QUESTION POINT SOFTWARE—A LOOK AT BOTH SIDES OF THE CHAT REFERENCE INTERACTION

Want to watch an audio-visual tour of the Question Point 24/7 virtual reference software?

You can view this software from both the library user and reference provider perspectives.

You'll see the user, Cookie, ask her question, engage in chat conversation with the librarian, and then search the library catalog in a co-browsing session.

Toby, the librarian, demonstrates pushing a Web page, use of scripts, and guiding the user through a search of the library catalog.

At the end, you'll see them closing the shared chat reference session, with Cookie receiving a transcript and Toby entering the codes for a completed transaction.

Click here to open the Flash file showing this interaction.