When is a question archived in the Service History?

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90 days after the last action is taken on a question, QuestionPoint automatically archives it. QuestionPoint removes the question from your library’s question lists, regardless of its status, and adds it to the Service History.

The Service History is a permanent archive of the questions that your library has processed through QuestionPoint.

Your library can use the Service History to study its past service to patrons and plan future improvements. The Service History contains all available information about each question and answer, except specific patron information.

To go to your library’s Service History:

- Click **View Service History** in the Ask Quick Links on the My QuestionPoint screen.
- Or
- Click **Search History** in the Ask a Librarian module.