Course description

This course provides an overview of the QuestionPoint service and instruction on the basic functions and features of E-mail reference, as well as including a pre-existing answer from the Global Knowledge Base. After completing this course, learners will have the basic skills to successfully respond to an E-mail reference question from within QuestionPoint.

This course is intended for learners who are new to QuestionPoint and E-mail reference process. Current QuestionPoint E-mail users can benefit by using this class as a refresher to fill in foundational gaps and get updates on new functions and features.

View a recorded session

View a recorded session (83 minutes)

Course handouts

Class handout for QuestionPoint Librarian 1: QuestionPoint overview and e-mail reference

Knowledge check for QuestionPoint Librarian 1: QuestionPoint overview and e-mail reference

Request closed captioning

Closed captioning is available in the US upon request with 5 business days' notice. To request closed captioning for a training session, please contact us at training@oclc.org.

Cancellation policy

In the event of low attendance, OCLC may cancel a training session. In this situation, registrants will be notified by email in advance of the session.