

## **Introducing Qwidget: The QuestionPoint Widget**

Qwidget combines the power of QuestionPoint's reference management system with the simplicity of a widget. On the librarian side, the interface is the same as it is today, with all the tools you need to collaboratively handle chat patrons, review and refer session transcripts, and obtain reports and statistics on chat activity. On the patron side, you will be able to provide access to your chat service via a widget, which will connect to your QuestionPoint account.

### **How Does it Work?**

When you deploy Qwidget on your library web site, your users will enter your service through the widget interface. On the librarian side, they will appear in the chat monitor inside QuestionPoint. This allows multiple librarians to use your existing QuestionPoint account to handle users that come in via the widget, along with all other patrons arriving via the web-based chat and email forms in use today. The same collaborative and administrative tools will be available as well.

### **What is a Widget, Anyway?**

A widget is a small application that adds utility or other information from external sources, via html code that you add to your webpage. A common widget used by a several libraries is the MeeboMe widget (Meebo is a web-based IM service). Widgets are popular among users: according to Jupiter Research (Oct. 2007), awareness and use of Widgets among online users, which was less than 5% in early 2007, has now increased: 39% of online users are aware of widgets, and 26% have used them.

### **When is Qwidget Going Live?**

Qwidget will be available as part of QuestionPoint. A preview version of Qwidget will be available after the next QuestionPoint software install (currently scheduled for March 2008.)

For more information about QuestionPoint, please contact Donna Dixon, Director of Member Programs ([dixond@nylink.org](mailto:dixond@nylink.org)).

[OCLC-Nylink edited]

