Assign questions individually

You can assign a question to a librarian while you view the Full Question.

You must be a QuestionPoint institution administrator or ask administrator to assign questions.

To assign a Full Question:

1. Go to the Full Question.
2. In the Assigned drop-down list, select the librarian to whom you want to assign the question and click the arrow.
   Note: The number of questions currently assigned to each librarian appears in parentheses following the librarian's name.

QuestionPoint confirms your assignment and redisplays the Full Question with the new assignee shown in the Assigned drop-down list.

QuestionPoint sends a notification e-mail message to the assigned librarian.

Assign questions in a list

You can quickly assign unassigned questions to librarians.

You must be a QuestionPoint institution administrator or ask administrator to assign questions.

To assign the unassigned questions in a list:

1. Go to a list of unassigned questions.
2. Click the check box for each question on the current page of the list that you want to assign to the same librarian.
   Or
   Click the check box at the bottom of the page if you want to assign all the questions on the page to the same librarian.
   Caution: Do not view a Full Question while you are clicking check boxes. If you do, any checks are cleared when you return to the list. Skip any questions for which you want to view the Full Question and return to them later.
3. In the Assign To drop-down list at the bottom of the page, select the librarian to whom you want to assign the selected questions and then click the arrow.
   Note: The number of questions currently assigned to each librarian appears in parentheses following the librarian's name.
4. QuestionPoint confirms your assignment and redisplays a page of remaining unassigned questions in the list. No questions are listed if there are no unassigned questions on the page.
5. If unassigned questions remain on the page, repeat steps 2–3 if you want to assign additional questions.
6. When you finish assigning questions on the page, go to another page (if any) of the list and repeat steps 2–4 if you want to assign additional questions.

7. Stop when there are no more questions on any page of the list that you want to assign without viewing the individual Full Questions.

QuestionPoint sends a notification e-mail message to the assigned librarian for each question that you assigned.

**Unassign a question**

You can unassign a question while you view the Full Question.

You must be a QuestionPoint institution administrator or ask administrator to unassign a question.

To unassign a Full Question:

1. Go to the Full Question.
2. In the Assigned drop-down list, select **Unassigned** and then click the **arrow**.

QuestionPoint confirms the change and redisplays the Full Question with "Unassigned" shown in the Assigned drop-down list.

QuestionPoint sends an e-mail message to the librarian to whom the question had been assigned. The message indicates that the question has been reassigned.

Note: You cannot unassign questions while you view a question list.