OCLC Online Computer Library Center

Support for the DHS Project

Paula Rumbaugh

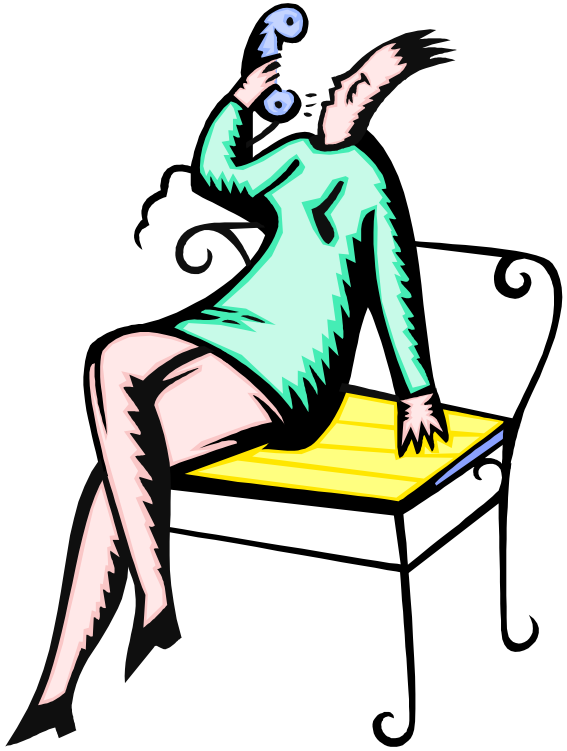
Product Manager

OCLC

Working on behalf of libraries

It all began with . . .

Is there any way to . . .



QuestionPoint and LC class headings

Ms. Paula Rumbaugh (100246303) [Home | Reset Clock | Exit] --Select Service--

QuestionPoint Profile

Support Help

Working on behalf of libraries

Institution Services | Collection Strengths | Printable Profile | Search Profiles | Administration

Collection Strengths | Language | Subject | Format | Geographic | Specialties

Subject Strengths

QuestionPoint uses the Research Libraries Group Conspectus system to categorize collection strength. In the profile, you identify areas of your collection that have a strength level of 2 or greater. Definitions of each level are available at < http://lcweb.loc.gov/acq/devpol/cpc.html >. QuestionPoint combines RLG levels 0 and 1 into the default QuestionPoint level 1.

Institution: OCLC Product Services -- Test Account 10034

Edit Strength	A: General Works	Edit Strength	B: Philosophy, Psychology, Religion
Edit Strength	C: Auxiliary Sciences of History	Edit Strength	D: History, General & Old World
Edit Strength	E: History: America (U.S. General)		
Edit Strength	G: Geography, Anthropology		
Edit Strength	J: Political Science		
Edit Strength	L: Education		
Edit Strength	N: Fine Arts		
Edit Strength	Q: Science		
Edit Strength	T: Technology		
Edit Strength	V: Naval Science		

Your QuestionPoint session will end in 118:27 minutes

Institution Services | Collection Strengths | Printable Profile | Search Profiles | Administration

Collection Strengths | Language | Subject | Format | Geographic | Specialties

Subject Strengths: Class U

QuestionPoint uses the Research Libraries Group Conspectus system to categorize collection strength. In the profile, you identify areas of your collection that have a strength level of 2 or greater. Definitions of each level are available at < http://lcweb.loc.gov/acq/devpol/cpc.html >. QuestionPoint combines RLG levels 0 and 1 into the default QuestionPoint level 1.

Institution: OCLC Product Services -- Test Account 10034

Levels:
1= None or Minimal Information (default)
2= Basic Information
3= Instructional Support
4= Research
5= Comprehensive

Apply All	Level: 1 2 3 4 5
U: Military science (General)	Level: 1 2 3 4 5
UA: Armies: Organization, distribution, military situation	Level: 1 2 3 4 5
UB: Military administration	Level: 1 2 3 4 5
UC: Maintenance and transportation	Level: 1 2 3 4 5
UD: Infantry	Level: 1 2 3 4 5
UE: Cavalry. Armor	Level: 1 2 3 4 5
UF: Artillery	Level: 1 2 3 4 5
UG: Military engineering. Air forces	Level: 1 2 3 4 5
UH: Other services	Level: 1 2 3 4 5

Your QuestionPoint session will end in 119:52 minutes

Internet

Description Fields

OCLC Cooperative Reference Services (100276532) [Home | Reset Clock | Exit] --Select Service--

QuestionPoint Profile

Support
Help

Working on behalf of libraries

Institution Services | Collection Strengths | Printable Profile | Search Profiles | Administration

Collection Strengths | Language | Subject | Format | Geographic | Specialties

Specialties

Use these fields to enter keywords and phrases that describe specialties in your collection or among your staff for which the Subject, Format, or Geographic classifications may be inadequate.

