**QuestionPoint Librarian 2: Use Chat in QuestionPoint**

**Knowledge Check**

**Test your knowledge**

1) Identify the two types of 24/7 Reference Cooperative. What is the purpose of the 24/7 Reference Cooperative?

2) Identify the three common Chat queues.

3) List three ways to push URLs to patrons?

4) List the five resolution codes used in QuestionPoint chat?

5) Why is a Policy page important to a Librarian during a Chat session?
6) Why is it important to log out correctly from the Chat monitor when your shift ends?

7) What are the steps to transferring an active Chat session to another librarian?

8) What is the main reason for instant messaging (IM) another librarian BEFORE transferring an active Chat session?

See next page for answers
Answers

1) The three common Chat queues are: Primary queue, 24/7 Reference Cooperative queues and Practice queue.

2) Selecting the correct queue to monitor for a Chat shift is very important because you will not be able to see any Patron chat requests for a queue not selected.

3) Three ways to push URLs to patrons are:
   - Type the URL into the text chat box and click send
   - Select the URL from a pre-define URLs list and send to the patron
   - Copy and paste URL in the text chat box and send to patron

4) The five resolution codes are:
   - Answered = the patron’s question has been answered and nothing else is needed
   - Follow-up by Me = the librarian needs to do more research and get back to patron with more information
   - Follow-up by Patron Library = the patron’s question has not been fully answered, so the patron’s library needs to get back to the user with more information
   - Lost Call = the patron disconnected before a chat exchange occurs with the librarian (If you are answering a 24/7 Cooperative patron, do not code as lost call if the patron provides an email address)
   - Practice = when the librarian uses the “live” queue to practice chat

5) The Policy page is important to a Librarian during Chat because it enables that chatting librarian to be able to provide as much help as possible to another library’s patron, but also quick access to reference for your own patron. Also, a policy page is required if you are a member of the 24/7 Reference Cooperative.

6) It is important to logout of your Chat Monitor at the end of your shift because it is an indication to the system and other chatting librarians that your shift has ended, and you are no longer monitoring for chat patrons.

7) To transfer an active Chat session, the transferring librarian:
   - View a list of monitoring librarians
   - Instant message (IM) with another librarian
   - Receive confirmation that the other librarian can take over the active session
   - Transfer and active session to another librarian

8) The main reason to IM before transferring an active session the receiving librarian may not be able to provide prompt attention to the session and the patron will be left waiting for an indefinite amount of time.