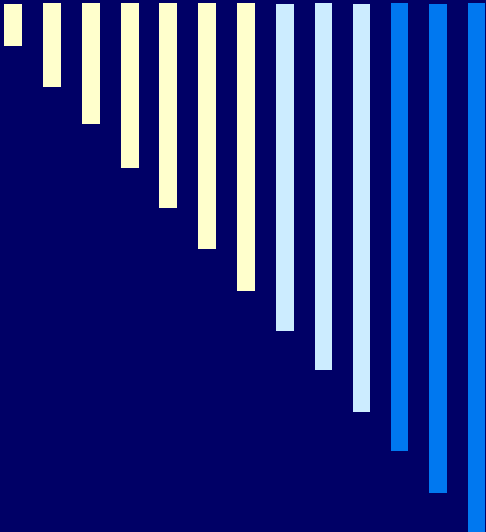


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Εφαρμογή online υπηρεσιών  
πληροφόρησης στο Σύστημα  
Βιβλιοθηκών του ΑΠΘ

**Ξ. Αγορογιάννη, Ε. Κοσέογλου, Κ. Ξενίδου-Δέρβου**  
13ο Πανελλήνιο Συνέδριο Ακαδημαϊκών Βιβλιοθηκών  
Κέρκυρα, 13-15 Οκτωβρίου 2004



# Virtual-Digital-Online Reference

## □ Ορισμός OCLC

*«η χρήση ηλεκτρονικού υπολογιστή και τεχνολογιών επικοινωνίας για την παροχή υπηρεσιών πληροφόρησης στους χρήστες οποτεδήποτε και όπουδήποτε»*



# Δυνατότητες Online Reference

- *Εξυπηρέτηση χρηστών οπουδήποτε & οποτεδήποτε*
- *Προσέγγιση νέων χρηστών*
- *Ενίσχυση της παρουσίας της βιβλιοθήκης στον παγκόσμιο ιστό*



# Μορφές Online Reference

- *Ασύγχρονη  
Επικοινωνία*

- *E-mails*
- *Web forms*

- *Σύγχρονη  
Επικοινωνία*

- *Text Chat*
- *URL Sharing*
- *Application Sharing*

- *Άμεση Επικοινωνία*

- *Web forms*
- *Live/Real Time*

- *Έμμεση Επικοινωνία*

- *FAQ's*
- *Knowledge Bases*



# Μονάδα Ηλεκτρονικής Πληροφόρησης & Διαδανεισμού

## Στόχος της μονάδας

*«Η επίλυση των πληροφοριακών αναγκών των χρηστών χωρίς να απαιτείται η φυσική τους παρουσία στη βιβλιοθήκη»*



# Online υπηρεσίες πληροφόρησης

- *Virtual Reference Desk*  
<http://www.vrd.org>
- *Internet Public Library*  
<http://www.ipl.org/div/askus>
- *National Science Digital Library*  
<http://www.nsdlib.org>



# Εμπορικά προϊόντα Online Reference

- *“Docutek VRLplus”*  
<http://www.docutek.com/products/vrlplus/>
- *“eLibrarian”* <http://elibrarian.digi-net.com/>
- *“QuestionPoint”*  
<http://www.questionpoint.org>  
*Ενσωμάτωση και του “24/7 Reference”*  
<http://www.247ref.org/>
- *“Virtual Reference Toolkit”*  
<http://tutor.com/products/vrt.aspx>



# Επιλογή QuestionPoint

- Ασύγχρονη & σύγχρονη υπηρεσία*
- Συνεργατική υπηρεσία*
- Web υπηρεσία (βιβλιοθηκονόμοι & χρήστες)*
- Βάσεις ερωτήσεων & απαντήσεων*
- Στατιστικά & αναφορές*
- Υποστήριξη από τη βιβλιοθήκη του Κογκρέσου*





# QuestionPoint Info

- *Προϊόν συνεργασίας Β. Κογκρέσου & OCLC*
- *Βιβλιοθήκες μέλη του QP*
- *Συνδρομή ΑΠΘ στο QP Local/Global with Enhanced Communications*

# Βιβλιοθήκη του Κογκρέσου

**Ask a librarian...**  *Chat with a Librarian*

an online reference service from the Library of Congress

[Reference Correspondence Policy](#) - [Error Reports](#) - [Virtual Reference Shelf](#) - [Virtual Programs and Services](#)

Select a link below, based on the subject of your question:

General Collections	International Collections	Special Formats & Genre
<input type="checkbox"/> <a href="#">Business</a>	<input type="checkbox"/> <a href="#">African/Middle Eastern</a>	<input type="checkbox"/> <a href="#">American Folklife Center</a>
<input type="checkbox"/> <a href="#">Humanities/Social Sciences</a>	<input type="checkbox"/> <a href="#">Asian</a>	<input type="checkbox"/> <a href="#">Geography &amp; Maps</a>
<input type="checkbox"/> <a href="#">Law</a>	<input type="checkbox"/> <a href="#">European</a>	<input type="checkbox"/> <a href="#">Manuscript</a>
<input type="checkbox"/> <a href="#">Local History/Genealogy</a>	<input type="checkbox"/> <a href="#">Hispanic (select a language):</a>	<input type="checkbox"/> <a href="#">Microform</a>
<input type="checkbox"/> <a href="#">Newspapers/Periodicals</a> 	- <a href="#">English</a>	<input type="checkbox"/> <a href="#">Motion Pictures &amp; Television</a>
<input type="checkbox"/> <a href="#">Science/Technology</a> 	- <a href="#">Español</a>	<input type="checkbox"/> <a href="#">Music &amp; Performing Arts</a>
	- <a href="#">Português</a>	<input type="checkbox"/> <a href="#">Prints &amp; Photographs</a>
<b>Digital Collections</b>		<input type="checkbox"/> <a href="#">Rare Books &amp; Special Collections</a>
<input type="checkbox"/> <a href="#">American Memory Historical Collections</a>		<input type="checkbox"/> <a href="#">Recorded Sound</a>
<input type="checkbox"/> <a href="#">Digital Reference Team</a> 		
<input type="checkbox"/> <a href="#">Learning Page</a> (for K-12)		

# Βιβλιοθήκη του Κογκρέσου

The Library of Congress >> Ask a Librarian Home


## Ask a librarian...

an online reference service from the Library of Congress

### Before You Ask

**Services we provide**

- Basic research assistance related to newspapers, current periodicals (less than 2 years old) and government publications
- Answers to queries requiring resources unique to the Library of Congress
- Response within 5 business days

