Find information about how to search for information to answer patrons’ questions, add records to the Global KB or a local KB, and edit and activate KB records to make them searchable. The Knowledge Base is a repository of “question and answer” pairs. The local/regional group has a Knowledge Base which includes question/answer pairs submitted by institutions in the group. The global reference network has a Knowledge Base which includes questions processed by the network and question/answer pairs submitted by institutions and local/regional groups throughout the world.

Question/answer pairs are submitted to a Knowledge Base by librarians with Add/Submit access and added to a Knowledge Base by librarians with Edit access.

• Get started

Get started with the QuestionPoint Knowledge Base module.

◦ About knowledge bases
◦ Global KB
◦ Local KBs
◦ Public access to KBs
◦ Set up your local KB

• Search and browse knowledge bases

Find information about how to search and browse QuestionPoint knowledge bases.

◦ Get started
◦ Browse knowledge bases
◦ Search knowledge bases

• Work with KB records

Find information about how to work with KB records.

◦ About KB records
◦ Add KB records
◦ Edit KB records
◦ Report problems with KB records
◦ Update KB records