Institution: NOAA Central Library

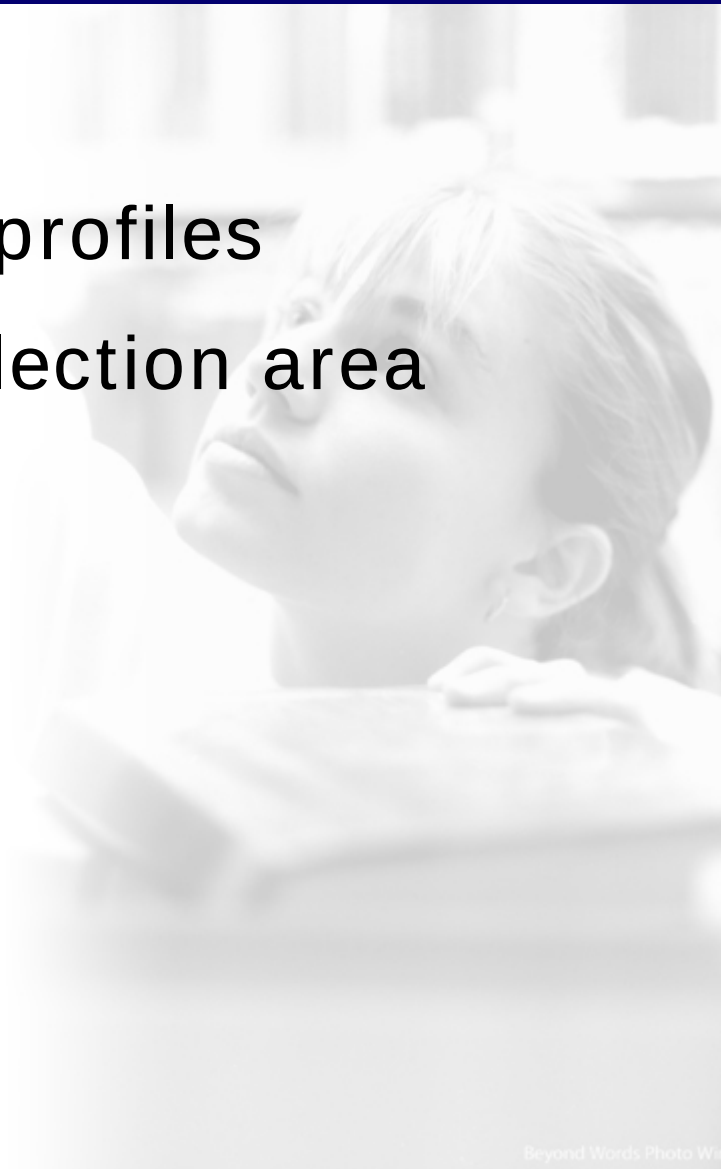
Specialty 1	Air Pollution
Specialty 2	Air Quality;
Specialty 3	Aquaculture
Specialty 4	Atmospheric Sciences
Specialty 5	Aviation Weather;
Specialty 6	Buoy Data
Specialty 7	Cartography
Specialty 8	Chesapeake Bay
Specialty 9	Climate and Climate Change
Specialty 10	Coastal Studies

