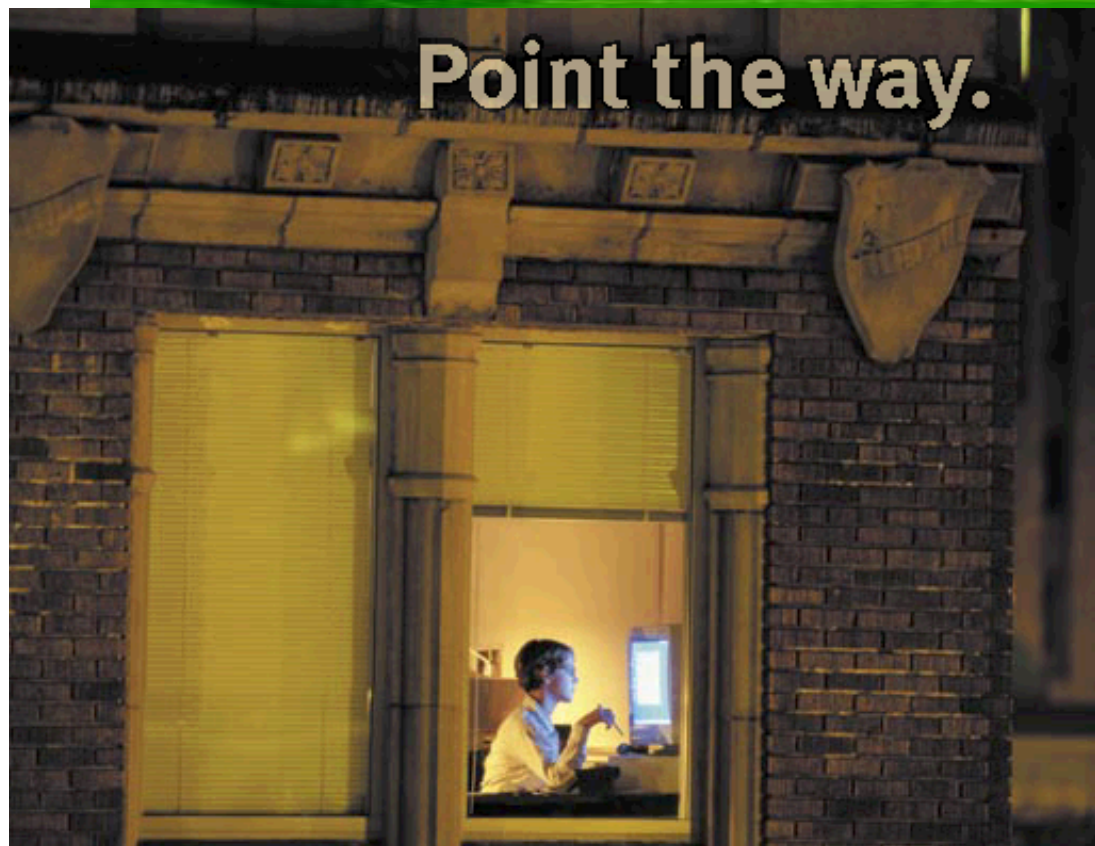


Professional Reference Anywhere, Anytime, Virtually:

Helping Redefine the Role
of Librarians and Libraries
in the Internet Age

Ontario Library Association
Super Conference 2004



Donna Dinberg, Library and
Archives Canada

Linda J. White, Library of Congress

Jeff Penka, OCLC

QuestionPoint Vision

- Help libraries provide professional reference service to users anywhere, anytime, through collaborative, web-based networks of libraries.

The QuestionPoint Solution

QuestionPoint combines a local reference solution with a global reference resource sharing network to provide a cooperative, comprehensive, and cost-effective service.

- Collaborative digital reference service
 - Professional reference to users
 - Affordable to start and maintain
-
- Built by librarians for librarians.

Libraries can easily incorporate QuestionPoint to...

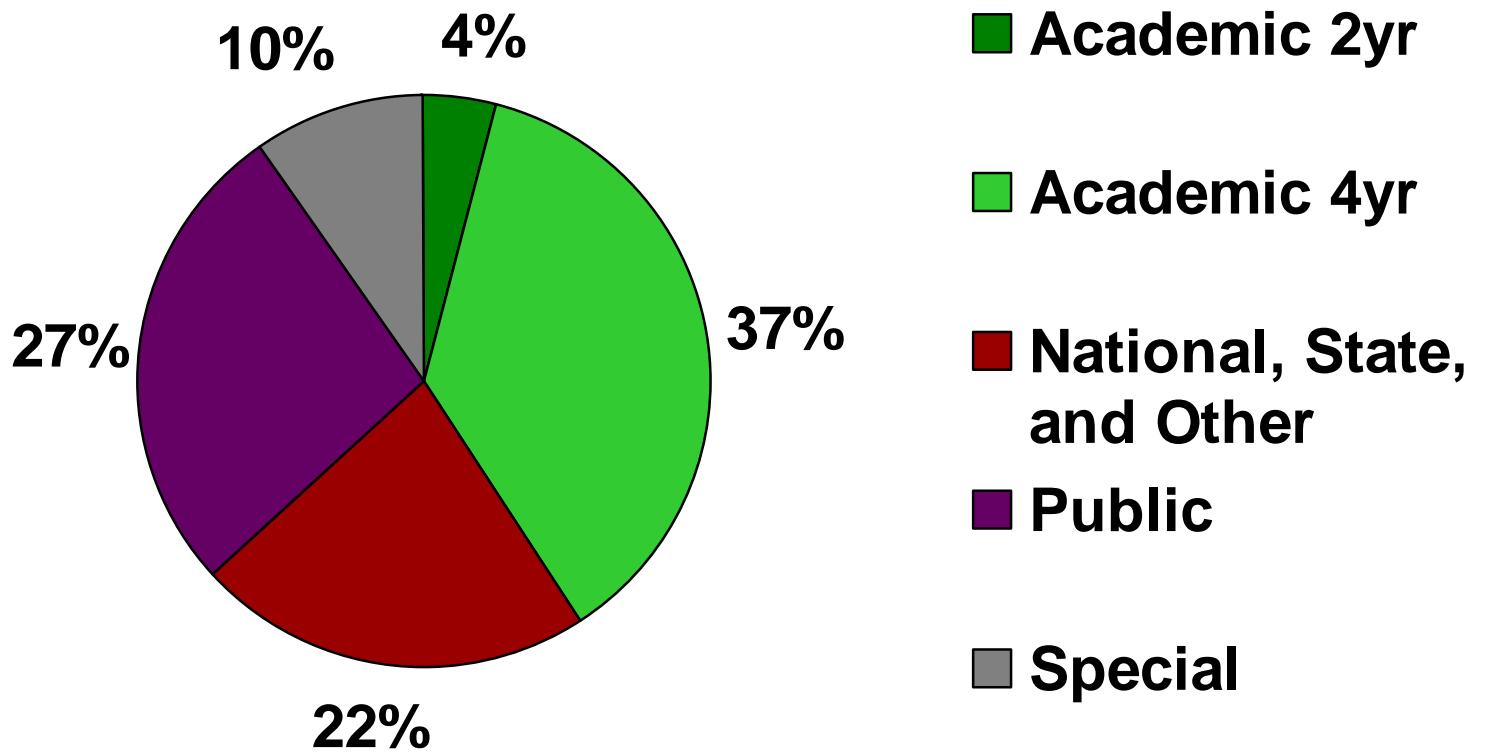
Interact meeting their patrons, where they are and using the most appropriate and current technologies.

