

10 June 2010

RELEASE NOTES FOR 13 JUNE 2010

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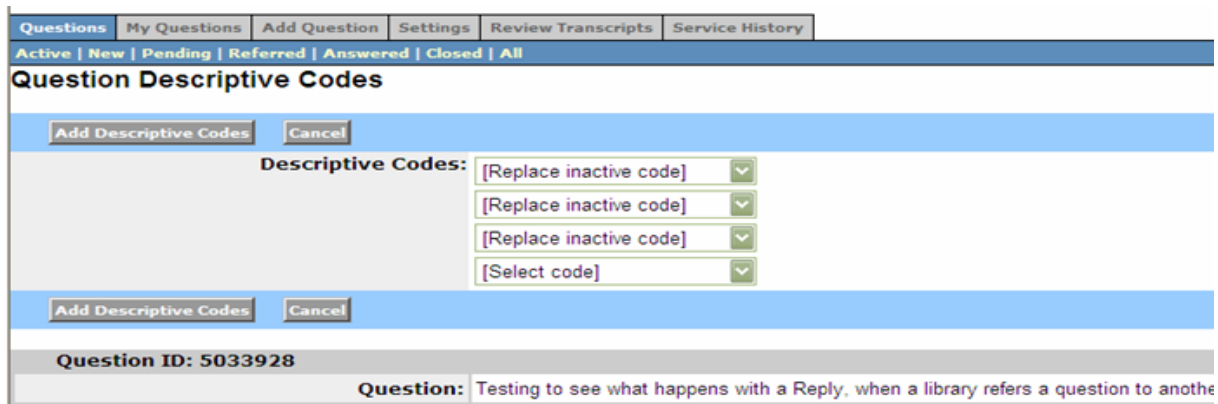
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1. New Features

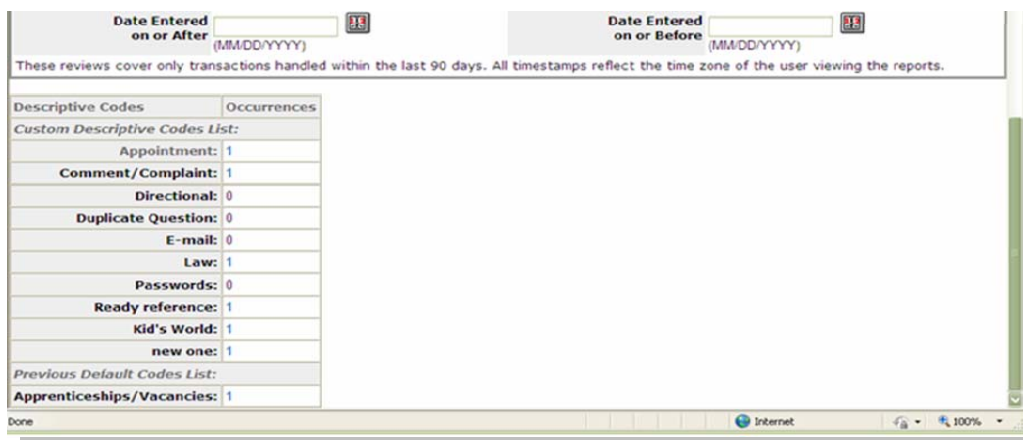
1.1 Custom Descriptive Codes

We're glad to be able to offer institutions the option to make their own list of custom codes. This not only potentially eliminates the very long list of codes—many not even used by the library--librarians need to scroll through to find an appropriate code. It also makes it possible for the codes to be alphabetized, no matter the language of the interface.

If a new, customized list is created by your QuestionPoint administrator, you will still see old assigned codes in the Full Question view unless you change them. If you do wish to change them to the newer codes, they will be replaced by the indication *[Replace inactive code]* in the selection box on the Question Descriptive Codes page.