Your QuestionPoint session will end in 119:53 minutes

Internet

Specialties

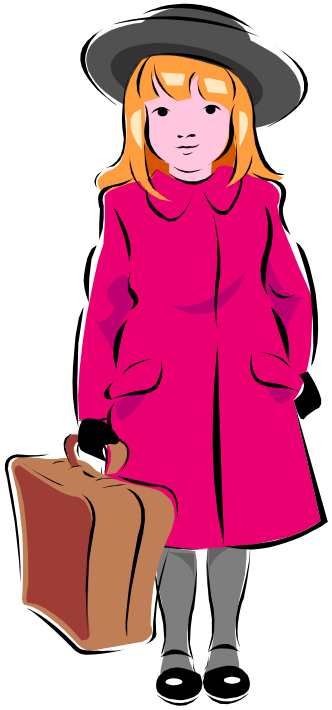
- Searchable by Keyword
- Viewable in print view of profiles
- Viewable from referral selection area



Administrator Training

- Set permissions and parameters for the entire group
- Completing the profile
- Establishing the referral group
- Customize for the institution
- Create librarian accounts

Face to face isn't bad either



Multiple web forms

DHSInteractive - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media Links

Address https://interactive.dhs.gov/suite/portal/index.jsp Go

National Threat Condition
ELEVATED

Ask a Federal Librarian

Ask a Federal Librarian

A Federal Library Consortium Pilot

DHS Virtual Reference

New extended Chat hours!! Please try this service to connect with a federal librarian.

DHS Virtual Reference: A Federal Library Consortium Pilot Project.

Participating Libraries

Chat

ATTENTION!: Due to the holidays, chat will be unavailable on November 24 and 26 and December 23 and 30. Please feel free to use the e-mail reference service on these days if you have a question that is not urgent.

Chat online one-on-one with a reference librarian. Available Monday - Friday 12-4 PM (Eastern Time). When chat is not available, please use our e-mail form.

E-mail

Send us your question via e-mail anytime and you will receive a response within five business days, possibly sooner during regular business hours (9 AM- 5 PM).

Phone

Check our list of participating libraries and call the library on the list most relevant to the subject matter of your request.

See the Collection Profiles page for detailed subject lists.

Last updated August 4, 2004

Privacy & Security | Accessibility | Disclaimer | Using DHSInteractive

Internet

DHS Virtual Reference: Library Selection Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media Links

Address https://interactive.dhs.gov/suite/static/intermediate_form.htm Go

Select the Library to Receive Your Question

- Don't know / Unsure

Agriculture

- Alternative Farming Systems Information Center
- Animal & Plant Health Inspection Service
- Animal Welfare Information Center
- Food & Nutrition Information Center
- Food Safety Information Center
- National Agricultural Library
- Rural Information Center
- Tech Transfer Information Center
- Water Quality Information Center (Agricultural Issues)

Commerce

- National Oceanic & Atmospheric Administration

Defense

- Naval War College

Health and Human Services

- Centers for Disease Control & Prevention

Homeland Security

- Customs & Border Protection - DC
- Customs & Border Protection - NY
- Plum Island Animal Disease Center
- U.S. Center for Immigration Services
- U.S. Coast Guard Academy

Justice

- Bureau of Prisons
- Drug Enforcement Administration
- Executive Office for Immigration Review
- National Criminal Justice Reference Service
- National Civil Place Library
- Patrick Henry Library

- Don't know / Unsure

Internet

E-mail Form: DHS Virtual Reference-CBPDC - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media Links

Address https://interactive.dhs.gov/suite/static/cbpdcform.htm Go

Questions

Ask a Question | Check Your Questions and Answers

*Name:

*E-mail Address:

*Confirm E-mail Address:

*Phone:

*DHS Unit: Please select from the list below

Other:

*Occupational Group: Please select from the list below

Other:

*Question:

Asterisk (*) denotes required field.

Ask

Done Internet

DHSInteractive - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media Links

Address https://interactive.dhs.gov/suite/portal/index.jsp Go

National Threat Condition
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Last updated August 4, 2004

Privacy & Security | Accessibility | Disclaimer | Using DHSInteractive

Internet

Chat Form DHS Virtual Reference Pilot Project - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media Links

Address https://interactive.dhs.gov/suite/static/chat.htm Go

Ask a Librarian - QuestionPoint Service

Welcome to QuestionPoint Ask a Librarian service, a Web-based reference service that helps libraries deliver reference services via e-mail and chat. This assistance is brought to you by DHS Virtual Reference, a federal library consortium pilot project.

To chat with a librarian, complete the form below and click Chat. Another browser window opens for the chat session.

