

NEW FEATURES, CHANGES, AND FIXES COMING SUNDAY!

On Sunday morning, June 4, at 2:00 AM ET (0600 GMT) we will install a number of new features, enhancements, and fixes to QuestionPoint. Because a number of our changes directly involve the database itself, please expect a downtime of up to three (3) hours.

For All Users

Scripts inserted at cursor

An important change for long-time users of QuestionPoint's e-mailed web-form features, scripts can now be inserted at the cursor. Scripts have always been inserted at the end of typed text in the Answer or Clarification field, when responding to an e-mailed question. After Sunday's install, the script you can insert the script wherever your cursor is active.

Public search of local knowledge bases

Finally, searching of your local knowledge base by your patrons is possible! Administrators must indicate if the local KB should be searchable outside the QuestionPoint application. They can also compose the ownership statement that should appear on every record retrieved. *Only records marked "Public" in your KB will be searchable.*

Instructions at

http://www.questionpoint.org/support/documentation/templates/search_globalkb.html

lead administrators through set-up in the QuestionPoint Administration module, as well as provide the necessary lines to be added to the HTML script for your web page. These lines will allow your library either to link to the QuestionPoint Basic Search page or to actually mount the basic-search input box on your own web page. You can also link directly to the Advanced Search page if you want. (**Note:** Updated documentation at the above site is planned for deployment Thursday evening, 6/2, at 9:00 PM EDT, or 6/3, 0100 GMT).

The screenshot shows the QuestionPoint Administration interface. At the top, it says "Administrator, PROD SERV Institutions (100246303)" and has navigation links for "Home", "Reset Clock", "Exit", and a "Select Service" dropdown. The main header includes the QuestionPoint logo and "Administration" text, along with "Support Help" and logos for "global LC-reference network" and "OC LC". Below the header is a navigation menu with "Institution", "Subscription Group", "Cooperative Groups", "Accounts", "Passwords", "Settings", "Permitted Access", and "Reports". The current page is titled "Settings for local knowledge base access" and has sub-tabs for "Activation Setup", "Referral Partners", "Branding", and "Knowledge Base". The "Knowledge Base" sub-tab is active. The page content shows "Settings for local knowledge base access" for "Knowledge Base ID 103". There is a checkbox labeled "Make public for all internet users" with "Yes" selected. Below this is a text area for the "Ownership Statement" containing the text "This record is the property of the Reference Service Library." At the bottom right, there are "Submit" and "Reset" buttons.

Other alphabets enabled in the Knowledge Bases

Other alphabets should now be indexed properly in the QuestionPoint knowledge bases. This includes Arabic, Greek, Hebrew, Korean, and Russian alphabets, which were not searchable until now.

Enhanced reports

The reports accessible in the Ask module have been enhanced to better detail the types of questions and sessions. In Ask/Reports/General Institution and Ask Administrators can limit a search by the following transactions types:

- ✓ All transactions (both web form and chat)
- ✓ All transactions received via e-mailed web form
- ✓ Transactions received from your own web form
- ✓ Transactions you handled for other libraries
- ✓ All chat sessions in which your library was involved
- ✓ Your patrons: sessions your library handled
- ✓ Your patrons: sessions someone in your group handled
- ✓ Your patrons: sessions handled by a 24/7 or other coverage library
- ✓ Others' patrons: all sessions in which your library was involved
- ✓ Others' patrons: sessions you handled for your group's libraries
- ✓ Others' patrons: sessions you handled for 24/7 or other coverage libraries

A new table format in Ask/Reports/Sessions will allow you to see similar breakdowns for all your transactions, including grand totals.

It is important to remember that the new breakout will affect data from the time of the install forward.

The Reports Reference Guide will also be updated to reflect these changes.

BME administrators should once again see the names of the librarians in their group's libraries, via the Ask/Reports.

The screenshot shows the 'Sessions' report in the QuestionPoint interface. The page includes navigation tabs for 'Questions', 'My Questions', 'Add Question', 'Settings', 'Reports', and 'Service History'. The 'Reports' tab is active, and the 'Sessions' sub-tab is selected. A search bar is present, and the report is filtered by BME 'Local Reference Group'. Two date pickers are visible for 'Time/Date Entered on or After' and 'Time/Date Entered on or Before'. The main data is presented in a table with the following structure:

Institution Name	Sessions with Our Patrons				Our Sessions with Others' Patrons			Total Chats	E-mailed Webform			Grand Total
	Library	BME	Outside BME	Total	BME's	Outside BME	Total		Library	Outside Library	Total	
OCLC Paula Services -- Test Account 10034	3	1	0	4	2	1	3	7	43	0	43	50
OCLC Product Services 1 -- Test Account 10035	0	2	1	3	1	0	1	4	0	2	2	6
OCLC PROD SERV--Global Only	0	0	0	0	0	0	0	0	0	0	0	0
OCLC PROD SERV (ID 10013)	0	0	0	0	0	0	0	0	0	0	0	0
OCLC PROD SERV	0	0	0	0	0	0	0	0	0	0	0	0
Totals	3	3	1	7	3	1	4	11	43	2	45	56

The bottom of the screenshot shows a status bar with the text 'Your QuestionPoint session will end in 119:39 minutes' and an 'Internet' icon.