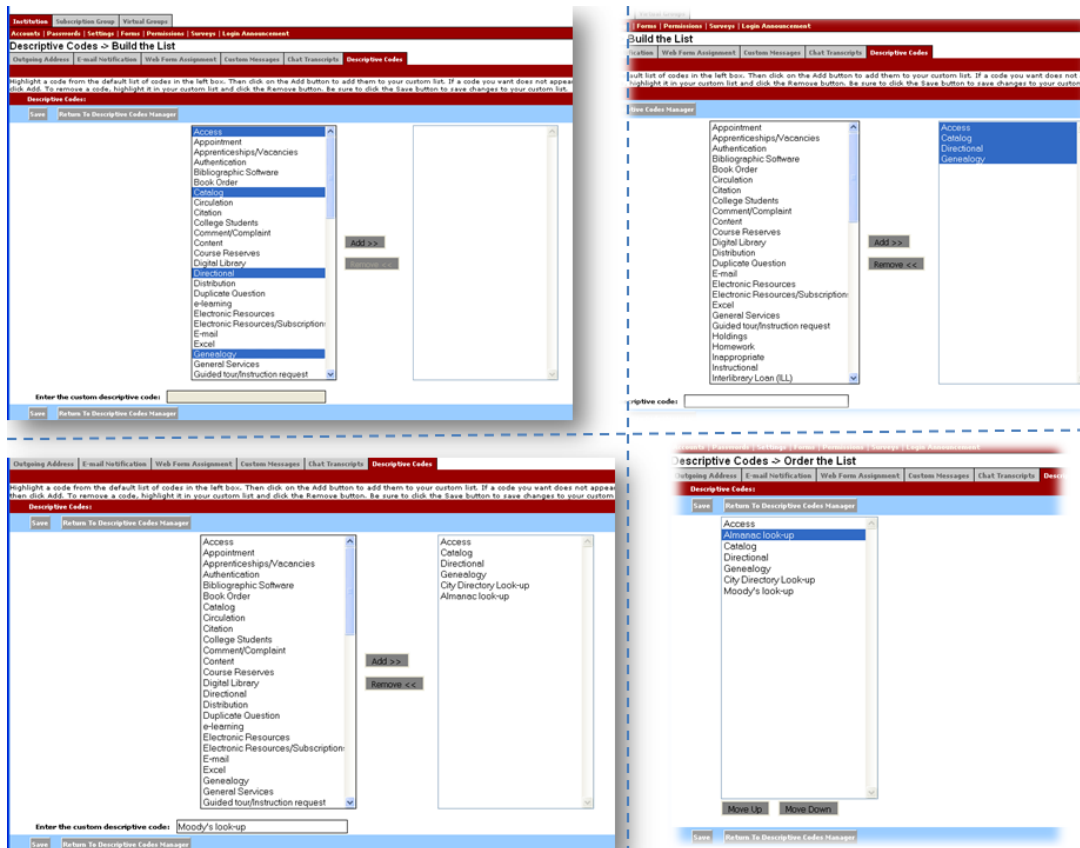


Administrators will see both old and new codes in the Reports module, until Q&A/transcripts with old codes roll into the archived data (after 90 days). Reports of custom codes, or old default codes that have been copied into a custom list, link to the Q&A/transcript(s) to which they are assigned, as they do today.



