We know you’re busy. To help you stay current on recent QuestionPoint news, here is a summary of recent updates about the QuestionPoint service.

***Product updates***

**Chat Monitor interface redesign**
We are moving forward with a redesign of the QuestionPoint Chat Monitor interface, scheduled for release in early 2019. With this change, QuestionPoint will move off the Flash software platform.

Earlier this year, several QuestionPoint librarians participated in usability testing of initial views of an updated Chat Monitor interface. Their valuable insights helped us validate the direction of planned changes.

We are now developing the new look for components of the interface and testing each piece through OCLC’s quality assurance processes. Librarian-driven testing by members of OCLC’s 24/7 reference team and volunteers from the QuestionPoint community in November/December 2018 will focus on identifying critical issues that must be resolved before the updated interface is fully released in QuestionPoint.

See the Chat Monitor’s new look before its release
- **Watch new training videos,** to be available on the [QuestionPoint support site](#), in early December. This will give you the opportunity to see the new look before it is live on the service.
- **Choose early access to the new interface.** Two weeks before its full release, you may choose the new interface when you log in to QuestionPoint. During the two-week preview, you choose whether to use the new or current interface. Access to the current interface will end when the updated view is fully released into production (date to be confirmed).

We will share the exact timing for availability of the updated Chat Monitor as soon as it is available.

Thanks again for partnering with us on QuestionPoint enhancements. We are committed to evolving the QuestionPoint user experience for library staff and users and look forward to sharing additional information in the coming weeks!

**Captcha now enabled by default**
In response to requests for assistance with excessive spam, we enabled CAPTCHA for email for all QuestionPoint accounts. This will save time for your reference staff by blocking spam messages using the CAPTCHA tool within QuestionPoint. We strongly encourage use of CAPTCHA for both email and chat.

If you choose to disable CAPTCHA in your library’s QuestionPoint account, login and navigate to: Administration > Forms > Spam Filter. Then uncheck "Use Captcha" for email and/or chat and save your changes:
QuestionPoint adoption of HTTPS protocol

QuestionPoint will move exclusively to the encrypted HTTPS protocol on Sunday, October 7, 2018 between 2:00 a.m. and 6:00 a.m. Eastern Daylight Time (UTC – 4). The QuestionPoint service will be unavailable during this maintenance window.

HTTPS is currently supported by QuestionPoint, and this move will mean that all QuestionPoint access will be provided via the secure HTTPS protocol rather than HTTP.

In most cases, librarians and library users will notice no difference beyond the absence of browser messages warning them that the QuestionPoint site is insecure.

NOTE: Two small changes will result from the software upgrade on October 7:

- Chat practice form
  When librarians simulate practice chats within QuestionPoint after October 7, they will need to right-click on the Chat Patron Practice Form link and select to open in a new incognito/private browsing window.

- Index searching in the QuestionPoint knowledge base
  Word stemming for non-English terms is handled differently in basic searches of the QuestionPoint knowledge base. We suggest using advanced search in the knowledge base for more control over searches of non-English terms.

We have communicated directly with staff at libraries with custom configurations that require updates to support HTTPS. If you did not receive additional information from us about tasks required at your library to support HTTPS, you do not need to make any changes to enable HTTPS on October 7.

***Tip***

Did you know you can add emojis in your chat conversations?
Here’s how:
When logged into QP > Ask > Settings > My scripts > select from one of the emojis and name it accordingly. This will appear in “my scripts” when in chat. The emoji will not appear as an emoji when you send it, but when the user receives it, it comes through as an emoji.

***Get to know your QuestionPoint team***

Meet Kristin Ewig, Product Manager
I grew up in Columbus, went to school at THE Ohio State University, and still, here I reside. I was a Social Work major with a Psychology minor through college, then somehow ended up in e-commerce for more than nine years. But I will say, I enjoyed everything I learned in college, and it’s still relevant in every possible way. As a product manager, it’s important to have empathy for the user and put yourself in their shoes. I absolutely love product management, but was looking for something with more purpose, and that’s what brought me to OCLC. The mission statement really spoke to me: “Because what is known must be shared.” So powerful, right? Connecting people with knowledge instead of “things” sounded like the perfect change of pace I was looking for. When I’m not working, I spend every other waking moment (and even moments when I’m not so awake) with our 2-year-old daughter. She is sweet perfection and has changed and brightened our world!

***Mark your calendars***

Join your colleagues and the OCLC QuestionPoint team November 8 for a Virtual User Group meeting that will include:

- An update on the Chat Monitor refresh
- A review of best places to turn for information about QuestionPoint
- “Meet a 24/7 reference librarian”
- Opportunity for community members to share tips and tricks for effective use of QuestionPoint in your virtual reference service
- Open questions and answers between you and the OCLC team

Register now [link] to attend the time that’s most convenient for you:

November 8:

- 11:00 a.m. Eastern (UTC – 4) Register
- 2:00 p.m. Eastern (UTC – 4) Register

SHARE YOUR TIPS!

If you would like to share a QuestionPoint tip during the meeting, please contact Sonya Thelin (thelins@oclc.org) to volunteer.