Chat

Chat with a Librarian

*Name:

*E-mail Address:

Question:

*Asterisk (*) denotes a required field.

Chat

Please include your unit and occupational group in the body of your question.

Done Internet

Report of entire group

Report by Single Subscription Group - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media Links

Address http://questionpoint.org/crs/servlet/org.oclc.admin.GenerateReport;jsessionid=E0F2BD3F80862BA3192FFBC7141B0924.one?&qphost=sp06i04& Go

Ask Service

Monthly Report of Current Year (DHS Virtual Reference)

History Current

Daily/Monthly Breakdown Stats:

Time Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Questions Assigned to Librarian	0	0	22	15	20	18	21	14	17	18	145
Questions Referred to Subscription Partner	0	0	12	11	16	10	14	4	14	7	88
Questions/Chat Transcripts Deleted	0	0	2	162	7	0	0	2	0	0	173
Questions Referred via E-mail	0	0	1	0	1	0	0	0	1	0	3
Questions Recalled via E-mail	0	0	0	0	1	0	0	0	0	0	1
Questions Referred to Virtual Partner	0	0	0	0	0	0	0	0	0	5	5
Number of Clarifications	0	0	20	6	2	7	10	8	9	4	66
Number of Patrons Logon	0	0	61	14	31	17	35	28	25	9	220
Questions Received via Patron Form	0	0	73	29	26	19	22	24	19	17	229
Questions Received from Global Network via Best Match Route	0	0	0	0	0	0	1	0	0	0	1
Questions Received via Direct Entry	0	0	47	0	3	0	2	2	1	3	58
Answers Sent	0	0	45	26	42	23	27	28	23	19	233
Questions Received via Referral	0	0	12	11	16	10	14	4	14	7	88
Questions (Total) Received	0	0	132	40	45	29	39	30	34	31	380
Question Received From Virtual Partner	0	0	0	0	0	0	0	0	0	4	4

Hourly Breakdown Stats -- Number of Clarifications:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
09:00-09:59	0	0	0	0	0	0	1	0	2	1	4
10:00-10:59	0	0	7	0	1	0	2	2	0	0	12
11:00-11:59	0	0	6	2	0	1	1	1	3	0	14
12:00-12:59	0	0	1	1	0	1	0	0	0	1	4

Your QuestionPoint session will end in 119:49 minutes

Internet

Reports by library

Report by Institution List - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media Links

Address http://questionpoint.org/crs/servlet/org.oclc.admin.GenerateReport;jsessionid=E0F2BD3F80862BA3192FFBC7141B0924.one?&qphost=sp06i04& Go

History Current

Questions (Total) Received:

ID	Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
10757	DHS Virtual Reference	0	0	108	9	14	6	13	6	10	13	179
10758	National Agricultural Library / Animal Welfare Information Center (Beltsville, Maryland)	0	0	16	3	0	0	0	0	0	0	19
10759	National Agricultural Library / Alternative Farming Systems Information Center (Beltsville, Maryland)	0	0	0	2	0	0	0	0	0	0	2
10760	USDA, APHIS, Library	0	0	3	0	0	0	0	2	0	0	5
10762	Federal Bureau of Prisons	0	0	0	0	0	0	0	1	0	0	1
10763	US Customs and Border Protection Library	0	0	0	5	16	11	10	13	9	11	75
10764	Customs & Border Protection NY	0	0	0	2	1	4	7	3	4	2	23
10765	Drug Enforcement Administration	0	0	0	1	0	0	0	0	0	0	1
10766	Executive Office for Immigration Review	0	0	0	0	0	0	0	0	1	0	1
10767	Dept. of Justice National Place Library	0	0	1	2	2	3	2	0	2	1	13
10768	NOAA Central Library	0	0	3	1	0	0	0	0	0	1	5
10769	National Criminal Justice Reference Service (Rockville, Maryland)	0	0	0	0	1	2	1	1	1	0	6
10770	National Agricultural Library (Beltsville, Maryland)	0	0	1	7	0	1	1	0	0	0	10
10771	Citizenship & Immigration Services History Office & Library	0	0	0	1	1	1	0	4	2	1	10
10772	Department of Homeland Security, Plum Island Animal Disease Center, Greenport, New York	0	0	0	0	0	0	0	0	2	0	2
10773	United States Coast Guard Academy Library (New London, Connecticut)	0	0	0	0	1	0	1	0	0	0	2
10774	National Agricultural Library / Food Safety Information Center (Beltsville, Maryland)	0	0	0	1	0	0	0	0	0	0	1
10775	National Agricultural Library / Food and Nutrition Information Center (Beltsville, Maryland)	0	0	0	2	1	0	0	0	0	0	3
10776	National Agricultural Library / Water Quality Information Center (Beltsville, Maryland)	0	0	0	1	0	0	0	0	0	0	1
10777	National Agricultural Library / Technology Transfer Information Center (Beltsville, Maryland)	0	0	0	2	0	0	0	0	0	0	2
10778	National Agricultural Library / Rural Information Center (Beltsville, Maryland)	0	0	0	1	0	0	0	0	0	0	1
10779	U.S. Dept of Justice Patrick Henry Library (Washington DC)	0	0	0	0	7	0	3	0	2	2	14
10791	Naval War College	0	0	0	0	1	1	1	0	1	0	4
Total Number of Records		0	0	132	40	45	29	39	30	34	31	380