 Visit the [Newspaper and Current Periodical](#) Web page

**Services we cannot provide**

- answers for contests, puzzles, or games
- answers for [student assignments](#)
- [prices of old periodicals and newspapers](#)
- extensive research


**We suggest that you**


- Consult your [local library](#) first
- Check our [Frequently Asked Questions](#)

Search in  for

### Getting Answers

 **Ask a Librarian:**  
If you have a reference question, proceed to the online form; get answers via email.

 **Chat with a Librarian:**  
Monday through Friday  
2:00-3:00pm, Eastern Time

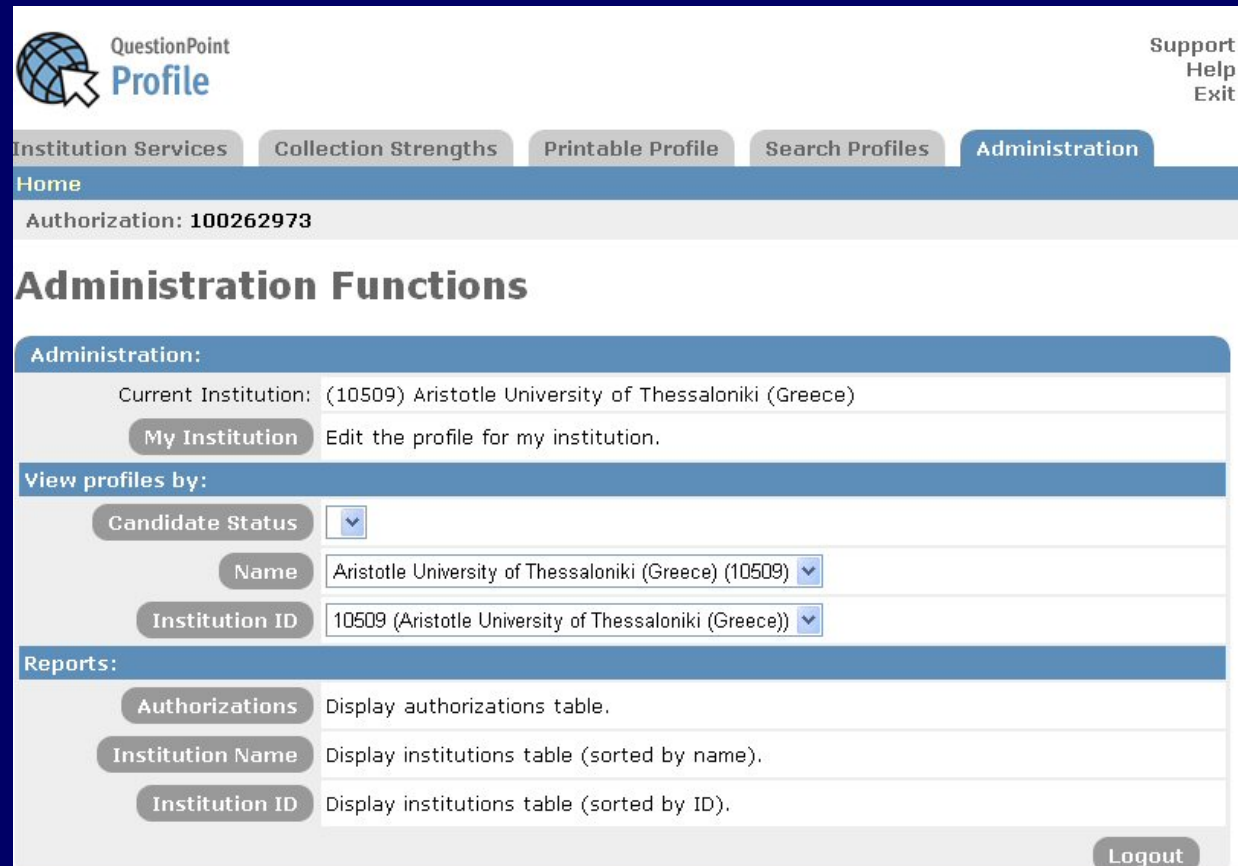
 Contact us by phone or fax:  
Phone: (202) 707-5691  
Fax: (202) 707-6128

**Also, try consulting these information resources:**

See [our web site](#) for information on:

- [Copying services available](#)
- [Frequently Asked Questions](#) including:
  - [Appraisal of original newspapers](#)
  - [Copies of a front page suitable for framing](#)
  - [Grant information](#)
  - [Tabloid archives](#)

# Παραμετροποίηση QP- Προφίλ



The screenshot displays the 'QuestionPoint Profile' administration interface. At the top left is the QuestionPoint logo and the word 'Profile'. At the top right are links for 'Support', 'Help', and 'Exit'. Below this is a navigation bar with tabs for 'Institution Services', 'Collection Strengths', 'Printable Profile', 'Search Profiles', and 'Administration' (which is selected). Under the 'Administration' tab, there is a 'Home' link and an 'Authorization: 100262973' indicator. The main section is titled 'Administration Functions' and contains several sub-sections: 'Administration:' with a 'Current Institution' field showing '(10509) Aristotle University of Thessaloniki (Greece)' and a 'My Institution' button; 'View profiles by:' with dropdown menus for 'Candidate Status', 'Name' (set to 'Aristotle University of Thessaloniki (Greece) (10509)'), and 'Institution ID' (set to '10509 (Aristotle University of Thessaloniki (Greece))'); and 'Reports:' with buttons for 'Authorizations', 'Institution Name', and 'Institution ID', each with a brief description of the report. A 'Logout' button is located at the bottom right of the page.



# Προφίλ-Υπηρεσίες Ιδρύματος

**Member Profile: Aristotle University of Thessaloniki (Greece)**

Profile purpose: In the member profile, you supply information that describes your organization.

Warning: If you add or change information on any profile page, you must click the page's Save button before leaving the page to avoid losing the additions or changes.

**Activation Status for My Group(s):**

Status	Consortium
Active	QP Global Reference Network
Active	ARISTOTLE UNIV OF THESSALONIKI

[Deactivate Profile](#)

**Institution Services:**

<a href="#">Institution Information</a>	Member name, address, time zone, education levels served.
<a href="#">Contact Information</a>	Contact information, library type, number/levels of staff.
<a href="#">Alternate Names</a>	Institution name as it appears in other languages.
<a href="#">Available Times</a>	Days and times available to provide service in the system.
<a href="#">Unavailable Dates</a>	Dates not available to provide service.
<a href="#">Locations Served</a>	Geographic locations of users served.
<a href="#">Languages Served</a>	Languages of questions the institution is willing to answer.