Cooperate among their reference staff, existing reference consortia and with their professional peers worldwide.

Build shared resources, experiences, and pathways to previously inaccessible expertise.

Manage your local reference services – defining your participation in reference networks, generating statistics, and identifying trends

By Type



Countries with QuestionPoint users:

- Greece
- Sweden
- Norway
- Germany
- Canada
- Switzerland
- Netherlands
- Australia
- United States
- South Africa
- China
- Taiwan
- Japan
- Slovenia
- United Kingdom
- Belgium
- Denmark
- Mexico
- Korea
- Brazil

Reference Implementation

- Defining the Need & Shaping the Vision
- Implementing and Integrating
- Telling the World
- Assessing and Adapting

Defining the Need and Shaping the Vision

- Understand the Landscape
- Patron Needs
 - Where are the users?
 - What technologies are they using?
 - Who are the patrons?
- Library Issues
 - Reference workflow management
 - Cooperation
 - Technical standards
 - Quality standards and best practices
- Establish Goals, Objectives, Evaluation Criteria
- Define Milestones/Processes for Assessment

Know the Environment

- Recent Info from <http://cyberatlas.internet.com>

Global Online Populations				
Worldwide Internet Population 2002: 604,111,719 (CIA's World Factbook) 655 million (ITU)			Projection for 2004: 709.1 million (eMarketer) 945 million (Computer Industry Almanac)	
Nation	Population (CIA's World Factbook)	Internet Users (CIA's World Factbook)	Active Users (Nielsen//NetRatings)	ISPs (CIA's World Factbook)
Canada	31.9 million	16.84 million	8.8 million	760
Mexico	103.4 million	3.5 million	NA	51
The Netherlands	16 million	10.35 million (Nielsen//NetRatings)	6.57 million (August 2003, at-home)	52
United Kingdom	59.8 million	34.3 million (Nielsen//NetRatings)	21.81 million (August 2003, home & work)	<400
United States	280.5 million	182.13 million (Nielsen//NetRatings)	126.96 million (August 2003, at-home)	7,000

Learn About Your Users

- OCLC Harris Interactive Study on Information Habits of College Student
 - www2.oclc.org/oclc/pdf/printondemand/informationhabits.pdf
- The 2003 OCLC Environmental Scan: Pattern Recognition
 - <http://www.oclc.org/membership/escan/default.htm>
 - This report was produced for OCLC's worldwide membership to examine the significant issues and trends impacting OCLC libraries, museums, archives and other allied organizations, both now and in the future.

The Role of Technology

Supporting your Pursuit of the Vision

Knowing Your Patrons

- Patron and Traffic Assessment
 - Web logs
 - Browsers
 - OS
 - Navigation patterns
 - Patron surveys
 - Online research

- What's New!
- Collections & Exhibitions
- Education
- Study Center
- Calendar
- Membership
- Museum Shop
- Art Inventories
- Museum Info
- Press Room

American Art
coming to a city near you!

JOIN US AT THE CAMPFIRE!
EXPLORE PLAINS INDIAN CULTURE
WITH ARTIST GEORGE CATLIN



Helios
Our Online Photography Center

Ask Joan of Art![®]

Everything you wanted to know about art, but were afraid to ask!



"...a party at every click"
Forbes Magazine

2000-2002 NOW ARCHIVED

1001 *Days & Nights*
of American Art

Visit the *Renwick Gallery*

See America's premier craft collection while our main building is closed for renovation



African American Masters:
Highlights from the Smithsonian American Art Museum

New Book!



Smithsonian American Art Museum

[Highlights](#) | [George Catlin](#) | [1001 Days & Nights of American Art](#)

[Helios](#) | [Renwick Gallery](#)

[Back to Ask Joan of Art | Introduction](#)**Post a Question to Joan of Art****We provide information only as a service to our art lovers.****Your Name:****Your Email address: [mandatory]**

(Please enter your full email address, e.g., yourname@ail.com)

Check for accuracy before sending your query, we cannot reply if your email address is entered incorrectly.**Your state or country (e.g. California or France):****Select the subject of your question:****Your Question: [mandatory]**

Be as specific as possible and write in complete sentences. Submit one question per form and include all the specific details you have. Remember, in order to give you an answer, we need to be able to help us research your question.

