

QUESTIONPOINT

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- QuestionPoint is a web-based, Library of Congress – Online Computer Library Center co-branded service created by librarians for librarians.
- Why did Library of Congress become involved?
 - a History of Professional Innovation and Outreach
 - Bridge multiple audiences - the US Congress, US and International library community and the general public.
 - Redefining role and standards for libraries & librarians in digital age
- QuestionPoint builds on its predecessor, the Collaborative Digital Reference Service (CDRS)
- QuestionPoint supports a local component including web-based question submission forms, email and live chat; enables libraries to refer questions to each other based on expertise and resource availability; provides access to the global archive of Q&A
- QuestionPoint enables member libraries to extend traditional reference services through:
 - potential for 24x7 service
 - Access to virtual collections
 - Access to subject/language specialists worldwide
- Where to next with QuestionPoint Development?
 - Test digital reference best practices (NISO work);
 - Establish interoperability among reference networks and between local services and global network;
 - Provide public access to global network Language, literacy, and regional context;
- Some challenges to global implementation:
 - Accessibility and infrastructure
 - Cultural & political sensitivities
 - Digital divide
 - Intellectual property and service constraints
 - Trade agreements
- QuestionPoint web address: <http://www.questionpoint.org>