[Logout](#)



# Προφίλ- Συλλογές Ιδρύματος

## Collection Strengths

**Member Profile: Aristotle University of Thessaloniki (Greece)**

Profile purpose: In the member profile, you supply information that describes your organization.

Warning: If you add or change information on any profile page, you must click the page's Save button before leaving the page to avoid losing the additions or changes.

### Activation Status for My Group(s):

Status Consortium

Active QP Global Reference Network

Active ARISTOTLE UNIV OF THESSALONIKI

Deactivate  
Profile

### Collection Strengths:

**Language Strengths** Strength of the library collection in specific languages.

**Subject Strengths** Strength of the library collection in subject areas.

**Format Strengths** Strength of the library collection in types of materials.

**Geographic Strengths** Strength of the library collection in geographic coverage, using MARC geographic area codes.

**Specialties** Keywords describing specialties within your library collection or among your staff.

Logout



# Προφίλ ΑΠΘ στο QP

*Συμμετοχή μας στο QP reference δίκτυο*

- *Αποστολή ερωτήσεων στο δίκτυο*
- *Απάντηση ερωτήσεων για τα θέματα*
  - *Νεότερη Ελλάδα*
  - *Ελληνική & Λατινική Γλώσσα & Φιλολογία*

# QP απλή web φόρμα ερώτησης



QuestionPoint

Ask a Librarian

Welcome to the QuestionPoint Ask a Librarian service, a web-based reference service that helps libraries deliver reference services via e-mail and chat. QuestionPoint is brought to you by your library.

Questions

Ask a Question | Check Your Questions and Answers

\*E-mail Address:

\*Question:

Asterisk (\*) denotes required field.

Ask

Κεντρική Βιβλιοθήκη Α.Π.Θ. – Μονάδα Δικτυακού Τόπου

<http://www.lib.auth.gr>



# QP web φόρμα ερώτησης

Name:	<input type="text"/>
*E-mail address:	<input type="text"/>
*Confirm e-mail address:	<input type="text"/>
Phone:	<input type="text"/>
*Question:	<input type="text"/>
*Reason for research:	<input type="text" value="Select one"/>
*May we forward your question to another library?	<input type="radio"/> Yes <input type="radio"/> No
Asterisk (*) denotes required field.	
<input type="button" value="Submit question"/> <input type="button" value="Reset form"/>	



# ΑΠΘ web φόρμα ερώτησης- 2004

... ΡΩΤΗΣΤΕ ΕΝΑΝ ΒΙΒΛΙΟΘΗΚΟΝΟΜΟ

ΣΥΣΤΗΜΑ ΒΙΒΛΙΟΘΗΚΩΝ ΑΠΘ  
ΜΟΝΑΔΑ ΗΛΕΚΤΡΟΝΙΚΗΣ ΠΛΗΡΟΦΟΡΗΣΗΣ ΚΑΙ ΔΙΑΔΑΝΕΙΣΜΟΥ

Παρακαλούμε διαβάστε τα παρακάτω:

**Σύντομες οδηγίες για τους χρήστες της υπηρεσίας :**

Την πρώτη φορά που θα χρησιμοποιήσετε την υπηρεσία θα λάβετε στο ηλεκτρονικό σας ταχυδρομείο έναν κωδικό πρόσβασης (password). Τις απαντήσεις σας μπορείτε να τις δείτε είτε μέσω του προσωπικού σας e-mail είτε μέσω της επιλογής "[Ελέξτε τις ερωτήσεις σας και τις απαντήσεις στην ιστοσελίδα του QuestionPoint](#)" χρησιμοποιώντας τον κωδικό πρόσβασης, τον οποίο θα σας ζητηθεί να αλλάξετε μετά την πρώτη φορά που θα τον χρησιμοποιήσετε. *(Αν αντιμετωπίσετε προβλήματα χρήσης επικοινωνήστε με την υπηρεσία στο τηλ. : 2310995388 & email: [onlinereference@lib.auth.gr](mailto:onlinereference@lib.auth.gr))*

**Η συμπλήρωση όλων των πεδίων της φόρμας είναι υποχρεωτική**

Ρωτήστε ένα βιβλιοθηκονόμο μέσω διαδικτύου

# ΑΠΘ web φόρμα ερώτησης- 2004

Ονοματεπώνυμο:

Email διεύθυνση:

Επιβεβαίωση e-mail διεύθυνσης:

Τηλέφωνο :

Ιδιότητα : Επιλέξτε μια από τις ακόλουθες

Σχολή: Επιλέξτε μια από τις ακόλουθες

Αναζήτηση για: Επιλέξτε ένα από τα ακόλουθα:

Ερώτηση :

ΑΙΤΗΜΑ

\* Για πληροφοριακή ερώτηση περιγράψτε το θέμα σας με ακρίβεια και σαφήνεια, σε ελεύθερο κείμενο, στα Ελληνικά

\* Για βιβλιογραφική έρευνα δώστε λέξεις-κλειδιά στην αγγλική και ελληνική.

\* Για εντοπισμό άρθρων/διαδανεισμό αναφέρετε λεπτομερώς τα βιβλιογραφικά στοιχεία του κάθε αιτήματος (συγγραφέας, τίτλος, τόμος, τεύχος, σελίδες, Πηγή αναφοράς, issn/isbn).

Υποβολή Ερώτησης    Καθαρισμός φόρμας

# Ιστοσελίδα ζωντανής επικοινωνίας

:: ΜΟΝΑΔΑ ΗΛΕΚΤΡΟΝΙΚΗΣ ΠΛΗΡΟΦΟΡΗΣΗΣ ΚΑΙ ΔΙΑΔΑΝΕΙΣΜΟΥ

## Online Υπηρεσία Πληροφόρησης σε πραγματικό χρόνο

Η Μονάδα Ηλεκτρονικής Πληροφόρησης & Διαδανεισμού προσφέρει υπηρεσίες πληροφόρησης σε πραγματικό χρόνο και σε συγκεκριμένες ώρες (Live Online Reference Available), με τη μορφή συνομιλίας (interactive chat). Ανάλογα με τις δυνατότητες του υπολογιστή σας και τη σύνδεσή σας στο διαδίκτυο προσφέρονται οι παρακάτω δυνατότητες:

- Ταυτόχρονη επίσκεψη με το βιβλιοθηκονόμο σε δικτυακούς τόπους
- Βοήθεια στη χρήση εφαρμογών του Συστήματος Βιβλιοθηκών του ΑΠΘ



Κάνετε κλικ στο εικονίδιο για να κατεβάσετε και να εγκαταστήσετε το plug-in!

