QuestionPoint 24/7 Reference Services
LOUIS User Group Meeting


How LOUIS Librarians can be heroes to their users
WHO?

Is using QuestionPoint 24/7 Reference

New Members

16 academic Michigan libraries that participate in Research Help Now (http://researchhelpnow.org/)

8 libraries of the San Diego & Imperial Valley Community Colleges

- Both academic and public library cooperatives
- Over 1,200 libraries
- 12 statewide services, an additional
- 15 major regional services and
- Numerous special libraries providing expertise in eight major subjects.
- The 24/7 Reference Cooperative includes libraries in the United States and the United Kingdom.
- English- and Spanish-speaking reference librarians are available to help users.
WHAT?

Are the key features of the service?

What’s Coming

Next generation patron chat tool: Chat 2
Forms Manager
QP widget - Early 2008
Offline Reports

24/7 Reference Cooperative adds resources

Chat – includes co-browse, page push
Email reference
Knowledge Base
Administration Tools
Extensive Help and Online Training
Where?

Do patrons get help when LOUIS librarians are not available

- Over 1000 libraries in the U.S., Canada and England
- Staffing cooperatively to provide service for all participating libraries, around the clock
- Contract staff cover hours when no libraries are online

Using tools built into the software:
- Library Policy Pages
- Scripted Messages
- URL’s
- Communication:
  - Conference/Transfer
  - IM
Policy Pages

Never Fear

The Admin’s

Here

Template for each library in the Cooperative

Links to Library resources

Information about library policies

A worldwide library cooperative
Policy Page

SOUTHERN UNIV IN NEW ORLEANS

Home Page URL: [http://www.suno.edu/library/library.htm#INFQ](http://www.suno.edu/library/library.htm#INFQ)

Web Catalog URL: [http://sunolouislibraries.org/uhlibweb/webcat](http://sunolouislibraries.org/uhlibweb/webcat)

Reference E-mail Contact: Rosanna Giusti, Reference Librarian @ rgiusti@suno.edu
Policy Page E-mail Contact: Laurant Gallard @ lgallar@suno.edu

Library Card Number: Students: 1 + Social Security Number + 0, Faculty: 2 + Social Security Number + 0, Staff: 3 + Social Security Number + 0
Pin Number: change me

IP Address Range
198.135.204.* 204.196.86.* 216.147.211.149 WebFeat address 216.147.218.145 WebFeat address

Phone
(504) 286-5227 Reference Desk (504) 286-5225 Circulation Desk
Special Messages to monitoring Librarians

UNIVERSITY OF MARYLAND COLLEGE PARK LIBRARIES

Alert: Beginning 5/10/06 McKeldin Library's Late Night Study services expand to accommodate exam week users. Floors 1-7 will be open until 1 am. After 1 am the first two floors will remain open in the usual Late Night Study set-up. Late Night Study services will also be in available on Friday (May 12) and Saturday (May 13).

Home Page URL:
http://www.lib.umd.edu/

Web Catalog URL: catalog.umd.edu/F/?func=file3&file_name=find-b&local_base=cp

Reference E-mail Contact: http://www.lib.umd.edu/PUBSERV/eref.html
For CRC followups: jstatle@umd.edu
Library Card Numbers: none available

Phone
http://www.lib.umd.edu/phone.html
Scripted Messages and Web Pages

Scripted messages for the Patron library and your library:

- Patron library scripts at the institution and group level
- Your institution’s scripts plus your personal scripts
Scripted Messages

[Image of a chat monitoring software interface]

Chat: marian

Question: [Practice] Chat Transcript: what is the capital of Maryland?
Backup Staff Supervisor SB: Note: Patron's screen name: marian
Librarian (118911): That would be Annapolis.
marian: cool, thanks alot
marian: what is the structure of benzene?
marian: michael, what's going on?
marian: Patron ended chat session.
Librarian (100294997): Closed by Librarian #100294997.

In Conference Mode
Communicating with others in the Cooperative

See who else is online

Is a librarian from Patron’s library online?

Are they busy?
Chat Monitor

This tool provides current chat monitoring information for all queues that can possibly be monitored by your librarian account and your institution.

