QuestionPoint Librarian 3: Chat follow-up, referrals, and manage questions

Course description

This course provides instruction on the Chat follow-up workflows, the basic functions and features of referrals, as well manage questions and transcripts in QuestionPoint. After completing this course, learners will have the basic skills to appropriately and successfully route transcripts for follow-up and refer questions to another library or subject matter expert.

This course is intended for learners who are new and current users of whose libraries are providing reference service via QuestionPoint. Current QuestionPoint 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](#) (57 minutes)

Course handouts

[Class handout for QuestionPoint Librarian 3: Chat followup, referrals, and manage questions](#)

[Knowledge check for QuestionPoint Librarian 3: Chat followup, referrals, and manage questions](#)

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