Η εγκατάσταση αυτόματα παρέχει το σωστό plug-in για τον browser σας (Microsoft Internet Explorer ή Netscape)

## Κατέβασμα & Εγκατάσταση του "Enhanced Communications Patron Plug-in"

Για να αποκτήσετε online πληροφοριακή βοήθεια σε πραγματικό χρόνο χρειάζεστε να κατεβάσετε και να εγκαταστήσετε στον υπολογιστή σας ένα μικρό (λιγότερο από 1 MB) browser-plug in .

Πριν κατεβάσετε το plug-in, ελέξτε τις απαιτήσεις της εφαρμογής σε [hardware and software](#) .

- [ΔΙΑΔΙΚΑΣΙΑ ΕΓΚΑΤΑΣΤΑΣΗΣ \(Internet Explorer\)](#)
- [ΔΙΑΔΙΚΑΣΙΑ ΕΓΚΑΤΑΣΤΑΣΗΣ \( Netscape Navigator ή Communicator 4.x μόνο\)](#)
- [Ξεκινήστε μία "ζωντανή σύνδεση" με τη βιβλιοθήκη](#)

# Ζωντανή επικοινωνία Περιβάλλον βιβλιοθηκονόμου

The screenshot displays the 'QuestionPoint - enhanced' web application interface. At the top, there is a menu bar with 'LOGON', 'Call', 'View', 'Settings', and 'Help'. Below the menu, there are tabs for 'Calls', 'Librarians', and 'Scripts'. A 'Refresh' button is present, and the status is 'Unavailable'. A table shows the Librarian status:

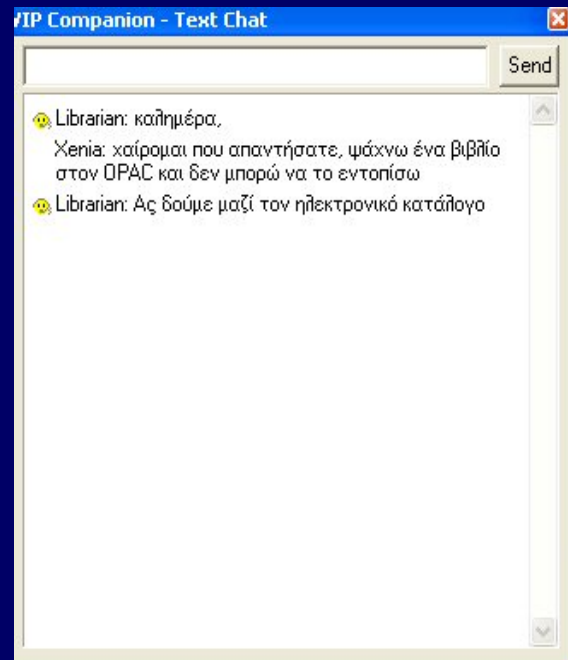
Librarian	IP Address	Status
103431	155.207.48.165	Busy

Below the table, there are icons for 'Digital Photo', 'Text Chat', 'URL Share', 'App Share', and 'Digital Video'. A 'Chat Box' contains the following text:

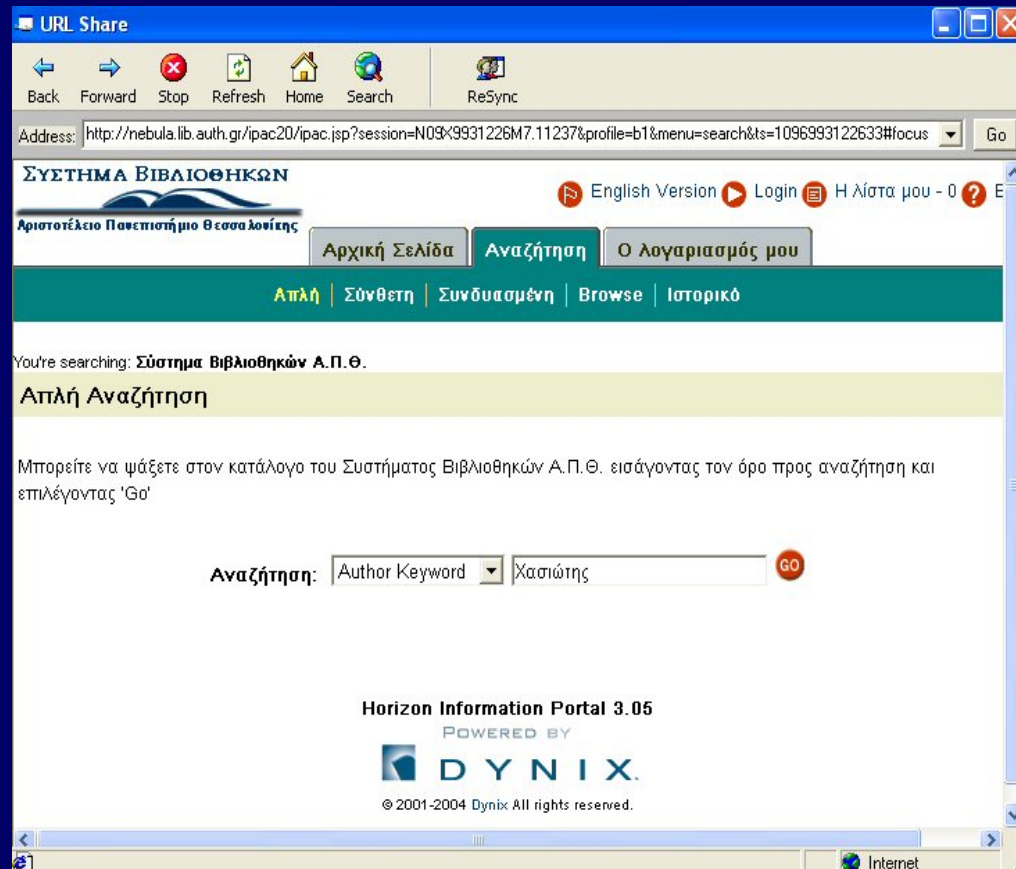
Librarian: καλημέρα,  
Xenia: χαιρόμαι που απαντήσατε, ψάχνω ένα βιβλίο στον OPAC και δεν μπορώ να το εντοπίσω  
Librarian: Ας δούμε μαζί τον ηλεκτρονικό κατάλογο

Below the chat box, there is a text input field labeled 'Type message to patron:' and a 'SEND' button. At the bottom, there are audio controls for 'My Audio' and 'Patron Audio', a 'Connected' status indicator, and the Librarian ID '103431'. A 'CALL' button is also visible.

