Test your knowledge

1) What are the key concepts of the QuestionPoint service?

2) List the modules in the QuestionPoint system.

3) What are the three ways a question can enter the QuestionPoint system?

4) What are the four question statuses used in the QuestionPoint service?

5) What is the difference between the ‘Questions’ and ‘My Questions’ lists?
6) The table below describes the questions lists. Fill in the missing Questions list data.

<table>
<thead>
<tr>
<th>Question list</th>
<th>Description of question list</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A combined list of all the questions (including chat transcripts) in the New, Pending, and Answered question lists</td>
</tr>
<tr>
<td></td>
<td>Questions that need action by you or your library, including:</td>
</tr>
<tr>
<td></td>
<td>• Chat transcripts marked for followup</td>
</tr>
<tr>
<td></td>
<td>• Questions submitted through your library’s question form</td>
</tr>
<tr>
<td></td>
<td>Questions (including chat transcripts) that need action by someone outside your library:</td>
</tr>
<tr>
<td></td>
<td>• A patron whom your library asked to clarify a question, or</td>
</tr>
<tr>
<td></td>
<td>• A library or expert to whom your library referred a question for an answer</td>
</tr>
<tr>
<td></td>
<td>A combined list of those questions (including chat transcripts) in the New, Pending, and Answered question lists that were referred for an answer by your library or to your library</td>
</tr>
<tr>
<td></td>
<td>Questions (including chat transcripts) for which an answer has been sent to the patron.</td>
</tr>
<tr>
<td></td>
<td>Questions (including chat transcripts) that a librarian or patron has closed because work on them is complete.</td>
</tr>
<tr>
<td></td>
<td>A combined list of all the questions (including chat transcripts) in the New, Pending, Answered, and Closed question lists</td>
</tr>
<tr>
<td></td>
<td>Chat transcripts or questions, for any library in your Base Management Environment (BME), that are waiting for any librarian in your BME to claim for followup; this list is available only if your BME administrator turns on Shared Followup</td>
</tr>
</tbody>
</table>

7) What is the difference between **Send Answer**, **Request Clarification**, and **Send a Message** when responding to a question?

8) What three things you need to remember when creating My URL Scripts?
Test your skill – Practice E-mail Reference

General Instructions

Log in either via the QuestionPoint Logon screen that you bookmarked, or via http://questionpoint.org. If your MyQuestionPoint page is currently open, you can skip this step and go right to the exercise.

Conduct E-mail Reference

1. To begin email reference, pretend you are the patron and submit a question to the librarian. For the purposes of this exercise, you can submit a question via the Add Question tab in the Ask module (in the real world, of course, a patron submits an email question via your library’s email web form). It is suggested that you use your actual email address as the patron email address, so you can receive the librarian’s response and see what it looks like.

2. Now pretend you are the librarian and claim the question by going to the Questions tab, so you are now assigned to it and others monitoring the emails are aware of this.

3. Research to find the answer for the patron and respond to the inquiry.
   a. Remember that you can use the scripts that you have defined earlier, as well as the scripts already defined by your institution administrator.
   b. Remember that you can search the local and global Knowledge Bases to find an answer to your patron’s question.
   c. Remember that in real life, you will most likely have at least one email Referral option as well.

4. Once you have answered the question, add the question/answer pair to the local Knowledge Base (in our fictitious set-up here, everyone has the ability to add questions to the local Knowledge Base.)

5. Notice that the question remains on the Active list in the Ask module. Let’s pretend that our institutional policy is for each librarian to close his/her questions, so go ahead and close the question so it is removed from the Active list.

See next page for answers
Answers – Test Your Knowledge

1) The key concepts of the QuestionPoint service are:
   • Reference Management Service
   • 24/7 Reference Cooperative
   • Policy Page
   • Base Management Environment (BME)
   • Service Unit Profile (SUP)

2) The components in the QuestionPoint systems are:
   • My QuestionPoint page
   • Chat (Monitor) Module
   • Ask Module
   • Knowledge Base (KB) Module
   • Administration Module
   • Profile Module
   • Reports Module

3) The three ways questions can enter the QuestionPoint service are:
   • Chat follow-up
   • Web E-mail form
   • Direct input by librarians using QuestionPoint

4) The four question statuses used in QuestionPoint are:
   • New
   • Pending
   • Answered
   • Closed.

5) The difference between ‘Questions’ and ‘My Questions’ lists is:
   • Questions are your library’s questions:
     o All question (including chat transcripts) that are assigned to you or other librarians at your library, or are unassigned.
   • My Questions are your questions:
     o All questions (including chat transcripts) that are assigned to you.
     o This is a subset of the Questions list
6) Fill in the missing Questions list data.

<table>
<thead>
<tr>
<th>Question list</th>
<th>Description of question list</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>A combined list of all the questions (including chat transcripts) in the New, Pending, and Answered question lists</td>
</tr>
</tbody>
</table>
| New                | Questions that need action by you or your library, including:  
• Chat transcripts marked for followup  
• Questions submitted through your library's question form                                                                                                         |
| Pending            | Questions (including chat transcripts) that need action by someone outside your library:  
• A patron whom your library asked to clarify a question, or  
• A library or expert to whom your library referred a question for an answer                                                                                     |
| Referred           | A combined list of those questions (including chat transcripts) in the New, Pending, and Answered question lists that were referred for an answer by your library or to your library                                             |
| Answered           | Questions (including chat transcripts) for which an answer has been sent to the patron.                                                                                                                                       |
| Closed             | Questions (including chat transcripts) that a librarian or patron has closed because work on them is complete.                                                                                                                  |
| All                | A combined list of all the questions (including chat transcripts) in the New, Pending, Answered, and Closed question lists                                                                                                     |
| Shared Followup    | Chat transcripts or questions, for any library in your Base Management Environment (BME), that are waiting for any librarian in your BME to claim for followup; this list is available only if your BME administrator turns on Shared Followup |

7) The difference between **Send Answer**, **Request Clarification**, and **Send a Message** is:
   - **Send Answer** sends the answer. The question status changes to answered, and the question is moved to the Answered Questions list.
   - **Request Clarification** to send a clarification request. The message is sent, the question status changes to pending, and the question is moved to the Pending Questions list.
   - **Send a message** about the status of the work on the question. The message is sent but the question status does not change, and the question stays in the same question list.

8) Three things to remember when creating My URL Scripts are:
   - Include http:// or https:// before each URL
   - If the URL script contains more than one URL, only the first one appears in the patron’s Viewport
   - URLs with https:// does not appear in viewport during Chat