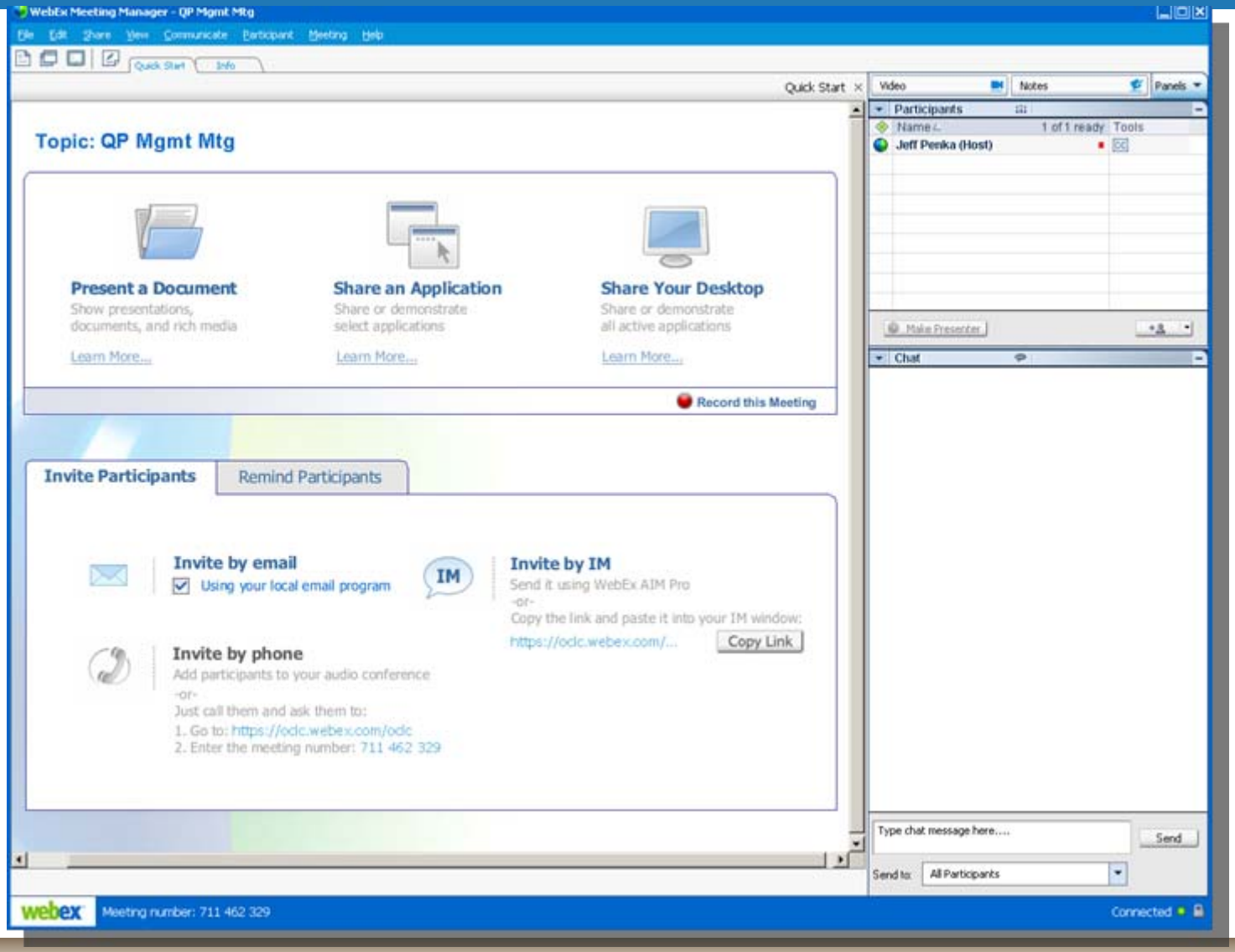
On Target – no major issues | Moving to Off Target – | Prioritized, Final Scope/

Contents [hide]