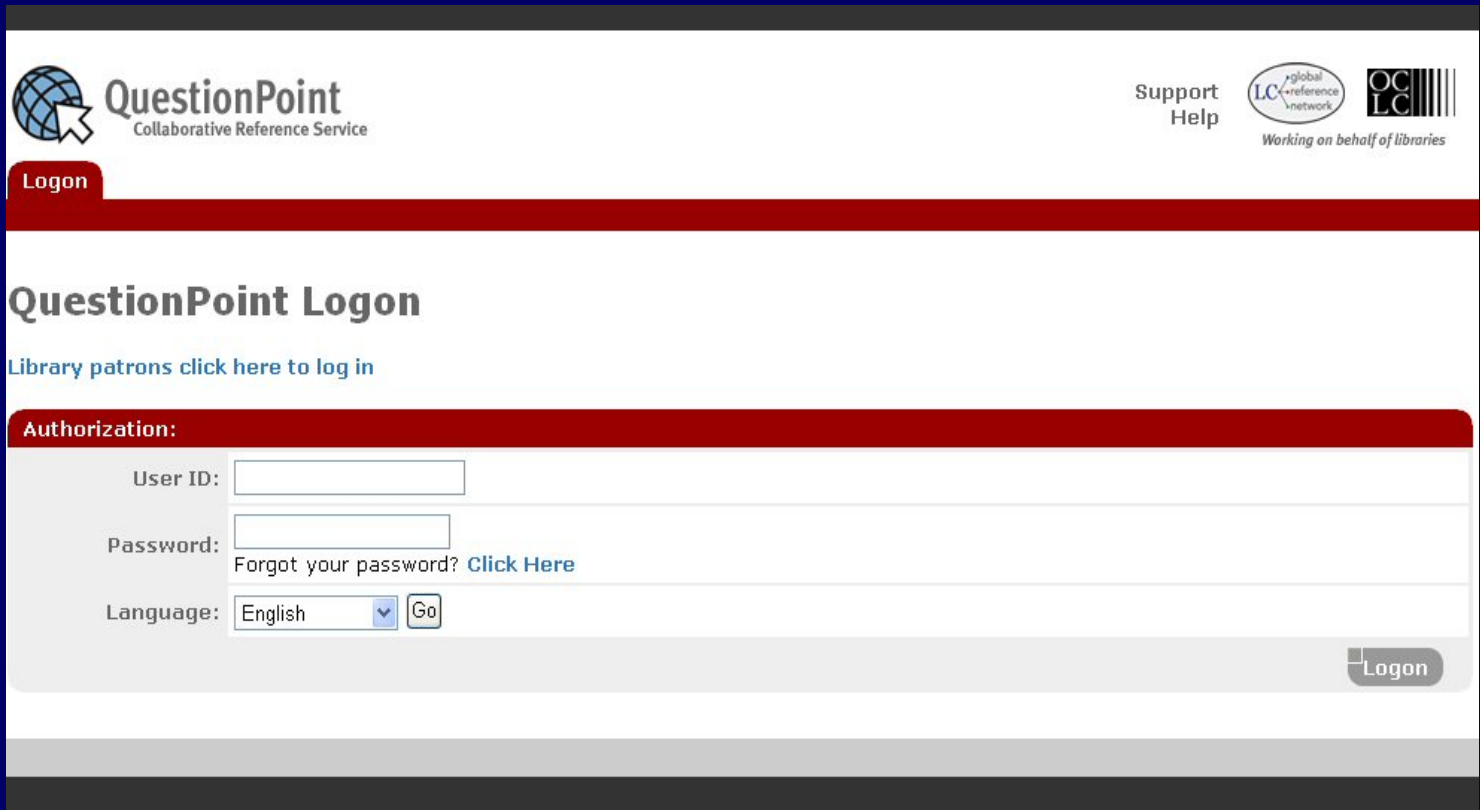
# Ζωντανή επικοινωνία Περιβάλλον χρήστη



# Ζωντανή επικοινωνία URL sharing



# Είσοδος βιβλιοθηκονόμων & χρηστών στο QP



The image shows the QuestionPoint Logon interface. At the top left is the QuestionPoint logo (a globe with a mouse cursor) and the text "QuestionPoint Collaborative Reference Service". At the top right are logos for "Support Help", "LC global reference network", and "OC LC" with the tagline "Working on behalf of libraries". Below the logos is a red bar with the word "Logon" in white. The main heading is "QuestionPoint Logon". Below it, a link says "Library patrons click here to log in". A red bar labeled "Authorization:" contains the login form. The form has three rows: "User ID:" with a text input field, "Password:" with a text input field and a link "Forgot your password? Click Here", and "Language:" with a dropdown menu set to "English" and a "Go" button. A "Logon" button is located at the bottom right of the form area.

QuestionPoint  
Collaborative Reference Service

Support Help

LC global reference network

OC LC  
Working on behalf of libraries

Logon

## QuestionPoint Logon

Library patrons click here to log in

**Authorization:**

User ID:

Password:  [Forgot your password? Click Here](#)

Language:

Logon





# Αρχική ιστοσελίδα QP

## QuestionPoint Home

### Welcome, Online Reference Services

My institution: Aristotle University of Thessaloniki (Greece)

My Institution's Id: 10509

### Preferences:

Password

Click here to change the password for your account.

Settings

Click here to change the name, e-mail address, or service settings for your account.

Enhanced Settings

Change the name and e-mail address for your enhanced communications account.

### Information:

Coverage

Click here to view your institution's cooperative coverage schedule.

Reports

Click here to view statistical reports and lists of QuestionPoint participants.

### Services:

Ask A Librarian

Click here to answer and track patron reference questions.

