Institution administration

Find information about how to set up and manage your library's use of QuestionPoint.

• Accounts

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  Find information about how to create and manage librarian accounts in QuestionPoint.

  ◦ Create librarian accounts
  ◦ Edit librarian accounts
  ◦ Remove librarian accounts

• Forms management

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  Find information about how to create and manage forms.

  ◦ About forms management
  ◦ Create your library's email question form and/or customize your Walkup (Add question) form
  ◦ Customize the Librarian-is-Typing message
  ◦ Customize your Add Question (WalkUp) form
  ◦ Display links to your reference service
  ◦ Set up access to text messages
  ◦ Set up spam filters for your email question form
  ◦ Set up web form assignment
  ◦ Specify the initial web page for the Viewport

• Settings

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  Find information about institution administration settings in QuestionPoint.

  ◦ Custom messages
  ◦ Descriptive codes
  ◦ General settings
  ◦ Include/exclude transcripts of chat sessions with other libraries' patrons
  ◦ Set up web form assignment
• Surveys

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Find information about how to create and manage patron surveys.

◦ Create/manage patron survey forms
◦ Patron surveys
◦ View patron survey reports