Your QuestionPoint session will end in 119:22 minutes

Internet

Report on a particular library

Institution Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media Links

Address http://questionpoint.org/crs/servlet/org.oclc.admin.GenerateReport;jsessionid=E0F2BD3F80862BA3192FFBC7141B0924.one?&qphost=sp06i04& Go

Records Added to Database Manually(Local DHS Virtual Reference)	0	0	0	0	2	2	3	20	3	3	33
Records Activated(Local DHS Virtual Reference)	0	0	0	0	1	5	4	18	1	1	30

Export

Ask Service

Monthly Report of Current Year (US Customs and Border Protection Library)

History Current

Daily/Monthly Breakdown Stats:

Time Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Questions/Chat Transcripts Deleted	0	0	0	0	2	0	0	0	0	0	2
Questions Assigned to Librarian	0	0	0	3	15	11	14	11	12	12	78
Number of Clarifications	0	0	0	2	0	3	3	5	1	3	17
Number of Patrons Logon	0	0	0	1	10	3	7	10	6	2	39
Questions Received via Patron Form	0	0	0	4	10	7	6	9	5	5	46
Questions Received via Direct Entry	0	0	0	0	0	0	0	1	0	0	1
Answers Sent	0	0	0	1	21	13	9	16	9	9	78
Questions Received via Referral	0	0	0	1	6	4	4	3	4	6	28
Questions (Total) Received	0	0	0	5	16	11	10	13	9	11	75

Hourly Breakdown Stats -- Number of Clarifications:

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
10:00-10:59	0	0	0	0	0	0	0	2	0	0	2
11:00-11:59	0	0	0	1	0	0	1	1	1	0	4
12:00-12:59	0	0	0	1	0	1	0	0	0	1	3
13:00-13:59	0	0	0	0	0	1	0	0	0	0	1
14:00-14:59	0	0	0	0	0	0	0	1	0	0	1
15:00-15:59	0	0	0	0	0	0	1	0	0	2	3

Your QuestionPoint session will end in 119:40 minutes

Internet

Chat stats

Report by Single Subscription Group - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://questionpoint.org/crs/servlet/org.oclc.admin.GenerateReport;jsessionid=E0F2BD3F80862BA3192FFBC7141B0924.one?&qphost=sp06i04&

OCLC Cooperative Reference Services (100276532) [Home | Reset Clock | Exit] --Select Service--

QuestionPoint Administration

Support Help

Working on behalf of libraries

Institution | Subscription Group | Cooperative Groups

Accounts | Passwords | Settings | Reports

Report by Single Subscription Group

Chat Service

Monthly Report of Current Year (DHS Virtual Reference)

History | Current

Daily/Monthly Breakdown Stats:

Time Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
Greatest Chat Response Time (seconds)	0	0	513	524	193	205	95	43	890	1980	1980
Most Concurrent Session Requests (All Inst.)	0	0	10	12	10	13	10	7	12	19	19
Number of Chat Sessions Requested	0	0	30	18	16	9	11	10	28	12	134
Number of Chat Sessions Requested (After Hours)	0	0	0	0	0	0	0	4	10	18	32
Number(Total) of Chat Sessions Accepted	0	0	26	13	10	8	10	8	19	8	102
Average Chat Response Time (seconds)	0	0	82	121	70	59	43	28	163	252	
Average Length of Chat Session (seconds)	0	0	425	489	531	653	862	375	704	776	
Avg. Concurrent Session Requests (All Inst.)	0	0	4	4	4	7	6	4	5	8	
Avg. Concurrent Session Requests (Your Inst.)	0	0	1	1	1	1	1	1	1	1	

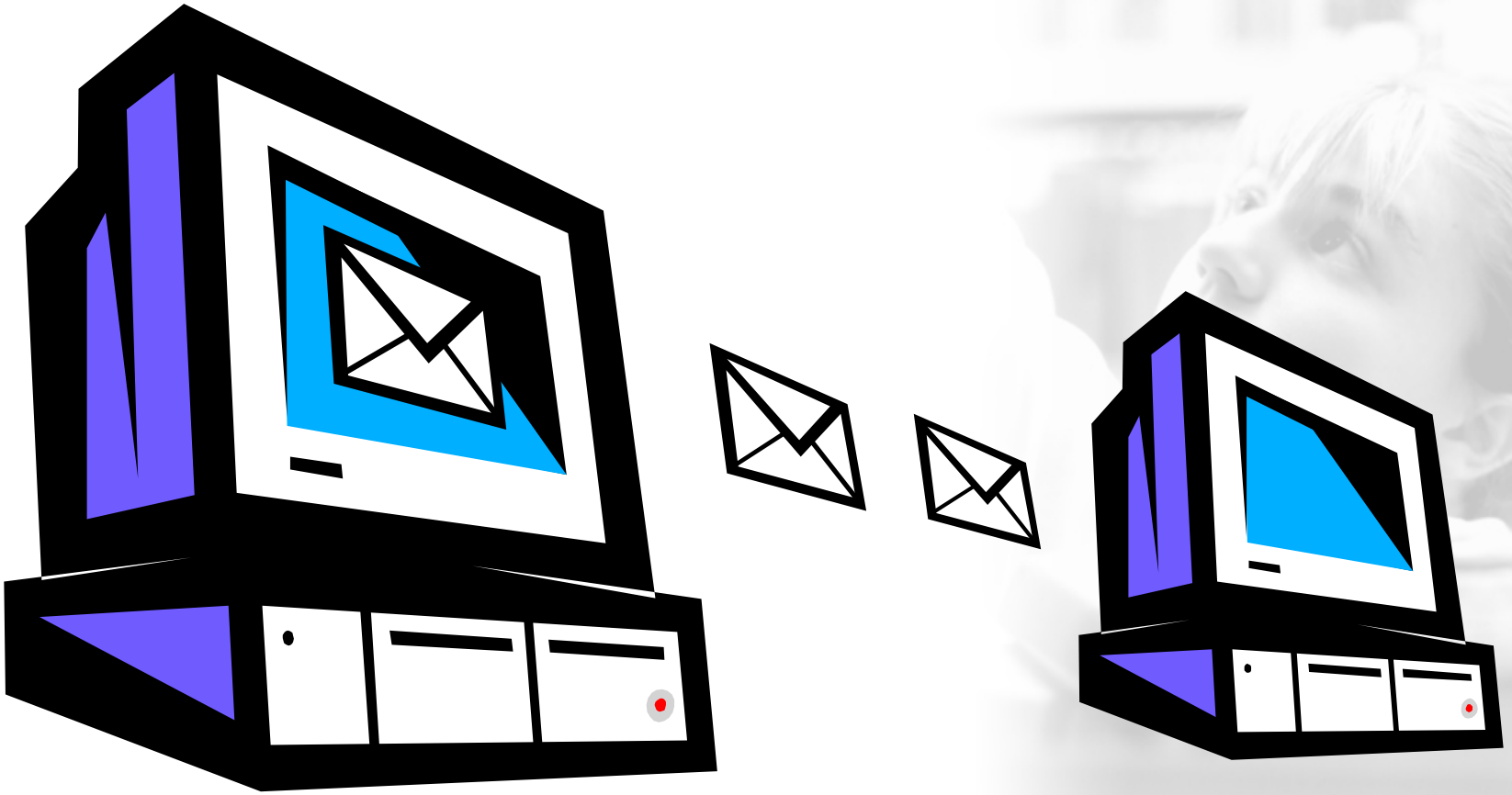
Hourly Breakdown Stats -- Number of Chat Sessions Requested (After Hours):