If you are asking about an artist, select from the following choices to refine your question and expedite our response:**Artist's Last Name:****Artist's First Name:****Date:****Occupation:****Nationality:****In what context did you learn of the artist (e.g., in a book, at a museum, on TV, etc.):****Sources Checked:**

List where you have already looked, so we don't repeat your efforts.

Select Your Level of Education: [mandatory]

What's New?

Collection & Exhibitions

Education

Study Center

Calendar

Membership

Account Page

Art Questions

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Art Questions

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Meet your Patron on Their Terms

- Interaction Technology
 - Email
 - Web forms
 - Chat
 - Phone
 - Fax
 - Etc.

Ask A Librarian

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Copy Paste

Address <http://www3.baylor.edu/Library/> Go

Search Messenger Autos Health Movies Bookmarks My Yahoo!

BAYLOR UNIVERSITY LIBRARIES

BAYLOR
LIBRARIES



Lighting the Ways of Time
— 100 YRS —
Anniversary Website

- [➤ BearCat Library Catalog](#)
- [➤ Bibliographies and Handouts](#)
- [➤ General Library Information](#)
- [➤ Ask a Librarian](#)
- [➤ Beyond the Library](#)
- [➤ Library Development](#)
- [➤ Library faculty positions](#)
- [➤ What's new](#)
- [➤ Libraries and Library Units](#)
- [➤ Electronic Resources](#)

Jump to Library or Unit...

Jump to resource...

[Web Survey and Focus Group Results](#)

[BU Home](#) [Search](#) [Comments](#)

Moody Memorial & Jesse H. Jones Libraries
 Contact: librarywebmaster@baylor.edu
 Baylor University Libraries | PO Box 97148 | Waco, TX 76798-7148 | 254.710.2112

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 BaylorUniversity, Waco, Texas 76798 1-800-BAYLOR-U
 September 12, 2002 10:22 AM

Welcome to Baylor Libraries' Virtual Reference Service

Need Help? Ask a Librarian!

Information about our Electronic Reference Service

Ask a Librarian



Bear ID Required

2 PM - 9 PM, Monday-Thursday
2 PM - 5 PM, Friday

Ask Using Enhanced Communication

Enhanced communication allows application sharing and co-browsing databases and websites with assistance from library personnel.

Requires Browser plug-in

Plug-in Requirements:

- Windows 95, 98, NT, 2000, or XP
- Microsoft Internet Explorer 5.0+
- Netscape Navigator 4.x only (higher versions not)

E-mail Us



24 hours/day,
7 days/week

If no one is available to assist you online, you may submit an e-mail question. E-mail questions may be submitted at any time and is monitored only when the [library is open](#).

Bear ID

[E-mail a question](#)
Bear ID & password required

Guest

[E-mail a question](#)

Call Us



[Library hours](#)

General info

254.710.2122

Fine Arts

254.710.2164

Government Documents

254.710.2157

Robert Browning & Elizabeth Barrett Browning

254.710.3566

Science and Engineering

254.710.2328

Social Sciences & Humanities

254.710.2122

Plan to Succeed

- Library Workflow Tools
 - Question management
 - Reporting
 - Knowledge bases
 - Email, chat, phone, scanners, etc.
- Logistics
 - Communications
 - Experience Sharing
 - Training
- Policy
 - Evaluation
 - Schedules

The Library of Congress

SEARCH

Get It Online . . . Words, Pictures & Sound



American Memory
US History and Culture



THOMAS
Legislative Information



International Horizons
Gateway to the World



Exhibitions
Online Galleries



America's Library
Fun for Kids and Families

more than a library

[More Online Collections...](#)

Find It ...

- [Search Our Catalogs](#)
- [Advanced Search](#)
- [Research Centers](#)
- [Index A-Z](#)
- [Site Map](#)
- [Ask a Librarian](#)

- [Today in History](#)
September 30

Especially For ...

- [Researchers](#)
- [Law Researchers](#)
- [Librarians & Archivists](#)
- [Teachers](#)
- [Publishers](#)
- [Persons with Disabilities](#)
- [Blind Persons](#)

Information & Services

- © [US Copyright Office](#)
-  [NDIIPP](#)

- [About the Library](#)
- [Visit / Tour](#)
- [Philanthropy](#)
- [Jobs / Fellowships](#)
- [Shop](#)

News & Events



[National Book Festival, Oct. 12](#)
Event celebrates books & authors

9-11

[Remembering September 11](#)
Exhibition, concerts, [Web archives](#)



[New Concert Season](#)
Classical, jazz, gospel, folk & more

MORE

[Complete News & Events](#)



Search

Search for items across all collections

Learning Page

Teaching and learning with American Memory

Today in History November 8

What's New

FAQs

How To View

Copyright & Restrictions

Technical Information

Chat with a Librarian M-F, 2-4 PM, EST

American Memory is a gateway to rich primary source materials relating to the history and culture of the United States. The site offers more than **7 million digital items** from more than 100 historical collections.