## Chat Librarians Online

<table>
<thead>
<tr>
<th>No.</th>
<th>Start Time</th>
<th>Librarian</th>
<th>Screen Name</th>
<th>Primary Queue</th>
<th>Institution</th>
<th>Queues</th>
<th>Active Sessions</th>
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<tbody>
<tr>
<td>1</td>
<td>2006-05-24 19:04:46</td>
<td>Katie Potter (117315)</td>
<td>U of Nebraska Katie</td>
<td>B U of Nebraska (379)</td>
<td>University of Nebraska at Lincoln (10299)</td>
<td>29</td>
<td>0</td>
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<tr>
<td>3</td>
<td>2006-05-24 19:59:57</td>
<td>Christen Green (119379)</td>
<td>Christen at McCracken</td>
<td>A Kentucky Public (343)</td>
<td>McCracken County Public Library (12030)</td>
<td>1</td>
<td>0</td>
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<tr>
<td>4</td>
<td>2006-05-24 19:00:29</td>
<td>Holly Paxson (111717)</td>
<td>Holly (AZ)</td>
<td>A MARICOPA COUNTY LD (126)</td>
<td>MARICOPA CTY LIBR DIST (10990)</td>
<td>25</td>
<td>1</td>
</tr>
<tr>
<td>5</td>
<td>2006-05-24 19:24:31</td>
<td>sbath (112502)</td>
<td>MD BCPL Librarian sb</td>
<td>A MD PUBLIC (133)</td>
<td>BALTIMORE COUNTY PUBLIC LIBRARY, MARYLAND (11001)</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>6</td>
<td>2006-05-24 19:56:32</td>
<td>Terri Tresp (112594)</td>
<td>MD AnundelPL Librarian Terri</td>
<td>A MD PUBLIC (133)</td>
<td>ANNE ARUNDEL COUNTY PUBLIC LIBRARY, MARYLAND (11009)</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>7</td>
<td>2006-05-24 19:50:36</td>
<td>Jean Charbonneau (115339)</td>
<td>MD Pratt/SLRC Librarian jc</td>
<td>A MD PUBLIC (133)</td>
<td>ENOCH Pratt FREE LIBRARY &amp; STATE LIBRARY RESOURCE CENTER, BALTIMORE CITY, MARYLAND (11040)</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>8</td>
<td>2006-05-24 17:28:08</td>
<td>Linda Beeler (113043)</td>
<td>MA Quincy Librarian lb</td>
<td>A MASS ANSWERS (125)</td>
<td>Thomas Crane Public Library (Quincy MA) (11072)</td>
<td>25</td>
<td>0</td>
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<tr>
<td>9</td>
<td>2006-05-24 20:01:56</td>
<td>Linda-SJFL (114129)</td>
<td>Linda - San Jose CA</td>
<td>A CA ASKNOW (44)</td>
<td>San Jose Public Library (11215)</td>
<td>25</td>
<td>1</td>
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<tr>
<td>10</td>
<td>2006-05-24 19:05:33</td>
<td>mrahn (114258)</td>
<td>TOLS LibrarianMR</td>
<td>A CA ASKNOW (44)</td>
<td>THOUSAND OAKS PUB LIBR (11249)</td>
<td>26</td>
<td>1</td>
</tr>
</tbody>
</table>

Your QuestionPoint session will end in 119:17 minutes
When?

I need help – who is available

Contact our Customer Service Department (CSD): E-mail – support@oclc.org

Phone – 1.800.848.5800

Use one the main support form at:

http://www.questionpoint.org/crs/servlet/org.oclc.home.BuildPage?show=SupportForm&language=1

www.QuestionPoint.org
Why?

QuestionPoint 24/7 reference

Affordable
Already Established
Full Proof Service
Leader in the industry

Help with library’s online resources
Convenient access point
Meet users at their point of need
Our users are there, we should be too!

A worldwide library cooperative
H O W  ?

LOUIS Librarians can be heroes to their users
Joining the LOUIS QuestionPoint Service

Current Users Include:
Delgado CC
Southern University of New Orleans
Dillard University

Next Steps –
Trial – Optional
Contact Administrator Lisa Stigall or Lauri McIntosh
Training & Implementation
Questions?

Thank you

Lauri McIntosh
mcintosl@oclc.org
866-284-4895