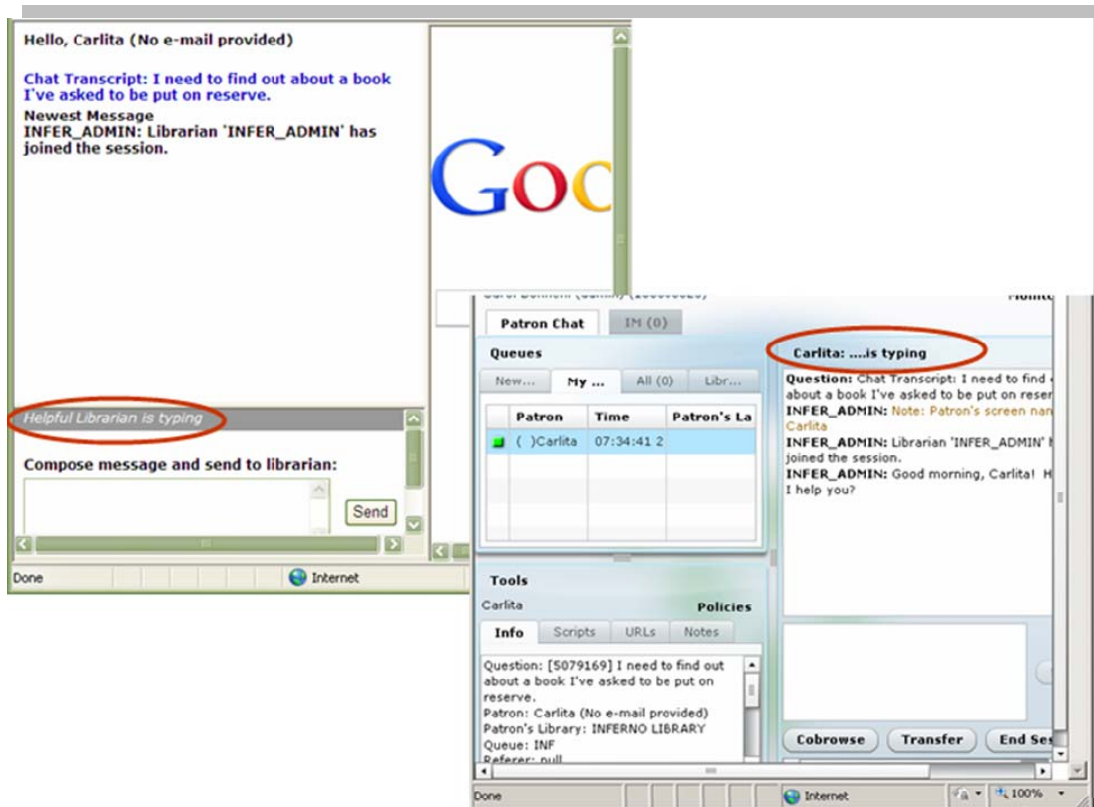
Descriptive Codes	Occurrences
Custom Descriptive Codes List:	
Appointment:	1
Comment/Complaint:	1
Directional:	0
Duplicate Question:	0
E-mail:	0
Law:	1
Passwords:	0
Ready reference:	1
Kid's World:	1
new one:	1
Previous Default Codes List:	
Apprenticeships/Vacancies:	1

The following series of screens is what the QuestionPoint Institution Administrator will see when they set up custom codes. You can select codes from the current default list (these are already translated), make up new codes (in whatever language you want), or use a combination of new and old codes. Once entered, the administrator can order the codes as desired.