Search example of the day:
Fourth of July

FEATURED COLLECTION

TOURING TURN-OF-THE-CENTURY AMERICA



PHOTOGRAPHS FROM THE DETROIT PUBLISHING COMPANY 1880-1920



Start



Internet


4:07 PM

Ask a librarian...



with a Librarian
beginning June 24

an online reference service from the Library of Congress

- Try the [Virtual Reference Shelf](#) for quick answers to many general questions.
- [Search the Library of Congress Web Site](#) or [Search the Online Catalogs](#).
-  indicates that **chat service** is available during designated hours (times are noted on each form).
- Select a link below based on the subject of your inquiry.
- Please read our [Reference Correspondence Policy](#)

General Collections	International Collections	Special Formats & Genre
<ul style="list-style-type: none"><input type="checkbox"/> Business <input type="checkbox"/> Humanities/Social Sciences <input type="checkbox"/> Law<input type="checkbox"/> Local History/Genealogy <input type="checkbox"/> Newspapers/Periodicals <input type="checkbox"/> Science/Technology 	<ul style="list-style-type: none"><input type="checkbox"/> African/Middle Eastern<input type="checkbox"/> Asian<input type="checkbox"/> European<input type="checkbox"/> Hispanic (select a language):<ul style="list-style-type: none">- English- Español- Português	<ul style="list-style-type: none"><input type="checkbox"/> American Folklife Center<input type="checkbox"/> American Memory <input type="checkbox"/> Geography/Maps <input type="checkbox"/> Manuscript <input type="checkbox"/> Microform<input type="checkbox"/> Motion Pictures/Television <input type="checkbox"/> Music/Performing Arts<input type="checkbox"/> Prints/Photographs <input type="checkbox"/> Rare Books/Special Collections<input type="checkbox"/> Recorded Sound 

Ask a librarian...

an online reference service from the Library of Congress

Please read the following before you begin:

- You will receive a reply within five business days.
- This Ask a Librarian form uses QuestionPoint, a global, collaborative reference service. May we have your permission to forward your question outside the Library of Congress if necessary and to archive your question and corresponding answer? Yes No
(All personal information will be removed prior to archiving.)
- See the Library of Congress policy on [privacy](#) for further clarification.

Questions

[Ask a Question](#) | [Check Your Questions and Answers](#)

Asterisk (*) denotes required field.

*E-mail Address:

*Confirm e-mail address:

*Question:

*Your Name:

*Reason for Research:

*Education Level:

Mailing Address:

*City and State/Province:

*Zip/Postal Code:

*Country:

Telephone Number:

Resources consulted (Where have you looked already?):

Ask



American
Memory
Historical
Collections

[Link to Home Page](#)



Monday through Friday
2:00 - 4:00 PM
Eastern Time
(except Federal Holidays)
Today is

Many questions about the Library's Online collections can be answered by visiting the [Frequently Asked Questions](#) page for the appropriate part of the website.

- [Library of Congress](#)
- [American Memory](#)
- [THOMAS](#)

If you find an error please use our [Error Report Form](#). If you wish to learn more about how the American Memory collections were created visit the [Technical Information Page](#). If your question is not answered in the resources listed above please use the form on this page.

QuestionPoint

Cooperative virtual reference

About Ordering Support
Community Professional Development



Welcome to QuestionPoint.org, a dedicated resource for users of the QuestionPoint virtual reference service. Here you'll find news and product updates, assistance for new and experienced users, and community features that extend and enhance the collaborative nature of the service.

This site was recently redesigned to incorporate needs and suggestions librarians have shared with our team. We hope you agree it's easier to use and more helpful than ever. We welcome your comments—please share your thoughts here.

Using QuestionPoint

New Users

Resources for those using QuestionPoint for the first time.

- [Get Started with QuestionPoint](#)
- [Implementation Materials](#)
- [FAQs](#)

Advanced Users

Learn about guidelines and standards, and benefit from other users.

- [Best Practices](#)
- [Success Stories](#)
- [Promote Your QuestionPoint](#)

QuestionPoint Community

Get involved! Go here to get ideas, join a listserv and participate in user forums.

- [Join the QuestionPoint listserv](#)
- [User group information](#)

What's happening?



Midwinter Program Info & Registration

- OCLC Symposium: The Reference Reality Check ([01/09/2004](#))
- QuestionPoint: Implementing Virtual Reference Successfully ([01/10/2004](#) & [01/11/2004](#))
- QuestionPoint Users Group ([01/10/2004](#))

News

- [Make digital reference a](#)



Librarian Logon Patron Logon News and Events Contacts Site Map Search

About Ordering Support
Community Professional Development

- Home
- Support
- Community **Community**
 - QuestionPoint-L
 - User Groups
- Professional Development
- About
- Ordering

Home : Community

Community

Cooperation is the result of people, opportunities, and a willingness to get involved. This section provides the opportunity -- you supply the rest.

We encourage you to join, participate, and share your ideas on the latest developments in virtual reference. It's another way to make the most of QuestionPoint and its collaborative membership.

[Join the QuestionPoint listserv:](#) Sign up for the QuestionPoint listserv, where users around the globe share ideas on implementation, management, and more.

[User group information:](#) Want to know more about past and future QuestionPoint user group meetings? View schedules for upcoming virtual sessions or browse an audio/video archive of past sessions.

[Register for the private QuestionPoint forums:](#) QuestionPoint users have their own private discussion boards for sharing opinions, ideas, and tips.



[Home](#) [Support](#) [Community](#) [Professional Development](#) [About](#) [Ordering](#)



United States

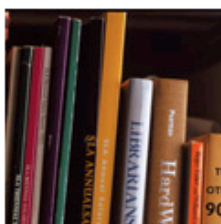
OCLC Online Computer Library Center

a worldwide library cooperative



Community

- The 2003 OCLC Environmental Scan: Pattern Recognition, a new report for OCLC member libraries
- OCLC CAPCON Service Center is introduced



Products and Services

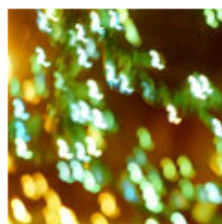
- Cataloging Partners: A new shelf-ready service
- DDC 22 in print and WebDewey – order today!

Select a service: [dropdown]



Professional Development

- Register now for OCLC events at ALA Midwinter
- Web Info Sessions: free, online learning



Research

- Stu Weibel interviews Tim Berners-Lee on information trends and impacts
- Active in digital preservation? Take the PREMIS survey!