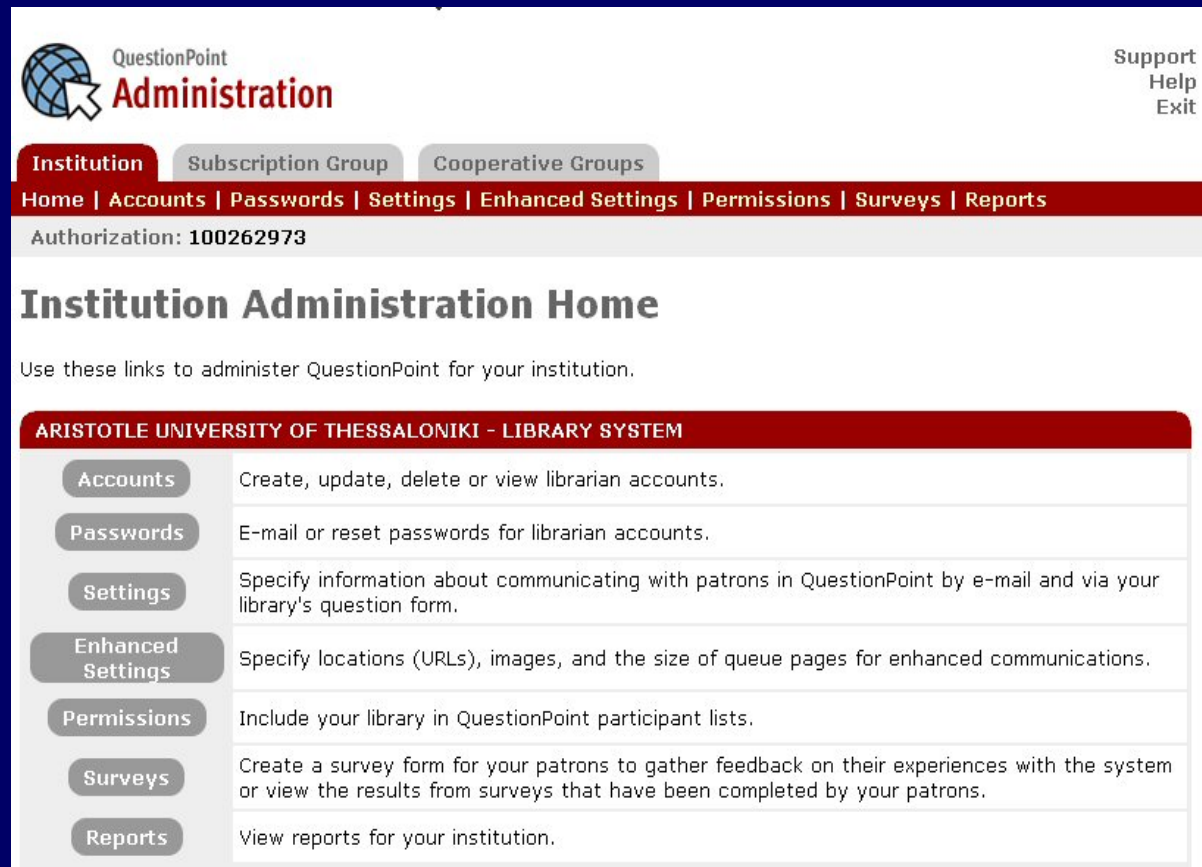
Knowledge Base

Click here to browse or edit questions in the Knowledge Base

Profile

Click here to create or modify the profile for your institution.

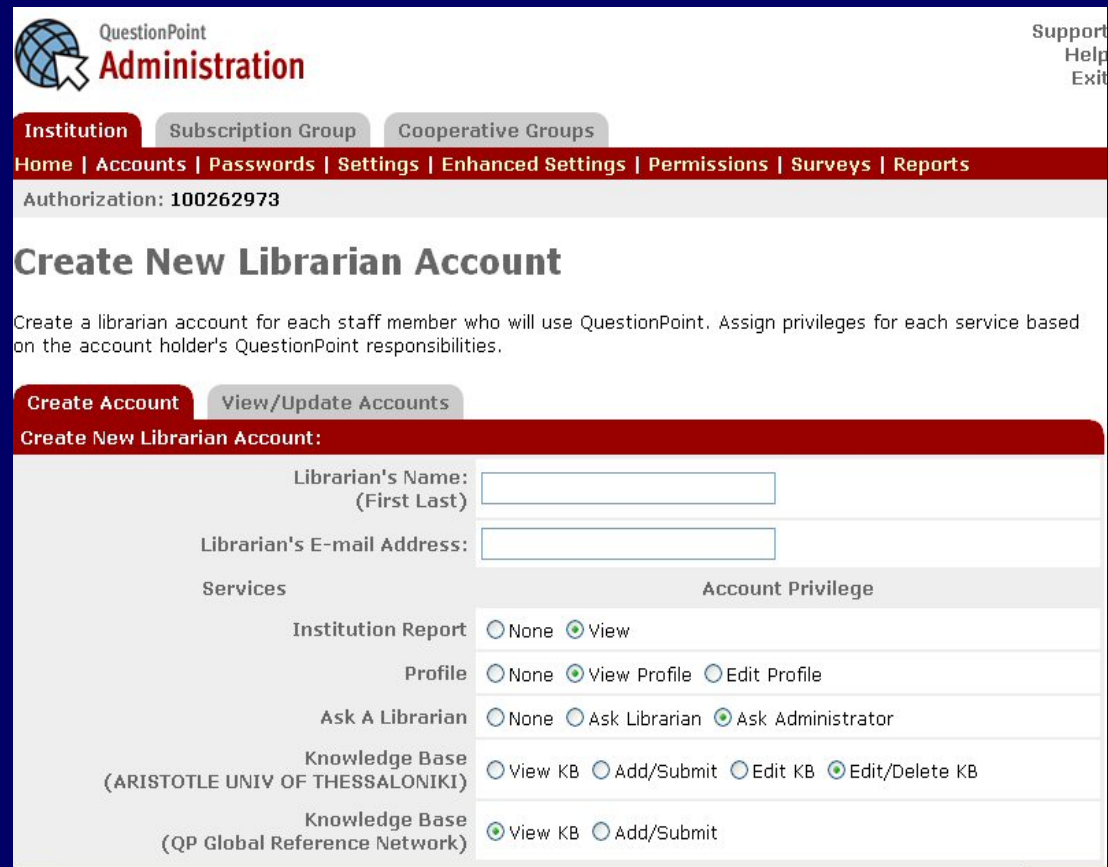
# Αρχική ιστοσελίδα διαχείρισης QP



The screenshot shows the 'QuestionPoint Administration' interface. At the top left is the QuestionPoint logo and the word 'Administration'. At the top right are links for 'Support', 'Help', and 'Exit'. Below this is a navigation bar with tabs for 'Institution', 'Subscription Group', and 'Cooperative Groups'. A red banner contains links: 'Home | Accounts | Passwords | Settings | Enhanced Settings | Permissions | Surveys | Reports'. Below the banner, the authorization code '100262973' is displayed. The main heading is 'Institution Administration Home', followed by the instruction: 'Use these links to administer QuestionPoint for your institution.' A red bar identifies the system as 'ARISTOTLE UNIVERSITY OF THESSALONIKI - LIBRARY SYSTEM'. A table lists administrative functions:

Accounts	Create, update, delete or view librarian accounts.
Passwords	E-mail or reset passwords for librarian accounts.
Settings	Specify information about communicating with patrons in QuestionPoint by e-mail and via your library's question form.
Enhanced Settings	Specify locations (URLs), images, and the size of queue pages for enhanced communications.
Permissions	Include your library in QuestionPoint participant lists.
Surveys	Create a survey form for your patrons to gather feedback on their experiences with the system or view the results from surveys that have been completed by your patrons.
Reports	View reports for your institution.