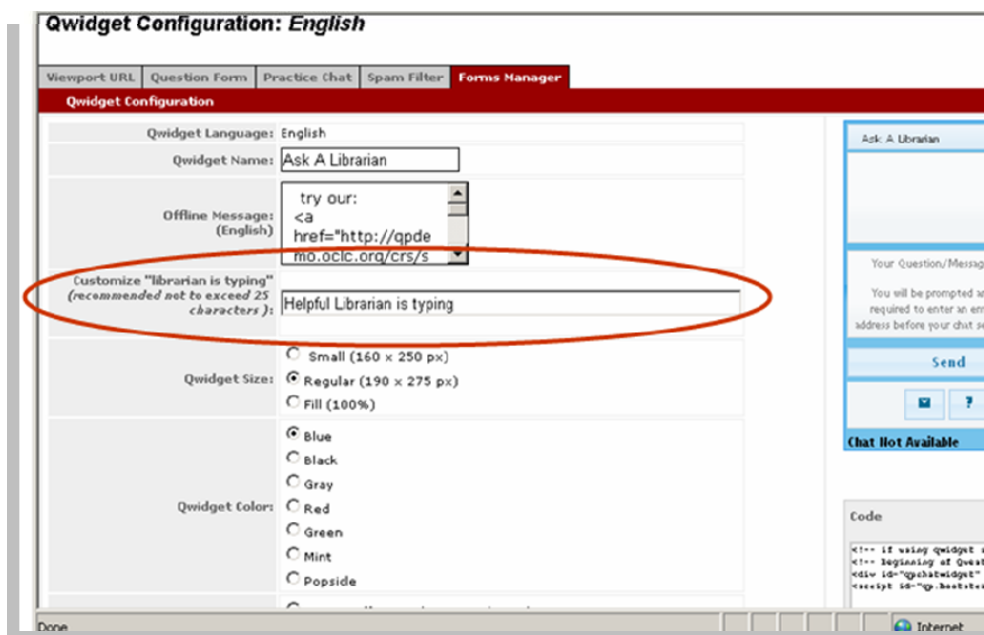


1.2 Type-ahead

Chat librarians and end users will now be able to see indicators of when the other is typing during their chat session! Long a request of frequent QuestionPoint chat librarians, we're now able to offer this much anticipated feature in the chat monitor, the patron chat interface, and the Qwidget. Furthermore, institution administrators will be able to customize the type-ahead message to better align with their staff and students or other end users. Notice the circled areas in the illustrations below of the end user's view and the librarian's monitor:



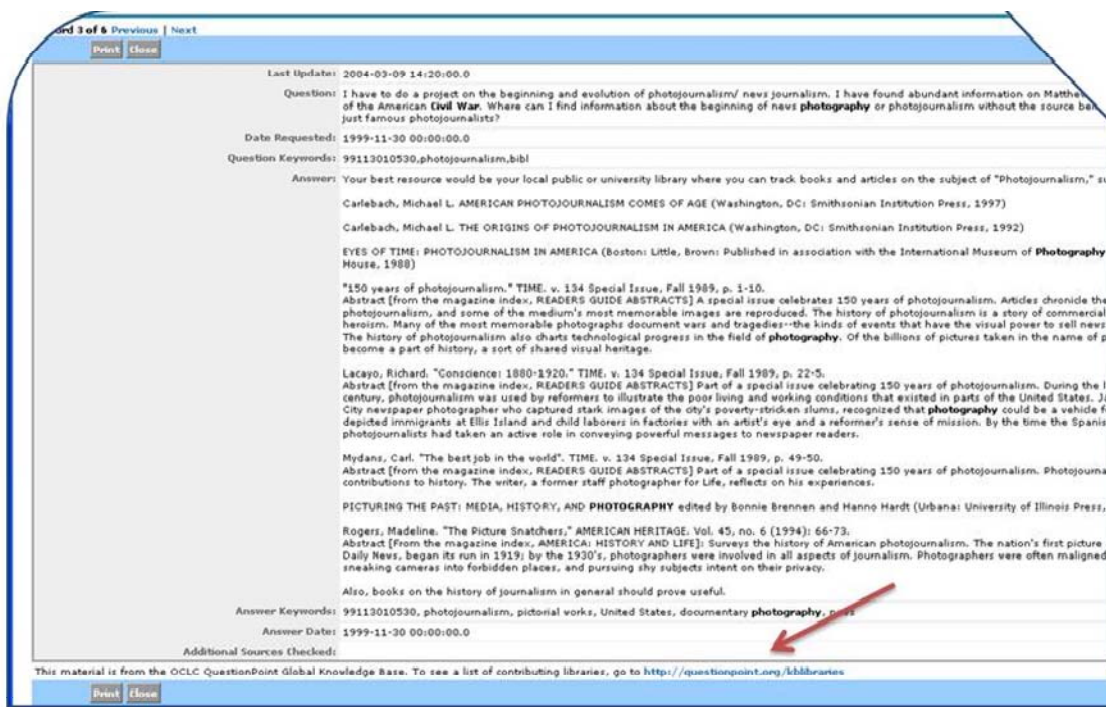
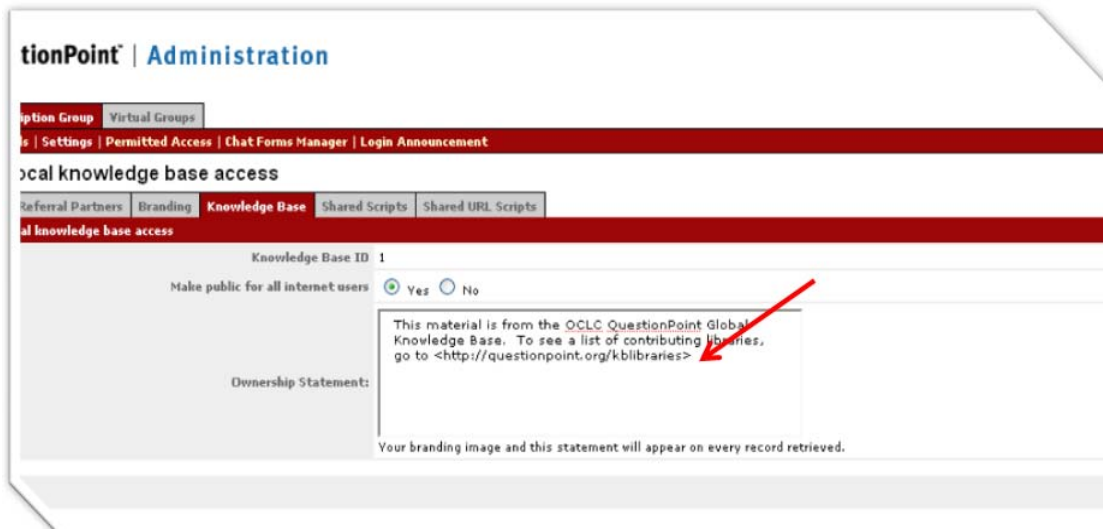
The administrator can customize the exact text in Administration >> Institution >> Forms >> Forms Manager >> Create Qwidget. This field must be completed to customize the text for both chat and Qwidget interfaces, even if your library has not yet deployed a Qwidget. Note the new field below:



1.3 Hyperlinks from KB ownership statement

Group Administrators can add links to the ownership statement for their local Knowledge Base records. The ownership statement is entered at Administration >> Subscription Group >> Settings >> Knowledge Base. In preparation for offering public searching of their KB records, institutions may wish to include a statement about who owns the record, including a link to their library's primary web site or other site.

Enclose the URL in angle brackets to make it a live link when displayed in a KB record.



1.4 Institution Name and ID included in follow-up and downloaded-report notifications

24/7 Cooperative Group Administrators will be pleased to know that e-mails notifying them of a session marked for follow up in one of their libraries' questions lists will include the name and ID of that library. This will facilitate their ability oversee that follow up. Here is how that information will be displayed:

```

c
subject: QuestionPoint - [Ask A Librarian - Question]

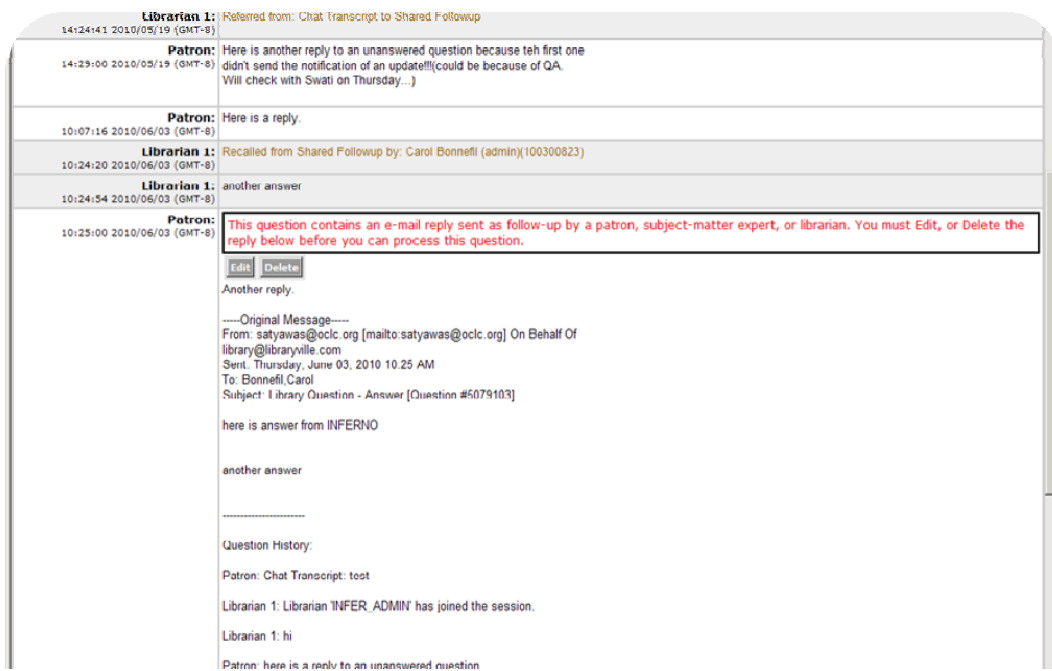
A question which you have answered on your site has been updated in the Ask A Librarian
*****
**DO NOT USE EMAIL REPLY**
*****
Please access your account at http://qpdemo.oclc.org/crs/html/home/authorize.htm to pro
Patron:
Question ID: 5079151
Patron Institution ID: 11584
Patron Institution Name: PARADISO LIBRARY

Who first said "History is written by the winners.?"

