Community overview

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Cooperation is the result of people, opportunities, and a willingness to get involved. This section provides the opportunity—you supply the rest.

Join, participate, and share

We encourage you to join, participate, and share your ideas on the latest developments in virtual reference. It's another way to make the most of QuestionPoint and its collaborative membership.

• Sign up for the QuestionPoint listserv, where users around the globe share ideas on implementation, management, and more. This is also the primary communication tool for announcements regarding new features and other issues of importance to the membership.
• Visit the QuestionPoint Wiki, where our users collaborate to offer tips, tricks, resources and promotional materials to help each other offer a complete reference solution for their libraries.
• Share Your Story: Tell how your institution has implemented QuestionPoint and help others take advantage of your experience. This is a good place to share innovative ideas on how you’ve made use of various QuestionPoint features.
• User group information: Want to know more about past and future QuestionPoint user group meetings? View schedules for upcoming virtual sessions or browse an audio/video archive of past sessions. Add your own QP users group meeting to the calendar and share discussions, materials, presentations, ideas generated at meetings.
• User contributed Training materials: See what fellow QuestionPoint subscribers recommend as the best of online reference.
• The Global Knowledge Base is your resource, built, edited, used and reused by you. Go here to get news on the GKB, see who your editors are, read about some of the unusual and/or interesting questions librarians are called on to answer. Share your own!

Library and Information Science Programs

Find information about using QuestionPoint in your LIS classroom.

• LIS Programs and QuestionPoint: Learn the benefits of QuestionPoint in your LIS classroom and beyond.
• Order QuestionPoint for your LIS program: Get a free QuestionPoint LIS account to enhance your classroom lessons with hands-on experience.
• Clearinghouse for Virtual Reference Internships: Get information on internships that have a virtual reference component offered by different types of libraries.

Reference Guidelines

See the RUSA (Reference and User Services Association) guidelines for cooperative and virtual reference services:
• RUSA Guidelines for Cooperative Reference Services
• RUSA Virtual Reference Guidelines