OCLC Worldwide

- [Select your country/region](#)
- [Regional contacts](#)

Membership

- [OCLC Members Council](#)
- [Participating Institutions](#)

Librarian's Toolbox

- [Bibliographic Formats and Standards](#)
- [FirstSearch periodical titles](#)
- [More tools...](#)

Resources for

- [Library and information science schools](#)
- [Business partners](#)

Support, training and documentation





United States

a worldwide library cooperative Community Products and Services Professional Development Research

Home

Community

Community

- About the Community
- Topics and trends
- Discussion forums
- Getting involved
- Feedback

Industry discussion and best practices

Community



Librarians have a special passion for sharing ideas. In this spirit, we introduce the OCLC.org Community, a fusion of knowledge, advice and camaraderie. This isn't about theory, but actual practice—a place to exchange ideas and discuss the latest developments vital to libraries of every type and size. We encourage all visitors to participate, OCLC members and non-members alike.

EXPLORE topics and trends ▶

Expert perspectives and a wealth of online and offline resources on three of today's hottest subjects: [digitization](#), [digital rights management](#) and [staffing](#). It's opinion and best practices from those who know.

JOIN the discussion ▶

Share your thoughts on the above topics and trends, or start your own discussion. [Enter the discussion forums now](#), or [learn how to register](#)

GET INVOLVED with a group or meeting ▶**This week in the Community****New report now available**

The 2003 OCLC Environment Scan: Pattern Recognition



Guest perspective:
Grace Agnew

Search the board

OCLC Discussion Forums

[Home](#) | [Private Messages: \[0\]](#)

[Logged in as: penkaj | Logout]

[Search](#) | [My Profile](#) | [Help](#)

[Home](#) » [QuestionPoint Discussion Forum](#)

QuestionPoint Discussion Forum

	Forum & Description	Topics	Posts	Last Post
	<p>QuestionPoint Features and Functionality This general forum spans the topics of current features and functions of QuesitonPoint, proposed new functionality, changes to exsiting functionality, and discussions on how the service can best mimic reference librarian workflows.</p>	0	0	Undetermined
	<p>QuestionPoint Collaborative and Global Reference This forum covers the broader area of reference service in libraries and how the landscape has changed to allow institutions from around the world to easily connect with one another. Collaboration in reference services is now possible around the globe. This presents new challenges for libraries and fir the patrons that they serve.</p>	0	0	Undetermined
	<p>QuestionPoint Chat and Real-time Virtual Reference Join this forum to discuss issues related to the integration of chat applications into your reference services. Talk about implementation, hours of operation, and other challenges in providing chat to your patrons.</p>	0	0	Undetermined
	<p>QuestionPoint Question and Answer Knowledge Base Discuss best practices for building and maintaining your local Knowledge Base and the Global Knowledge Base. Talk about growing and using question and answer repositories.</p>	0	0	Undetermined
	<p>QuestionPoint Discussion Exchange Did not find a QuestionPoint forum that quite met your needs? Join</p>	0	0	Undetermined

Challenge the “Known” and Lead

- Multi-type Collaboration
- e-Learning
- Talking Book Centers
- WorldCat and Google



Welcome to the AskWisconsin Librarians service, a Web-based reference service that helps libraries deliver reference services via e-mail and chat. AskWisconsin is a QuestionPoint participant and is hosted locally by the Cofrin Library, University of Wisconsin-Green Bay. If your question involves genealogy or local history, instead please use our [Special Collections Research Request form](#) or send an e-mail to speccoll@uwgb.edu.

<h3>Start Live Chat</h3> <p>To chat with a librarian, enter your name and e-mail address and then click Chat. A Chat window opens in another browser window.</p> <p>Chat with a librarian is available at the following times CST:</p> <p>Starting Monday, March 21st:</p> <p>Monday - Thursday: 11 AM-9 PM. Friday: 11-6 PM</p> <ul style="list-style-type: none"> • Chat sessions won't work with Pop-Up blocker software activated. <h4>Chat with a Librarian</h4> <p>*Name: <input type="text"/></p> <p>*E-mail Address: <input type="text"/></p> <p><small>Asterisk (*) denotes required field</small></p> <p style="text-align: right;">Chat</p>	<h3>Ask an E-mail Question</h3> <p>To send an question to a librarian in an e-mail message, enter your e-mail address and question, and then click Ask. You receive a confirmation e-mail when we receive your question. The confirmation e-mail includes a Web link where you can check the status of the question.</p> <h4>ASK A QUESTION</h4> <p>Check Your Questions and Answers</p> <p>Name: <input type="text"/></p> <p>*E-mail Address: <input type="text"/></p> <p>Phone Number: <input type="text"/></p> <p>What is the nearest library you have access to?: <input type="text"/></p> <p>Are you a:</p> <p><input type="radio"/> UW-Green Bay Faculty/Staff</p> <p><input type="radio"/> UW-Green Bay Student</p> <p><input type="radio"/> Guest</p> <p>*Question: <input type="text"/></p>
--	--

<h4>Other participating libraries:</h4> <ul style="list-style-type: none"> Aurora College Appleton Public Library Department of Public Instruction West Public Library Wiscot College Northwestern Wisconsin Technical College L.P. Priddy Public Library Barron Public Library UW Oshkosh UW Eau Claire UW Green Bay UW-La Crosse UW Oshkosh UW Platteville UW River Falls UW Stout UW Whitewater Winnetka Library System 	<p>How will you use this information?: Is this for a particular class? Are you writing a paper? How much information do you need? Did your instructor specify types of resources you could or couldn't use?</p> <input type="text"/> <p>What books, electronic resources, websites have you tried so far?:</p> <input type="text"/> <p><small>Asterisk (*) denotes required field</small></p> <p style="text-align: right;">Ask</p>
--	--



WINNEFOX LIBRARY SYSTEM



Who we are:

- [Our Member Libraries](#)
- [Our Mission Statement](#)
- [Funding & Governance](#)
- [Staff](#)
- [Trustees](#)