```

1.5 BUTTON PLACEMENT FACILITATES EDITING OF REPLIES

Editing patron replies has just gotten easier: note and button placement have been such that they were easy to overlook, leaving the librarian wondering how to proceed with activity on the transaction. Both the note and the Edit/Delete buttons have now been placed as the first element in the patron's reply, which should make them immediately recognizable.



The screenshot displays a chat transcript with the following messages:

- Librarian 1:** [Referred from: Chat Transcript to Shared Followup] 14:24:41 2010/05/19 (GMT-8)
- Patron:** Here is another reply to an unanswered question because teh first one didn't send the notification of an update!!(could be because of QA. Will check with Swati on Thursday...) 14:29:00 2010/05/19 (GMT-8)
- Patron:** Here is a reply. 10:07:16 2010/06/03 (GMT-8)
- Librarian 1:** [Recalled from Shared Followup by: Carol Bonnett (admin)(100300823)] 10:24:20 2010/06/03 (GMT-8)
- Librarian 1:** another answer 10:24:54 2010/06/03 (GMT-8)
- Patron:** This question contains an e-mail reply sent as follow-up by a patron, subject-matter expert, or librarian. You must Edit, or Delete the reply below before you can process this question. 10:25:00 2010/06/03 (GMT-8)

The patron's reply includes the following text and buttons:

Another reply.

-----Original Message-----
 From: satyawas@oclc.org [mailto:satyawas@oclc.org] On Behalf Of library@libraryville.com
 Sent: Thursday, June 03, 2010 10:25 AM
 To: Bonnett, Carol
 Subject: Library Question - Answer [Question #5079103]

here is answer from INFERNO

another answer

Question History:

Patron: Chat Transcript: test

Librarian 1: Librarian 'INFER_ADMIN' has joined the session.

Librarian 1: hi

Patron: here is a reply to an unanswered question

As a reminder, generally the easiest way to edit patron replies so that the question history doesn't become repetitive, is to click on the Edit button, highlight and delete everything from the first message header (---Original Message--- in the sample above) on, then click the Save button.

Edit Patron E-mail Response

Please edit to delete unnecessary headers and repeated text(optional).

Question ID: 5079151

Question: Who first said "History is written by the winners.?"

Last Updated: Assigned to: Paula Rumbaugh AT PARADISO LIBRARY

Edit:

Reply:

OK. Thanks. This is helpful.

-----Original Message-----

From: satyawas@odc.org [mailto:satyawas@odc.org]
 On Behalf Of Library@odc.org
 Sent: Thursday, June 03, 2010 12:11 PM
 To: Rumbaugh,Paula
 Subject: Library Question - Answer [Question #5079151]

Hello

Sorry, using the limited resources available to this service (Ask Librarians Online) we were unable to find the exact origin of this saying.