# Δημιουργία λογαριασμού βιβλιοθηκονόμου



The screenshot shows the 'QuestionPoint Administration' interface. At the top left is the logo and the word 'Administration'. On the top right are links for 'Support', 'Help', and 'Exit'. Below this is a navigation bar with tabs for 'Institution', 'Subscription Group', and 'Cooperative Groups'. A red banner contains links: 'Home | Accounts | Passwords | Settings | Enhanced Settings | Permissions | Surveys | Reports'. Below the banner, the authorization code '100262973' is displayed. The main heading is 'Create New Librarian Account'. A sub-heading explains: 'Create a librarian account for each staff member who will use QuestionPoint. Assign privileges for each service based on the account holder's QuestionPoint responsibilities.' Below this are two tabs: 'Create Account' (selected) and 'View/Update Accounts'. The form is titled 'Create New Librarian Account:' and contains the following fields and options:

Services	Account Privilege
Librarian's Name: (First Last)	<input type="text"/>
Librarian's E-mail Address:	<input type="text"/>
Institution Report	<input type="radio"/> None <input checked="" type="radio"/> View
Profile	<input type="radio"/> None <input checked="" type="radio"/> View Profile <input type="radio"/> Edit Profile
Ask A Librarian	<input type="radio"/> None <input type="radio"/> Ask Librarian <input checked="" type="radio"/> Ask Administrator
Knowledge Base (ARISTOTLE UNIV OF THESSALONIKI)	<input type="radio"/> View KB <input type="radio"/> Add/Submit <input type="radio"/> Edit KB <input checked="" type="radio"/> Edit/Delete KB
Knowledge Base (QP Global Reference Network)	<input checked="" type="radio"/> View KB <input type="radio"/> Add/Submit

# Λίστα ερωτήσεων

Questions Settings Chat

Active | New | Referred | Closed | Service History | Add Question

Authorization: 103492

## Active Questions

This list shows New and Pending questions submitted by your patrons. Click on the Referred link above to see questions you've referred to other libraries, or they to you. Click on the Closed link to see questions that have been closed.

Go Question ID:

View Assigned to:

Displaying: 1 - 25 of 137

[1 - 25] [26 - 50] [51 - 75] [76 - 100] [101 - 125] [126 - 137]

Key: ? = New = Pending = Answered  
 = Referred to us = Referred by us = E-mail received = E-mailed out  
 = Referred to global network

Status	Patron Name	? ID	Question	Assigned to	Time/Date Entered (GMT+2)*
?	Μέρμηγκα Γλυκερία	520849	<input type="checkbox"/> Gustavo Gómez and Vicente Pallás A Long-Distance Translocatable Phloem Protein from Cucumber Forms a Ribonucleoprotein Complex In Vivo with Hop Stunt Viroid RNA J. Virology 78(18)pp. 10104-10110		13:00 2004/10/06
?	ΚΟΥΤΣΙΚΟΥ	520810	<input type="checkbox"/> 1)Bremer,J.M.(1985)Substance abuse and adolescent self-		12:21 2004/10/06

# Στοιχεία ερώτησης & χρήστη

## Full Question

From this screen, you can respond to a patron's request, route the question to another library or to an expert, or add a note for later reference. Ask Administrators can also use this screen to assign a question to a librarian.

After the patron needs no further information, close the question and consider adding it to a Knowledge Base.

Question ID: 520724

Active Questions 

**Question:** θα ήθελα βιβλιογραφία άρθρων από περιοδικά που διατίθενται ως ηλεκτρονικές πηγές στο πανεπιστήμιο, (αλλά και βιβλίων αν είναι δυνατό) σχετικά με τον διαθρησκευτικό διάλογο (interreligious dialogue) και το ρόλο της θρησκείας σ' αυτόν (history of religions).