How we support libraries:

- [Electronic Resources](#)
- [Public Relations](#)
- [Publications](#)
- [Online Catalogs](#)
- [Continuing Education](#)
- [Winnepac Automated Library](#)

Services

- [Winnepac Cooperative Technical Services](#)
- [Information & Referral Community Database](#)

[How You Can Support Your Library](#)

[Home](#)

Search the Catalog

Search the Winnefox web site:

Search

Wouldn't it be great to ask a trusted expert your questions, any time of day or night? You're in luck — your local library now provides reference service over the web, as well as by phone and at the library's desk itself

Click on your local public library to get answers to your questions by e-mail or real-time chat:

- [Berlin Public Library](#)
- [Brandon Public Library](#)
- [Campbellsport Public Library](#)
- [Coloma Public Library](#)
- [Endeavor Public Library](#)
- [Fond du Lac Public Library](#)
- [Green Lake Public Library](#)
(Caestecker Public Library)
- [Hancock Public Library](#)
- [Kingston Public Library](#)
(Mill Pond Public Library)
- [Markesan Public Library](#)
- [Menasha Public Library](#)
(Elisha D. Smith Public Library)
- [Montello Public Library](#)
- [Neenah Public Library](#)
- [Neshkoro Public Library](#)
- [North Fond du Lac Public Library](#)
(Spillman Library)
- [Oakfield Public Library](#)
- [Omro Public Library](#)
(Carter Memorial Library)
- [Oshkosh Public Library](#)
- [Oxford Public Library](#)
- [Packwaukee Public Library](#)
- [Pine River Public Library](#)
(Leon-Saxeville Township Library)
- [Plainfield Public Library](#)
- [Poy Sippi Public Library](#)
- [Princeton Public Library](#)
- [Redgranite Public Library](#)
- [Ripon Public Library](#)
- [Wautoma Public Library](#)
- [Westfield Public Library](#)
(Ethel Everhard Memorial Library)
- [Wild Rose Public Library](#)
(Patterson Memorial Library)
- [Winneconne Public Library](#)

As a member of the Winnefox Library System, your library now offers direct e-mail reference service and real-time chat reference service. This new feature is made possible by Winnefox's participation in a consortium of twenty-one Wisconsin libraries. Comprised of 5 public libraries, 14 college & university libraries and 2 agencies, this consortium was created to offer virtual reference services.

Anyone with Internet access may submit questions by visiting a Winnefox Library System member web site and clicking the Ask Wisconsin Librarians icon. This will take you to a web page where you may send your question by e-mail or engage in chat.

- Select e-mail and a staffperson from a Winnefox member library will answer your question with an e-mail reply. Send us an e-mail anytime day or night and we'll respond as soon as possible during library hours.
- Select chat and one of the Ask Wisconsin Librarians staff on duty around the state will begin a chat session with you to answer your question or help you find the information you need. Real-time chat is available Monday-Thursday 11am-9 pm and Friday 1 pm - 5 pm. As more libraries sign up to participate we'll be able to offer extended hours beyond the normal operating hours of most libraries.

Ask Wisconsin Librarians is a pilot project designed to introduce Wisconsin libraries to [QuestionPoint](#), a collaborative reference service created by the [Library of Congress](#) and the [Online Computer Library Center \(OCLC\)](#). QuestionPoint helps libraries work together to provide authoritative answers to your questions.

Integrating within eLearning

This screenshot shows a Blackboard course interface. At the top, there's a navigation bar with 'My Blackboard' and 'Courses'. Below that, a sidebar on the left contains a menu with items like 'Announcements', 'Course Information', 'Staff Information', 'Course Material', 'Assignments', 'Textbooks', 'Communication', 'External Links', and 'Tools'. The main content area is titled 'Announcements' and features the 'SCHOOL of Politics' logo and 'Faculty of Law and Social Sciences'. The course title 'Approaches to Political Studies (M12004)' is prominently displayed. There are buttons for 'VIEW TODAY', 'VIEW LAST 7 DAYS', 'VIEW LAST 30 DAYS', and 'VIEW ALL'. The date 'June 17 - 24, 2003' is shown, along with the message 'No announcements found.' and a 'University of' logo at the bottom.

This screenshot shows the MELEES website. The header includes 'WebCT' and navigation links for 'Home', 'View', and 'Designer Options'. The main heading is 'MELEES (Mathematics Support Environment)'. Below this, there's a large blue banner with the word 'MELEES' in white, where the 'S' is stylized as a target. Underneath the banner are several icons and links: 'Support materials', 'Staff Internet Learning Resources (Conditional)', 'Bulletin Board', 'Service Mathematics', and 'Modules'. At the bottom, there's a paragraph stating 'MELEES is supported by the University of Nottingham E-Learning Development Fund', followed by contact information: 'Contact: melees@nottingham.ac.uk', 'Project coordinators: Dr. S. Hibbard, Dr. E.D. Liffen', and 'Project Staff: Peter Rowlett, Claire Chamber'.

QP/CMS Research Project Background

- Concept: a direct link to QuestionPoint from a Course Management System (CMS) course page
- Various types of colleges and universities participating
 - Mix of seasoned and novice QP users
 - Courses from variety of disciplines
 - Using chat, enhanced chat and e-mail
- Link implemented manually
 - For tracking purposes a special QP form was used for each individual course
 - Form used one of the 10 variable fields as an identifier

QP/CMS Research Project

Statistics

- Basic statistics:
 - Eight institutions are participating
 - 2-8 classes per institution; most have 2-3
 - Enrollments range from 10-150 students; most are 15-30
 - Usage in November:
 - High = 50 questions (institution marketed to students)
 - Low = 1 question (institution did not market to students)
 - All institutions have seen some activity
 - Most questions come in the afternoon or evening

QP/CMS Research Project

Results to date

- Usage highest where library marketed directly to students
 - In class demonstration
 - Newsletter article
- Students who have used QP/CMS link “love it”
 - Started using QP for courses without the link
- Librarians find the program useful, want to expand its reach

InfoEyes

- Home
- Ask A Question
- Customer Info
- Contact Us
- Participating Libraries
- Participant Info
- Electronic Resources

Welcome to InfoEyes!