Hour	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Total
09:00-09:59	0	0	0	0	0	0	0	0	0	3	3
10:00-10:59	0	0	0	0	0	0	0	2	0	1	3

Your QuestionPoint session will end in 117:05 minutes

Internet

And there's always e-mail . . .



How can DTIC participate?

Subscription Group Update - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media Links

Address http://questionpoint.org/crs/servlet/org.oclc.admin.VirtualGroupForm;jsessionid=E0F2BD3F80862BA3192FFBC7141B0924.one?&action=edit&type=consortia&groupid=207&qphost=sp Go

Institution | Subscription Group | Cooperative Groups

Create a Group | My Cooperative Groups | Join a Group | Coverage

Subscription Group Update

Consortium Information

Save | Make Non-public | Cancel

Group Id: 207

Group Type: Public Subscription

Viewing Status: (•) Public ( ) Private

Use This Group for:
- [x] Referral
- [ ] Web Form Coverage
- [ ] Chat Coverage

Group Name: DHS Virtual Reference

Contact E-mail Address: JEAN.CONRAD@NOAA.GOV

Contact Name: Jean Conrad

Enrollment Status: ( ) Open (•) Closed

Activation Status: (•) Active ( ) Inactive

Description and Purpose:

Your QuestionPoint session will end in 119:44 minutes

Internet

. . . join the group "virtually"

Member Status Update - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites Media Links

Address http://questionpoint.org/crs/servlet/org.oclc.admin.MyGroupMembers;jsessionid=E0F2BD3F80862BA3192FFBC7141B0924.one?&type=consortia&groupid=207&qphost=sp06i04& Go

Member Status Update

DHS Virtual Reference

Member Status

	Inst Name	Approval Status
Member Info	Defense Technical Information Center (Fort Belvoir, Virginia)	Active

None | Update Status | Cancel

Members (Subscription Group):

Member Info	DHS Virtual Reference
Member Info	National Agricultural Library / Animal Welfare Information Center (Beltsville, Maryland)
Member Info	National Agricultural Library / Alternative Farming Systems Information Center (Beltsville, Maryland)
Member Info	USDA, APHIS, Library
Member Info	CENTERS FOR DISEASE CONTROL
Member Info	Federal Bureau of Prisons
Member Info	US Customs and Border Protection Library
Member Info	Customs & Border Protection NY
Member Info	Drug Enforcement Administration

Your QuestionPoint session will end in 119:35 minutes

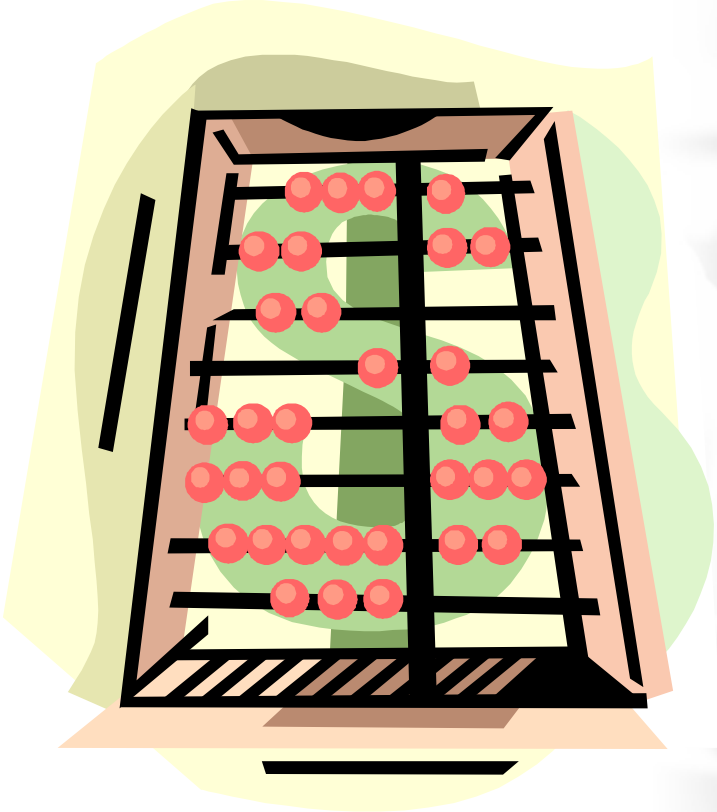
Internet

Defense Technical Information Center (DTIC)

