

## Help Guides

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The following guides have been put together and will supplement what you learn throughout your training and from the QuestionPoint manual. They provide answers to common questions.

If you do not have Microsoft Word or PowerPoint installed on your computer there are instructions for downloading free viewers on the download formats page.

Section One: Customer Service and Etiquette:Links to:

- RUSA guidelines : These are the ALA (American Library Association) Guidelines for Implementing and Maintaining Virtual Reference Services

Section Two: the new 24/7 Cooperative Service information:

24/7 Reference Cooperative: About

what is the 24/7 Reference Cooperative

24/7 Reference Cooperative: Policies and Best Practice guidelines

24/7 Reference Cooperative best practice document

24/7 Reference Cooperative policies

24/7 Reference - Ready Reference websites (US bias)

24/7 Reference - Public Libraries schedule : Note the times are US Pacific time i.e. you will need to add 8 hours onto this for GMT

24/7 Reference Cooperative: Guides and Help

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Queue Selection: <http://www.questionpoint.org/education/training/queueselection.ppt>

- Help about Flash Queues: [http://www.questionpoint.org/crs/html/help/en/ask/ask\\_flash\\_queues.html](http://www.questionpoint.org/crs/html/help/en/ask/ask_flash_queues.html)

\*New\* Webinar - UK Librarians helping US customers via 24/7 Reference Cooperative. UK Librarians helping US customers.

\*New\* Webinar - 24/7 Reference Cooperative 101 - hints and tips for participating:  
24/7 Reference Cooperative 101

Section Three: QuestionPoint Information:

- Link to online information : This information includes:

Tutorials - these are video and require Adobe Flash Player and a sound card

Live Meeting Recordings - when an online training session or overview has taken place they are generally recorded. They will include annotated PowerPoint presentations

Instructional Material - static guides that will help you with the daily operation and management of the QuestionPoint

software

Link to Blog

- [Click here to go to the QuestionPoint WIKI](#)

Section Four: Additional individual help guides for standard users and administrators:

What is Enquire - webinar explaining the basics of the service [click here to play](#)

1. Standard Login - basics

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Flash Chat - setting up

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Virtual Reference Basics

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Handy Keyboard tips

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Referred questions - why you get them to answer

- **\*New\*** Webinar - Basic chat refresher

## 2. Other account features:

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Changing Passwords

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Adding a script

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How do I create or amend my Policy Page?

- \*New\*Webinar - The Knowledge Base: adding, editing using records

## 3. Standard Login - basic chat features

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Question resolution codes - especially relevant for 24/7 Cooperative and the 'follow-up by me' and follow-up by patron's library' options

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Chat follow up and referral

#### 4. Standard Login - advanced chat features

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Instant Messaging - how to send and receive

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How do I transfer a question to a colleague in a live session?

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How can I change the patron's email address? adding an email to an anonymous session

-

Replying to Anonymous Patron

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\*New\*Webinar - The Knowledge Base: adding, editing using records

## Administrator Login

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## Administrator Overview

- How do I create a new account?

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## Adding a script

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A guide to reports: [click here to access the PDF document](#)

- [Additional information for Administrators](#)

## Local Services

Local Chat Forms: [How to create a local email or chat service using my Enquire profile:](#)

[Creating a Local Chat form 2009-01-19 16:26:21 887.00 Kb](#)

**\*New\* Webinar - Creating Local Services**

\*\* Qwidget:

Local chat via Qwidget: How to create a Qwidget (local services)? (this is a word document showing you how to create a qwidget), one for 'test' purposes only has been created here: [Qwidget](#) Any questions submitted via the Qwidget will be deleted and not responded to, it is for demonstration only.

Please also note, the Qwidget code for Enquire can be provided to enable you to add additional access points for chat access.

Training Webinars:

- Webinar - UK Librarians helping US customers via 24/7 Reference Cooperative. UK Librarians helping US customers
- Webinar - Basic Chat Refresher. Basic chat refresher
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Webinar - 24/7 Reference Cooperative 101 - hints and tips for participating:  
[24/7 Reference Cooperative 101](#)

- Webinar - Basic Chat Refresher. Basic chat refresher
- Webinar - The Knowledge Base The Knowledge Base: adding, editing using records
- Webinar - Creating Local Services Creating Local Services

