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Your QuestionPoint account

To login
Go to questionpoint.org and select Librarian Login. Your library’s Answerland liaison will provide you with your login credentials.

Forgot User ID
Contact your library’s Answerland liaison.

Forgot password
Select Click Here next to Forgot your password on the login screen. You will get an email with instructions on how to set up a new password.

Managing your schedule

All librarians who staff chat are expected to be present at their regularly scheduled shift.

Access the scheduling system (Humanity)
Answerland uses QuestionPoint’s scheduling tool, Humanity, for scheduling and clocking shifts. To access Humanity, login to QuestionPoint and select Humanity: Time Clock in the left menu.

IMPORTANT NOTE: The login for Humanity is different than your QuestionPoint login. Your library’s Answerland liaison will provide you with your login credentials.

View shifts
On the Dashboard, take a look at the Upcoming Shifts box. Alternatively, you can go to the ShiftPlanning module (second icon in menu).

Drop a shift
If you cannot work a shift, you must drop the shift and pick up an alternate shift to make up for time missed.

1. In the Upcoming Shifts box on the Dashboard, click Details next to the shift you cannot work
2. Click Can’t work and then click Release Shift
3. Enter a Reason for request ("can't work" is fine) and click Continue
4. Click Select All Available and click Continue

NOTE: The shift will remain on your schedule until it is picked up by another person. You will see My Shift Trades appear on the Dashboard until it is picked up.
Pick up a shift

If you drop a shift, it is best practice to pick up another one to make up for your missed time.

Start by checking for available Answerland shifts:

1. On the Dashboard, click on the Shift Trades Available icon
2. If you see a shift you are able to work, click Accept

If no Answerland shifts are available, check the Cooperative shifts:

1. On the Dashboard, click on the Shift Available icon
2. Click Request to Work next to the shift(s) you want to work (shifts are listed in half-hour increments)

Starting your shift

1. Login to QuestionPoint
2. Select Launch Chat in the left menu
3. Humanity: Time Clock
4. Login (if needed) and click Clock in
5. Go back to the chat screen
6. Select queues:
   - Primary Queue: Select this if you have chat form or Qwidget set up for your library, or if you are an Answerland volunteer.
   - BME Queues: This is the Oregon statewide queue that will pick up chat questions from any Answerland library as well as from the statewide portal.
   - 24/7 Reference: Public OR 24/7 Reference: Academic: Select depending on your library’s partner contribution requirements. If you are a volunteer, select your assigned queue.

Picking up a chat

Alerts

To enable alerts for when a new patron question arrives:

1. Launch chat
2. Go to Settings at the top right corner of the chat window

Preview and pickup

See Accept a chat request from a patron.
Reviewing the Patron’s Info

When beginning a chat with a patron, take time to review the Info tab in the bottom portion of the chat window. It gives you important information about the patron.

You can see if the patron provided an email address next to Patron. If it says “no e-mail provided,” try and prompt the patron to enter an email address so they can receive a transcript of the session and receive followup to their question.

You can see the patron’s library as well. This is automatically detected by the software, based on the chat form or QWidget the patron used. If the patron enters chat through the statewide portal (answerland.org), their library will be either “Answerland – Oregon Academic Libraries” or “Answerland – Oregon Public & School Libraries.” This patron will have been asked to type in the name of their library before entering chat. If they did so, you will see what they typed at the bottom of the Info screen next to Your Library.

Helping a patron

Policy Pages

Policy pages are useful resources for quickly locating information about a patron’s library during chat.

There are policy pages for all Answerland partner libraries, as well as policy pages for the statewide portal entry points. You can access the policy pages in the bottom left corner of the chat window. From any Answerland library’s policy page you can easily access other Answerland policy pages through the drop-down menu next to Group Member Policies.

Scripts

You can access scripts on the Info tab in the bottom portion of the chat window. There are scripts from the patron’s library as well as scripts from Answerland (labeled “My Library”). You are welcome to set up your own scripts.

When working with patrons from another library, send the appropriate goodbye script provided by the patron’s library. If no goodbye script is available, thank the patron for using the service (using generic phrasing) and encourage the patron to return.

Legal Questions

If you receive a legal question that requires followup by a law librarian, let the patron know that someone will follow up with them, end the session, and add the descriptive code “Law Libraries.”
IM and Transfer

In QuestionPoint you can **instant message (IM)** another librarian and transfer sessions.

**Transfer to the Spanish Queue**

QuestionPoint's 24/7 Reference Cooperative has a Spanish chat queue, staffed by bilingual librarians from participating libraries. These Spanish-speaking librarians are not on chat at all times, but when they are, you can transfer active sessions to them. To do so:

1. Click **Transfer**
2. Click **Queues**, to see if **Spanish Queue** appears in the list (If the Spanish queue does not appear when you click Queues, then there are no bilingual librarians monitoring the Spanish queue at that time)
3. Click **Spanish Queue**, and the session will be transferred

**Transfer to the 24/7 Backup queue**

QuestionPoint's 24/7 Reference Cooperative has backup librarians who are on chat at all times. You can transfer active sessions to them when your shift is ending but the patron would like to continue their chat session. To do so:

1. Click **Transfer**
2. Click **Queues**
3. Click **After Hours Queue**, and the session will be transferred

**Ending a chat**

**Resolution codes**

When you end a chat, you will be prompted to select a **Resolution Code**. If you accidentally select the wrong Resolution Code, you have a few options for followup:

- If you still have the library’s policy page up, click on the email address in the **Policy Page Email Contact** field. Use the form that appears to send a note to the library.
- Search for the question in your library’s question lists. If it appears, use **Send Message to Librarian** to add a note for library. More about this [here](#).
- If you selected **Followup By Me** by accident, locate the question in your library’s question list and click **Reject** under **Referred by**. This will send the question to the patron’s library.
- If none of these options work, you can always contact the Answerland Coordinator who will work with QuestionPoint 24/7 Reference Cooperative to get the library the needed information.
Descriptive codes

After you select a resolution, you have the option to add a description. Descriptions are like tags. There are three descriptions set up for Answerland, to be used for special circumstances:

- **Crisis Calls**: for calls that indicate some sort of abuse or threat to personal safety involved
- **Prank**: for inappropriate or obscene questions
- **Law Libraries**: for legal questions that need followup

If you do not see these descriptions, contact your library’s QuestionPoint administrator. Your library is also welcome to [add your own descriptions](#).

Transcripts

See [Transcript and End Session tips](#).

When your shift is over

1. Log out of the chat window. This is an important step! If you don’t log out, you will appear as online to other chatting librarians.
2. Click on *Humanity: Time Clock*
3. Click *Clock out*
4. Go back to QuestionPoint and log out of your account

Notes on clocking in and out

All librarians who staff chat are required to clock in and out of each shift.

**If you forget to clock in, and your shift is still going**

1. Login to Humanity and clock in
2. In the *Time Clock* box, enter a brief note in the notes field and click *Add Note*
3. The Answerland Coordinator will adjust your clock time according to your note

**If you forget to clock out after your shift ended**

1. Login to Humanity
2. In the *Time Clock* box, enter a brief note in the notes field and click *Add Note*
3. Select *Clock out*
4. The Answerland Coordinator will adjust your clock time according to your note

**If you forget to clock in and clock out, and your shift has passed**

1. Login to Humanity
2. Go to the *Time Clock* module (third icon in the menu)
3. Select *Add Clock Time*
4. Enter your shift information and click *Add Clock Time*