For Flash Chat Users

Chat monitor preferences saved

Flash Chat librarians can now save the preferences they set within the chat monitor. The settings are attached to your login authorization, so if you change computers, you won't have to reset them.

New Alerts

There are new sounds for IM notification and for patron response notification. Additionally, there are visual cues in the chat monitor when the patron has sent a chat message.

Adjustments

The Chat Monitoring Tool now more clearly shows each librarian and which queues are being monitored. Additional tweaks have been made to further reduce the likelihood of duplicated chat session requests.

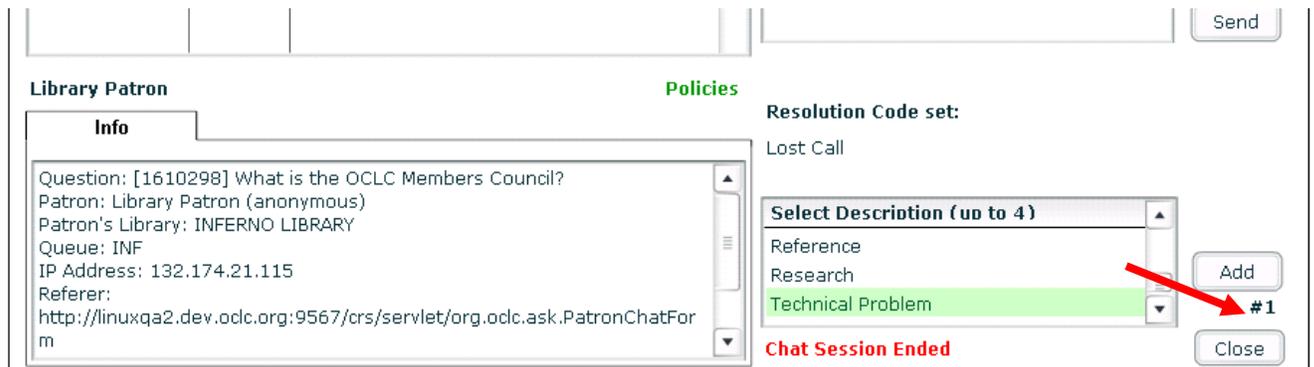
New resolution code for dropped session

A new resolution code, Lost Call, has been added for Flash Chat users. Previously, the only two resolution codes were "answered" and "follow up" (by either chatting librarian or patron library). You can use the Lost Call code whenever a patron ends the call or drops, and you do not have sufficient information to send to follow up. When used, the ended chat session will go immediately to the Closed folder of the appropriate libraries.



Visual feedback that descriptive code selection was successful

Flash Chat librarians will have visual feedback when they select multiple Descriptive Codes. A counter to the right of the code field will immediately indicate how many codes you have thus far selected.



Updated viewlets will be available at <http://www.questionpoint.org/education/index.html>

Some Important Reminders

We would like to take this opportunity to remind Flash Chat users of the following:

1. Please visit http://www5.oclc.org/questionpoint/Chat_setup.pdf if you have questions about your browser set up. There are several option settings that are recommended, as well as “best” versions of browsers, VM software, and Flash for optimum performance.
2. Flash Chat users *must* click the Submit button when opening the chat monitor.
3. Make sure your browser’s pop-up blocker is off, or you may not even see the window in which to submit your queue selections.
4. We know some of you still occasionally experience the flashing frame problem: users of IE, with the XP operating system, see the chat monitor screen refreshing frequently, but without accepting any new input. This has been identified as a problem with Microsoft’s “Active X.” We understand that a patch is being distributed by MS, but the update may be dependent on your own network and IT staff. If you experience the flashing frame problem, exit the chat monitor by closing the browser (use the X at the top right of the browser window), then launch chat once again. You should still be in the same session, and will be able to continue chatting.

All administrators need to be reminded to use <http://> when entering URLs in the Administration module for your preferred Viewport page (chat users), your policy pages, your web form location(s) (all users), and location of branding logo (BME administrators).