[Click here to ask a question](#)

[Click here if you are a project participant for information](#)

[Contact us for more info](#)

About InfoEyes

InfoEyes is a virtual reference and information community for the visually impaired. This is a pilot project which will run from January-July 2004. The project includes 12 libraries in 10 states and is coordinated by [Illinois State Library Talking Book and Braille Service](#). Resources for the project were provided by [OCLC](#).

Ask a librarian to help you find information about absolutely anything! From locating a list of symptoms for common eye diseases, to finding a gingerbread cookie recipe, our librarians can find the information you need. You can chat live with us using text-chat, or email a question. Best of all, you can communicate online with audio, hearing a librarian's voice while we co-browse the Internet with you. The web pages we go to will appear simultaneously on your computer screen. If you have a microphone, you can also speak to us; if not, you can type your questions using text chat. If no one is available, you can email your question!



Talking Book Pilot

- Providing Reference for the Visually Impaired and Physically Disabled
- Live Help
 - Reaching new users and building new relationships
 - Voice Over IP
 - 12 State Cooperative Effort
- Use eResources to:
 - Define appropriateness
 - Understand cooperative sharing and service issues
- <http://www.infoeyes.org>

Google
Advanced Search Preferences Language Tools Search Tips
"benjamin franklin: An american life" | Google Search

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Searched the web for "benjamin franklin: An american life" library. Results 1 - 10 of about 7,440. Search took 0.18 seconds.

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Benjamin Franklin : an American life

- By: Walter Isaacson
- Publisher: New York : Simon & Schuster, ©2003.
- ISBN: 0684807610

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Find libraries with the item

Enter a postal code, state, province or country

Find item at ...	City	State/Province Country	Map	Library Info	Library Type
Columbus Metropolitan Library	Columbus	Ohio			Public
Delaware County District Library	Delaware	Ohio			Public
Ohio State University	Columbus	Ohio			Academic
Southeastern Ohio Reg Library Center	Columbus	Ohio			Public
Southwest Public Library	Grove City	Ohio			Public
Upper Arlington Public Library	Upper Arlington	Ohio			Public
Westerville Public Library	Westerville	Ohio			Public
Worthington Public Library	Worthington	Ohio			Public

Telling the World

Promotion and Marketing



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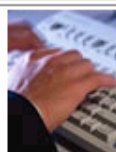

Have a Question? Ask a Librarian.



[By Online Chat](#)

**eAnswer
Service Hours:**
24 hours a day
7 days a week

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[By Email](#)

Email your Question to
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Expect a response within
24 hours, excluding
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KCLS provides legal resources
and referral information. KCLS
does not provide legal advice or



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Call [The Answer Line](#)
(425) 462-9600
or (800) 462-9600
Telephone Reference:
Monday-Thursday,
8am-9pm,
Friday 8am-6pm,
Saturday 9am-5pm,
Sunday 1-5 pm

Assessing and Adapting

Reporting Tools and Data are only helpful when used, reviewed, and acted on to enhance quality and support your vision



Support
Help
Exit



Institution Cooperative Groups

Home | Accounts | Passwords | Settings | Enhanced Settings | Surveys | Reports

Authorization: 100247244

Reports

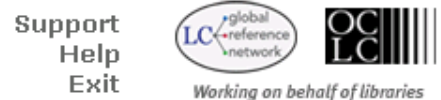
History Current

Reports:

Report Level

- Report by Librarian List
- Report by Single Institution
- Report by Single Librarian

Submit



Institution Cooperative Groups

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Report by Single Institution

Knowledge Base Service

Daily Report of Current Month (OCLC Training and Development - Institution Full Package)