Our search included the Oxford Dictionary of Quotations, the Chambers Dictionary of Quotation.

Question History:

12:11:05 2010/06/03 (GMT-5)	Patron:	Who first said "History is written by the winners.?"
12:11:00 2010/06/03 (GMT-5)	Patron:	This question contains an e-mail reply sent as follow-up by a patron, subject-matter expert, or librarian. You must Edit, or Delete the reply below before

OK. Thanks. This is helpful.

-----Original Message-----

From: satyawas@odc.org [mailto:satyawas@odc.org] On Behalf Of Library@odc.org

1.6 Statistics for Claims

In the QuestionPoint Reports module, administrators can now see how many claims of transactions or follow-up transcripts were made by librarians. The statistic appears in the Ask section of the Activity reports, because all claims are made from within the Ask module.

All statistics here are reported in Eastern Time (-5 GMT)

Time Period	5/1	5/2	5/3	5/4	5/5	5/6	5/7
Questions Assigned to Librarians	0	0	0	0	0	0	0
Questions Claimed by Librarian	0	0	0	0	0	0	0
Questions Received via Direct Entry	0	0	0	0	0	0	0
Questions (Total) Received	0	0	0	0	0	0	0

Daily/Monthly Breakdown Stats(5/18-5/31):

Time Period	5/1	5/2	5/3	5/4	5/5	5/6	5/7
Questions Assigned to Librarians	0	0	0	0	0	0	0
Questions Claimed by Librarian	0	0	0	0	0	0	0
Questions Received via Direct Entry	0	0	0	0	0	0	0
Questions (Total) Received	0	0	0	0	0	0	0

Hourly Breakdown Stats -- Questions (Total) Received:

Hour	5/1	5/2	5/3	5/4	5/5	5/6	5/7
14:00-14:59	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0

Hourly Breakdown Stats -- Questions (Total) Received(5/18-5/31):

Hour	5/1	5/2	5/3	5/4	5/5	5/6	5/7
14:00-14:59	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0

Hourly Breakdown Stats -- Questions Received via Direct Entry:

Hour	5/1	5/2	5/3	5/4	5/5	5/6	5/7
14:00-14:59	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0

2. Fixes

2.1 Patron e-mail address showing in chat monitor

If the account administrator configures the Qwidget to “require patron’s email address,” that address will now appear in the librarian chat monitor and be visible in the Patron information area, when the librarian picks up the chat session.

The screenshot shows two overlapping windows from the QuestionPoint interface. The top window is a chat monitor for a session with a patron named 'Library Patron' at 14:04:02 on 2010/06/07. The bottom window is a patron information panel for the same patron at 14:05:52 on 2010/06/07. In both windows, the patron's email address, 'bonnific@oclc.org', is circled in red. The chat window also shows the patron's library name 'INFERNO LIBRARY' and queue 'INF'. The patron information panel shows the same details and includes a 'Library Patron' section with a note: 'Note: Patron's screen name: Librarian 'INFER_ADMIN'. Librarian 'INFER_ADMIN' has joined session.'

2.2 Notification of Patron Reply to unassigned questions go to the "notification email" address

Previously, email notifications were not sent for patron replies to librarian responses to questions that were not yet “assigned” (by virtue of an unclaimed follow-up or a new e-mail question). Now, the e-mail notification address(es), as set in the Administration module, will receive the notification for those replies.

2.3 Fill setting shrinks e-mail and answer boxes

The recently (Aug. 2009) added custom Qwidget size of “fill” can only be successfully implemented if the vertical size allotment on your web page is at least 230 pixels. This cautionary requirement is now included in the code snippet that administrators copy and provide to their webmasters for inclusion on your web page:

```
“<!-- if using qwidget size "fill", make sure that the minimum height for the parent element of qwidget container on this page is 230 px.-->”
```