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**

  No image available

  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**

  No image available

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

  - Get started
  - Browse knowledge bases
  - Search knowledge bases

- **Work with KB records**

  No image available

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