She’s researching online, and is not able to locate the information she requires. How can you help?

**Point the way** ... with QuestionPoint, the collaborative online reference service

You already offer your library users information-finding power with the OCLC FirstSearch service. Now you can put your reference desk right in front of them with the QuestionPoint service, no matter where they are.

Visit www.questionpoint.org for more information on QuestionPoint.
You know FirstSearch, but have you seen QuestionPoint?

Serve your library users. Help build a global library reference community.

With the QuestionPoint service, your library can provide personalized reference assistance via the web and be a part of a growing collaborative reference community.

Developed by the Library of Congress and OCLC, QuestionPoint gives libraries a flexible, full-featured service that can be integrated with customizable online reference services, like FirstSearch. QuestionPoint can be used alone or in concert with other virtual reference services. The enhanced communications option brings additional functionality, such as application sharing, streaming video and the ability to market your reference service on the web sites your library users frequent the most.

Libraries know how to meet high expectations—by working together and leveraging resources. Decades of cooperative cataloging and interlibrary loan reflect the unwavering strength of that value. Now, QuestionPoint brings the power of library cooperation to your reference desk.

QuestionPoint helps your library:

Interact
Work with your users on their terms using appropriate technologies and practices. From video conferencing to simple e-mail forms, QuestionPoint connects you with your users.

Cooperate
Leverage expertise and availability of your peers. When your library cannot answer a query, you can refer it to another library in your local consortium or have QuestionPoint automatically route it to another qualified library professional through the Global Reference Network.

Build
Create shared resources, experiences and community. As a member of QuestionPoint, your library can develop its own local knowledge base and/or help build the Global Knowledge Base by contributing question and answer pairs to provide an ever-growing number of ready, authoritative answers.

Manage
Establish your library’s brand with your users; track your reference desk statistics; identify trends. With QuestionPoint you can customize the screens your users see with your library’s name or logo. And QuestionPoint’s reports help you document your library’s contribution in your community.

You can place a button on the FirstSearch interface that links automatically to your QuestionPoint account, giving your library users one-click access to the reference desk.

For instructions, see URL <http://www.questionpoint.org/web/members/qplind_for_fs.html>

Working on behalf of libraries