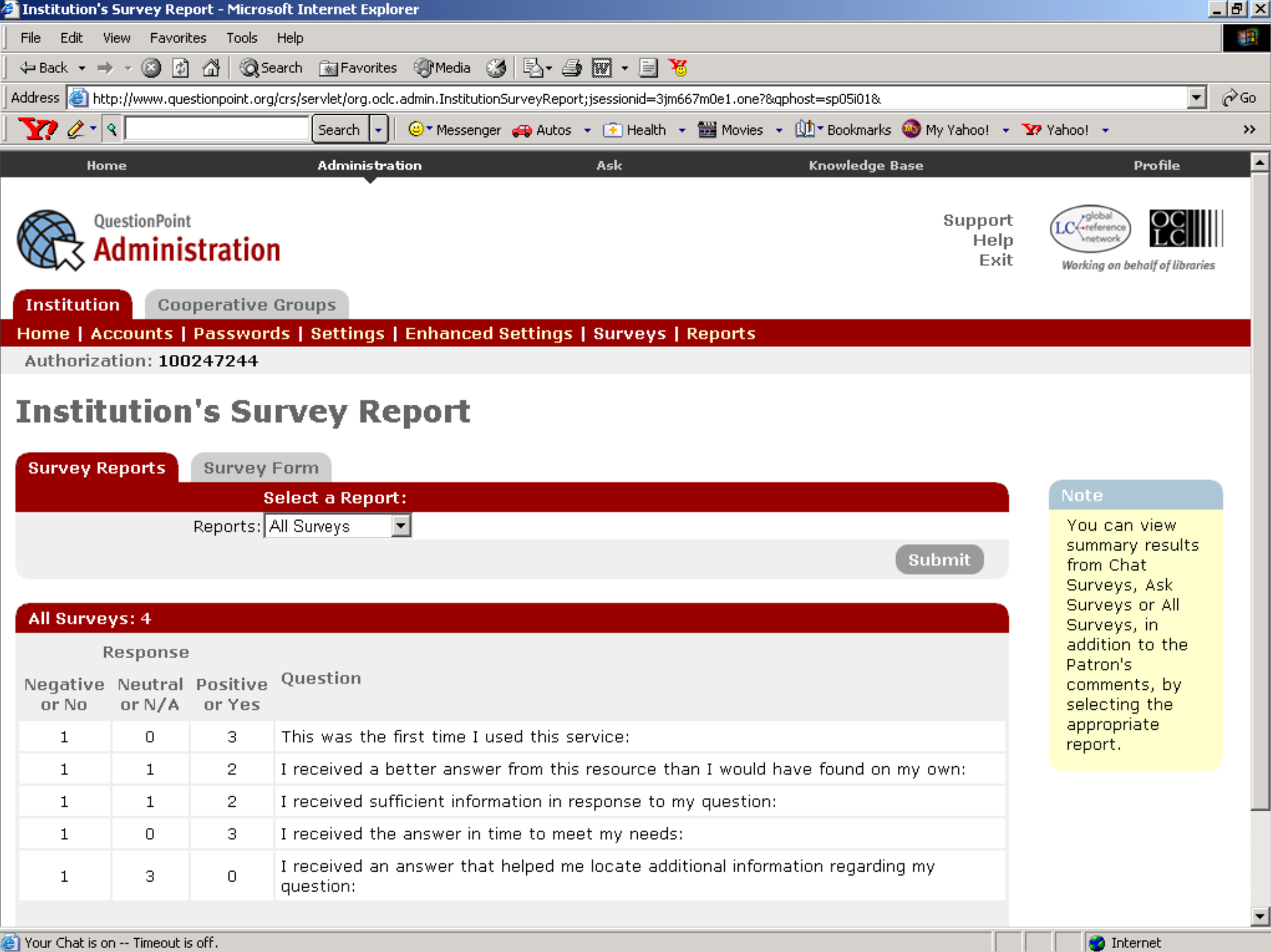
History **Current**

Daily/Monthly Breakdown Stats:

Report Type	6/1	6/2	6/3	6/4	6/5	6/6	6/7	6/8	6/9	6/10	6/11	6/12	Total
Searches against Knowledge Base(Global)	0	4	1	1	4	2	0	0	3	1	7	8	31
Searches against Knowledge Base(Local ONLINE COMPUTER LIBR CTR, INC)	0	5	1	1	3	2	0	0	3	2	7	8	32
Records Added to Database Manually(Local ONLINE COMPUTER LIBR CTR, INC)	0	1	0	0	0	0	0	0	0	0	0	0	1
Records Activated(Local ONLINE COMPUTER LIBR CTR, INC)	0	1	0	0	0	0	0	0	0	0	0	0	1

Export

Ask Service



Support
Help
Exit



Institution Cooperative Groups

Home | Accounts | Passwords | Settings | Enhanced Settings | Surveys | Reports

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Institution's Survey Report

Survey Reports Survey Form

Select a Report:

Reports: All Surveys

Submit

Note
You can view summary results from Chat Surveys, Ask Surveys or All Surveys, in addition to the Patron's comments, by selecting the appropriate report.

All Surveys: 4

Response			Question
Negative or No	Neutral or N/A	Positive or Yes	
1	0	3	This was the first time I used this service:
1	1	2	I received a better answer from this resource than I would have found on my own:
1	1	2	I received sufficient information in response to my question:
1	0	3	I received the answer in time to meet my needs:
1	3	0	I received an answer that helped me locate additional information regarding my question:

The Library of Congress >> Ask a Librarian Home
Ask a librarian... an online reference service from the Library of Congress

Before You Ask

- Services we provide**
- Assistance using the American Memory collections and Library of Congress online resources.
 - Response within 5 business days

- To report errors**
- use our [error report](#) form

 Visit [American Memory](#) and the [Library of Congress Learning Page](#)


- General questions can be answered using**
- [Virtual Reference Shelf](#) - a selected listing of free Internet reference tools


- Or try these Library of Congress resources**
- American Memory [Frequently Asked Questions](#)
 - LC [Online Catalogs](#) including [PPOC](#) and [SONIC](#)
 - [Thomas](#); [LC Online Exhibitions](#); [Global Gateway](#); [Today in History](#); and [Guide to Law Online](#)
 - Internet Resources for [Archives and Manuscripts](#)

Search in for

Note: The above search will retrieve Web pages only.
[Select this link](#) to search American Memory digital items.

Getting Answers

 **Ask a Librarian:**
If you have a reference question, proceed to the online form; get answers via email

 **Talk One-on-One with a Librarian:**
Monday through Friday
2:00-4:00pm, Eastern Time

- Some questions are better directed elsewhere:**
- Local [Public Libraries](#) - most public libraries now offer online services where you may find the information you need.
 - Local [Federal Depository Library](#) - for copies of printed government documents and Congressional documents from 1876-1973.
 - [National Archives and Records Administration](#) - for census materials, military records, links to presidential libraries and original government

Learning More...

- Visit the OCLC Canada booth to learn more about QuestionPoint and see a demonstration
- OLA Presentation
 - <http://www.questionpoint.org/>
- Joe Janes' 5 steps to making your reference service better
 - http://questionpoint.org/education/conferences/fabr_expertise.html
- 2004 ALA Virtual Reference Symposium
 - Posting announcement coming on DIGREF
 - <http://www.questionpoint.org/>
 - <http://www.oclc.org>
- D-Lib Magazine: Special Issue on Digital Reference
 - <http://www.dlib.org/dlib/february03/02contents.html>
- Web Statistics – CyberAtlas Stats Toolbox
 - http://cyberatlas.internet.com/big_picture/stats_toolbox/article