24/7 Reference Cooperative

- The mission of the 24/7 Reference Cooperative is to provide chat reference assistance to the participating members 24 hours a day, 7 days a week.
- Two major types of the 24/7 Reference Cooperative
  - The Academic Cooperative consists of mainly academic library members.
  - The Public Cooperative consists of mainly public library members.

Login to QuestionPoint

1. Go to https://questionpoint.org
2. Click Librarian Login button
3. Enter User ID and Password

Launch Chat Monitor

Two way to launch chat monitor from your My QuestionPoint page:

- Under Quick Link, click Launch Chat and then click Continue to QP
- From the drop-down menu, select Chat and then click Continue to QP

Chat Monitor settings

- Sound alert when “New” patron arrives = used to alert the librarian when a new patron arrives
- Sound alert repeatedly when “New” patron in queue = used to alert the librarian repeatedly until the new patron has been picked up by a librarian
- Sound alert repeatedly when “My” patron has responded = an alert associated to an existing Chat session and lets the librarian knows when an earlier patron has returned

Select queue(s) for a chat shift

- In order to see the patron chat requests, the librarian needs to select Chat queues to monitor. It is important to select the correct one so that the librarian can monitor for the right patrons during a Chat shift.
• Three common chat queues:
  1. Primary Queue
  2. 24/7 Reference Cooperative Queues
  3. Practice Queue

**During a chat session**

**Send a message**

• Type or paste your message or URL to the patron in the message box. Click **Send** or press **Enter** key

**Send a predefined text script**

• Click **Scripts** link
• Locate the script you want to use by searching the script name or scroll down the list to find it
• Click the **script** name to move it to the message box. Edit the message, if desired.
• Click **Send** or press **Enter** key

**Send a predefined URL**

• Click **URLs** link
• Locate the URL you want to use by searching the script name or scroll down the list to find it
• Click the **URL** name to move it to the message box. Edit the URL, if desired.
• Click **Send** or press **Enter** key

**End a chat session**

• To end a chat session, click the **End Session** button.
• You are required to assign a **Resolution** code to the chat transcript. Select a code and click **Submit**. The available resolution codes include:
  • **Answered** = the librarian has answered the question
  • **Follow-up by Me** = the librarian wants to do some more research and get back to the patron
  • **Follow-up by Patron’s Library** = the chatting librarian wasn’t able to answer the patron’s questions, so the patron’s library needs to get back to the patron
  • **Lost call** = the librarian lost the patron before a chat exchange can occur
  • **Practice** = the librarian has chosen to use the “live” queue to practice Chat
• Click **Complete** to remove session from your chat monitor

**Sign out of Chat Monitor**

• **Make sure you sign out when your shift ends.** If you do not logout, the system will show that you are still logged on to other librarians.
• If you forget to click **Sign out**, just Launch Chat again and signoff.
Instant Message and Transfer a chat session

1. View a list of monitoring librarian
2. Instant Message (IM) with another monitoring librarian
3. Transfer an active chat session to another monitoring librarian

Instant Message (IM) another librarian

- Click Librarians to view a list of monitoring librarians
- Double-click the librarian’s name you wish to IM, OR, Right-click on the librarian’s name and select Start Librarian Chat
- Another Active chat screen opens, and you can begin your IM session with the other librarian.

Transfer a chat session

- Return to the Active chat session with the patron
- Let the patron know you are transferring the chat session to another librarian
- In this patron’s chat session that you want to transfer, click Transfer button
- When the transfer dialog box opens, select the librarian that you want
- Click Transfer button

Resources

- QuestionPoint Community
  - https://help.oclc.org/Discovery_and_Reference/QuestionPoint/Community

- Documentation and Training
  - https://help.oclc.org/Discovery_and_Reference/QuestionPoint

Contact Customer Support

- United States: 1-800-848-5800 or support@oclc.org
- In your region: http://oclc.org/support