Let patrons search knowledge bases

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Overview

To let patrons search the Local and Global Knowledge Base (KB), your library can add on its web site a KB search box or a link to a KB search page. When patrons search either the Global KB or the Local KB, they see only records that have been approved for public access by the Local and Global KB editor(s).

Before patrons can search and see records in your local knowledge base, permission must be set by your group administrator in the QuestionPoint Administration module at Administration > Subscription Group > Settings > Knowledge Base. Click the Yes radio button for Make public for all internet users. (Optional) Enter text in the Ownership Statement box that will appear at the bottom of any KB record viewed.

When setting the permission, note the ID for your group’s knowledge base—any institution that wishes to provide access to their patrons will need this ID for their html code (see instructions below).

You can try the search box and link below and get the information needed to add them to your site.

Search box for English search and results page

This search box lets you search the Global KB using search and results pages with English instructions and labels.

Basic search of library knowledge base:

Enter your search term(s) and then press <Enter> to search.

Click here for HTML code.

Search page link

Link for English search and results pages

This link lets you go to the Basic Search page and search the Global KB using search and results pages with English instructions and labels.

Search the library Knowledge Base

Click here for the html code for the search link

Permissions

Before patrons can search and see records in your local knowledge base, permission must be set by your group (BME)
administrator in the QuestionPoint Administration module at Administration > Subscription Group > Settings > Knowledge Base. Click the Yes radio button for Make public for all internet users. (Optional) Enter text in the Ownership Statement box that will appear at the bottom of any KB record viewed.

When setting the permission, the BME admin should make a note of the ID for your group’s knowledge base—any institution that wishes to provide access to their patrons will need this ID for their html code (see instructions below).

## Options for the Search box

### HTML code for the search box

To include the search on your library's web pages, customize the text in the following code as needed and add the code to each page on which you want the search box to appear. To do this, you should be familiar with editing HTML code or work with someone who is. The search box requires UTF-8 character encoding in order to function correctly.

```
<form method="post" target="_blank" name="entryform1" action="http://www.questionpoint.org/crs/ser...skPatronSearch">
Basic search of library knowledge base:
<input type="text" name="andk" maxlength="200" size="40">

<!-- Hidden name to point the form to YOUR LOCAL KB-->
<!-- Replace X with your QuestionPoint Group ID-->
<input type="hidden" name="kbids" value="X">

<!-- Hidden name to point the form to the Global KB-->
<!-- KB id is 1 for the Global KB -->
<input type="hidden" name="kbids" value="1">

<!-- Hidden name to set the language of the Form-->
<input type="hidden" name="language" value="1">

<!-- Add advanced search link if desired-->
<a href="http://www.questionpoint.org/crs/ser...rch&language=1" target="_blank">Advanced search</a>
</form>
```

### Search box for Local KB search and results

If you want patrons to use only the Local KB for search and results pages, use only the l hidden name=kbids line with the value equaling your QuestionPoint Group ID number, and omit the line that points to the GKB ID of "1". This example uses Group ID number "449":

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https://help.oclc.org/Discovery_and_Reference/QuestionPoint/Administration_module/Group_administration/Setting...
Search box for search and results pages in other languages

If you want patrons to use search and results pages with instructions and labels in a language other than English, change the language value in the code. The English language value (1) appears in two places. Replace it with the value for the language you want to use. Language values are shown below.

Be sure that every page on which you add the search box uses the UTF-8 character set (charset=utf-8).

In the search box code:

```
...<input type="hidden" name="language" value="1">
```

In the search link code:

```
... show=searchkb&language=1" target="_blank">
```

HTML code for the link

To include the link on your library's web pages, customize the text in the following code as needed and add the code to each page on which you want the link to appear. To do this, you should be familiar with editing HTML code or work with someone who is. Refer to language table below to have the search page display in a different language.

```
<a href="http://www.questionpoint.org/crs/ser...hkb&language=1")" target="_blank">Search the library knowledge base</a>
```

Language values

<table>
<thead>
<tr>
<th>LANGUAGE</th>
<th>VALUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catalan</td>
<td>24</td>
</tr>
<tr>
<td>Chinese, simplified</td>
<td>5</td>
</tr>
<tr>
<td>Chinese, traditional</td>
<td>4</td>
</tr>
<tr>
<td>Cymraeg (Welsh)</td>
<td>26</td>
</tr>
<tr>
<td>Dutch</td>
<td>7</td>
</tr>
<tr>
<td>English</td>
<td>1</td>
</tr>
<tr>
<td>French</td>
<td>2</td>
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<td>LANGUAGE</td>
<td>VALUE</td>
</tr>
<tr>
<td>-------------------------</td>
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</tr>
<tr>
<td>German</td>
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<tr>
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<tr>
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<td>13</td>
</tr>
<tr>
<td>Russian</td>
<td>18</td>
</tr>
<tr>
<td>Slovenski (Slovene)</td>
<td>8</td>
</tr>
<tr>
<td>Spanish</td>
<td>3</td>
</tr>
<tr>
<td>Srpski (Serbian)</td>
<td>29</td>
</tr>
</tbody>
</table>