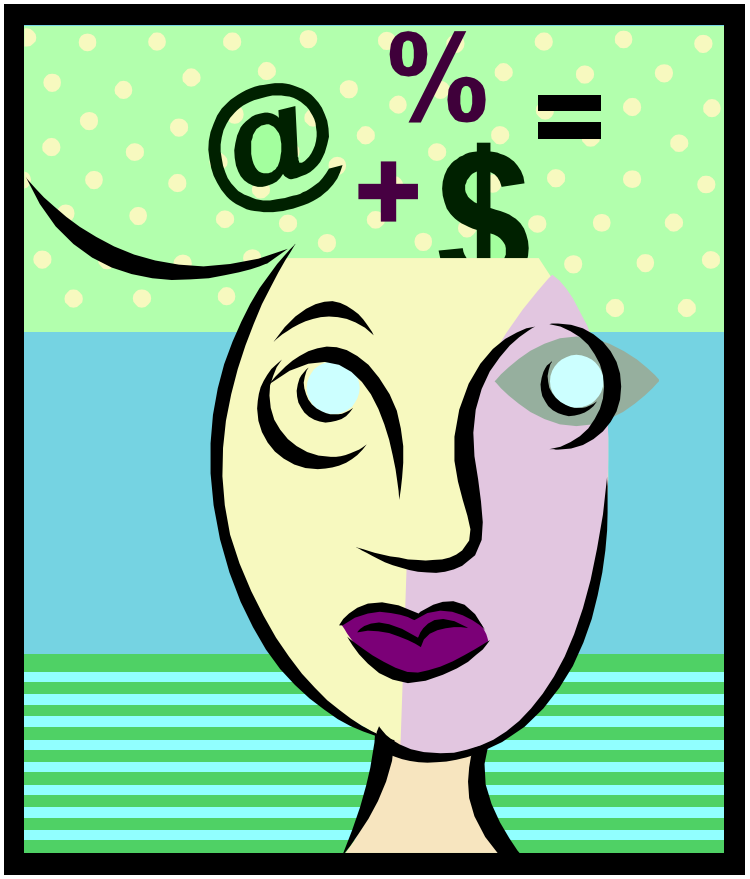
- Two cooperative groups:
  - DDLRS
  - DHS
- Four Knowledge Bases
  - Local
  - DDLRS group
  - DHS group
  - Global KB

Here's what we were not able to deliver in time:

Optimum reporting tools



Jean still has manual counting to do:



Optimum reporting

OCLC Cooperative Reference Services (100276532) [Home | Reset Clock | Exit] --Select Service--

QuestionPoint
Ask a Librarian

Support
Help

Working on behalf of libraries

Questions | My Questions | Add Question | Chat | Settings | Service History

Active | New | Pending | Referred | Answered | Closed

Service History: Full Question | Return to List

Print View

Add to KB

Question Detail

Patron: <@dhs.gov>

Status:

Assigned: Do not assign Drug Enforcement Administration Library

Received: 2004-04-30 14:59:25.416

Referred to: Drug Enforcement Administration

Assigned: Assigned

Question:

Phone:

DHS Unit: Border & Transportation Security (BT2)

Occupational Group: Law Enforcement/Investigation/Inspections (6LE)

Question History

Patron:
14:59 2004/04/30

Librarian 1:
15:15 2004/04/30

Librarian 1:
15:36 2004/04/30

Your QuestionPoint session will end in 119:23 minutes

Internet

The point?

- Communication
- Understanding the expectations
- Communication
- Making the most of what's there
- Communication

Contact Information

paula_rumbaugh@oclc.org

Working on behalf of libraries

QuestionPoint
Collaborative Reference Service