1 Initiatives
1.1 Active Initiatives (September 2008)
1.2 Upcoming or "On

Synchronous Collaboration

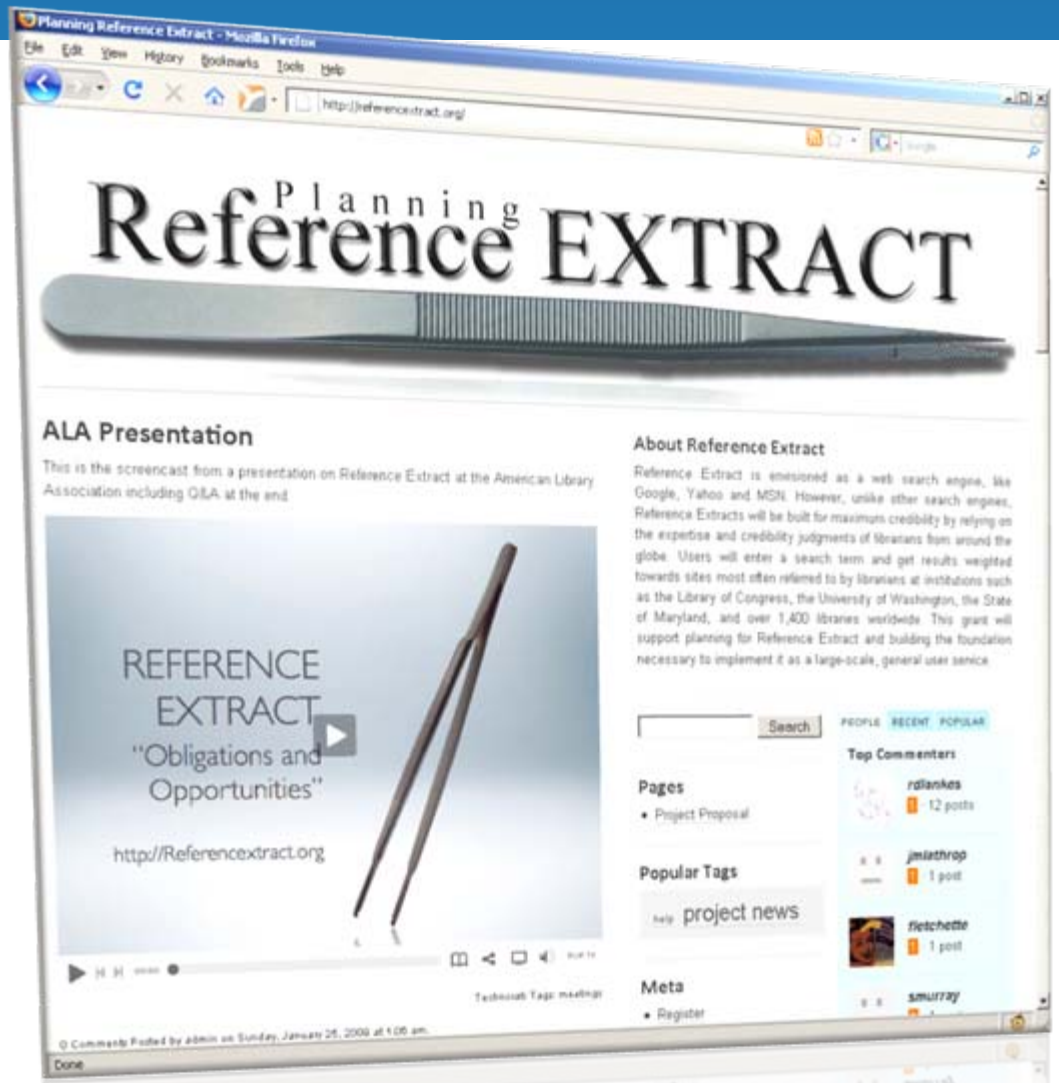
Just in Time meeting places, "Shared" focus and phone conferences



MacArthur Foundation Grant

- Syracuse University, University of Washington and OCLC
- Enhancing and surfacing the brand of Credibility in information systems
- Surfacing librarians' efforts as contextual enquiry, information experts
- http://digref.org
- http://referencextract.org

Update



- 4 planning meetings completed
- Clarified purpose around credibility engine vs. search engine
- Working on next steps grant proposal
- Call to action in the community
- Learn much more and support the work at http://referencextract.org

Questions and Discussion

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