**Time/Date Entered:** 10:11 2004/10/06 (GMT+2)\*

**Phone:** 6942659393

**Ιδιότητα:** Υποψήφιος Διδάκτορας ΑΠΘ

**Σχολή:** Θεολογική

**Search for:** Βιβλιογραφική Έρευνα

**Patron Name:** ΝΙΚΟΛΑΟΣ ΔΗΜΗΤΡΙΑΔΗΣ E-mail: nikosdim@theo.auth.gr

**Currently Assigned to:** Online Reference Services  
At Aristotle University of Thessaloniki (Greece)

Assign Question

None 

Refer Question

None 

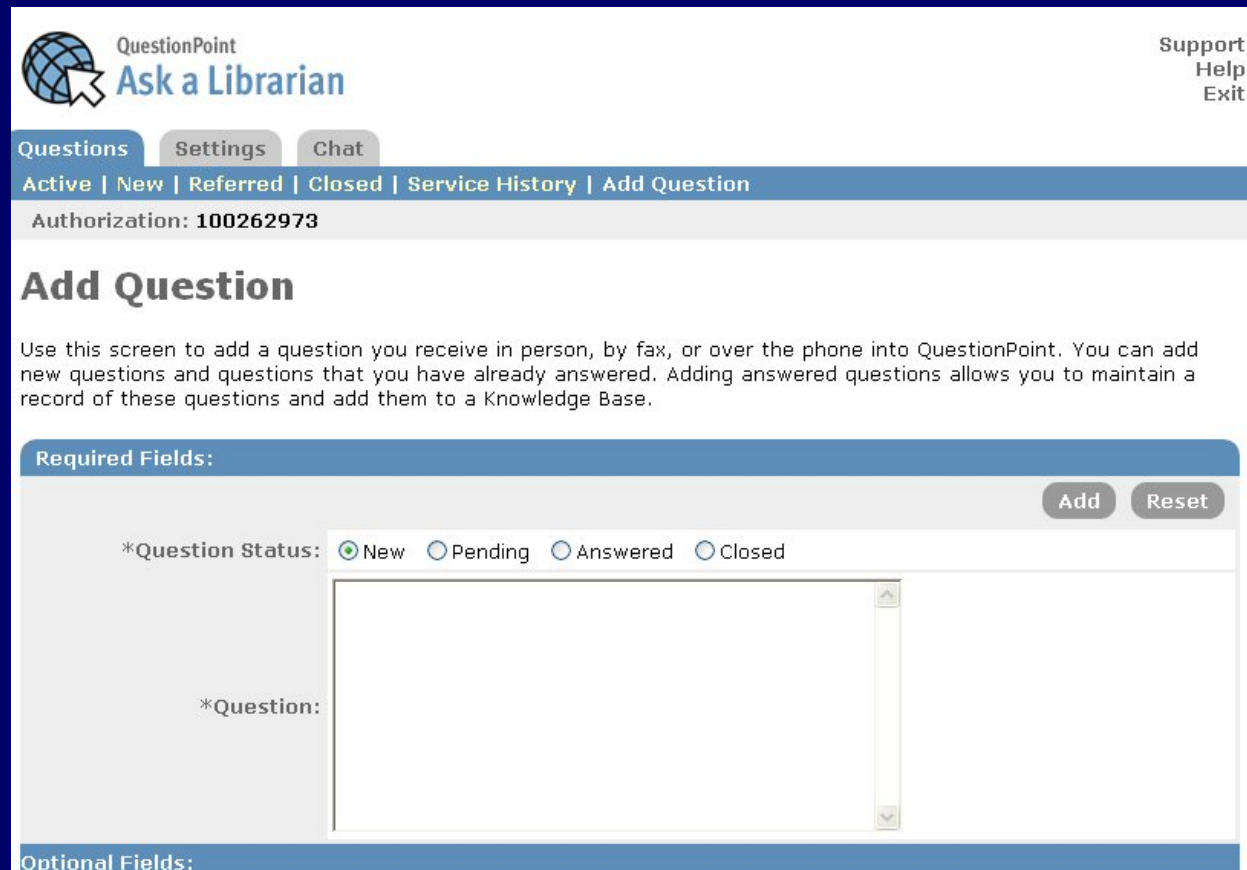
File Question

None 

Search KB

Print View

# Προσθήκη ερώτησης



The screenshot shows the 'Add Question' page in the QuestionPoint system. At the top left is the 'QuestionPoint Ask a Librarian' logo. At the top right are links for 'Support', 'Help', and 'Exit'. Below the logo are tabs for 'Questions', 'Settings', and 'Chat'. A navigation bar contains links for 'Active', 'New', 'Referred', 'Closed', 'Service History', and 'Add Question'. The authorization code '100262973' is displayed. The main heading is 'Add Question', followed by a brief instruction on how to use the screen. A 'Required Fields' section contains a radio button for 'Question Status' (with 'New' selected) and a large text area for the question. 'Add' and 'Reset' buttons are located to the right of the text area. An 'Optional Fields' section is partially visible at the bottom.

QuestionPoint  
Ask a Librarian

Support  
Help  
Exit

Questions Settings Chat

Active | New | Referred | Closed | Service History | Add Question

Authorization: 100262973

## Add Question

Use this screen to add a question you receive in person, by fax, or over the phone into QuestionPoint. You can add new questions and questions that you have already answered. Adding answered questions allows you to maintain a record of these questions and add them to a Knowledge Base.

**Required Fields:**

Add Reset

\*Question Status:  New  Pending  Answered  Closed

\*Question:

**Optional Fields:**

# Περιβάλλον απάντησης

Message Area:

My Scripts:  ▾

Institution Scripts:  ▾

Message:

Αγαπητέ Κύριε/Κυρία, |

Message Type:

Answer

Clarification

Librarian Note

Draft

Attachment 1:

Attachment 2:

# Ερώτηση & απάντηση

Question History:		
Time/Date Entered (GMT+2)*	Response By	Response or Action
11:31 2004/10/06	Patron:	Θα ήθελα να μαθω αν είναι διαθέσιμο σε ηλεκτρονική ή έντυπη μορφή το άρθρο  Polyphase filtered OFDM transmission system Lee, C.S.; Yoo, K.Y.; Electronics Letters , Volume: 40 , Issue: 11 , 27 May 2004 Pages:687 - 688  Ευχαριστώ
15:03 2004/10/06	Librarian 1:	Αγαπητέ κύριε Θεοδωρίδη,  δυστυχώς το συγκεκριμένο άρθρο δεν διατίθεται ακόμη σε ηλεκτρονική μορφή. Το εντοπίσαμε σε έντυπη μορφή σε βιβλιοθήκη εντός της Ελλάδας. Σας ενδιαφέρει να το παραγγείλουμε μέσω διαδανεισμού; Θα σας κοστίσει 3,00 ευρώ.  Για τη Μονάδα Ηλεκτρονικής Πληροφόρησης & Διαδανεισμού Ελένη Ξανθοπούλου Κεντρική Βιβλιοθήκη Επιστημονικό Αναγνωστήριο Α.Π.Θ. email: <a href="mailto:onlinereference@lib.auth.gr">onlinereference@lib.auth.gr</a> τηλ. : 2310 995388



# Αποστολή ερώτησης σε συγκεκριμένο αποδέκτη

## Refer to E-mail Partner

E-mail this question to a subject expert outside the QuestionPoint system. Do not send the question to multiple email addresses. QuestionPoint will only accept a response from the single address that matches the one to which the e-mail is sent. Sending a question multiple times causes a recall message to be sent to previous e-mail addresses. Responses from the previous e-mails will then be rejected.

Send to E-mail Partner:

Active Questions 

  to:

Subject: QuestionPoint - Referred Question [#523765]

Η ερώτησή σας προωθείται από τη Μονάδα Ηλεκτρονικής Πληροφόρησης & Διαδανεισμού της Κεντρικής Βιβλιοθήκης του ΑΠΘ  
Please send your response as a REPLY to this e-mail. Please do NOT change the subject line or respond from a different e-mail address.

 My Scripts:

 Institution Scripts:











Message:

Question History:

# Αποστολής ερώτησης στο QP reference δίκτυο

**Send Question to Global Network**

Complete all required fields and as many optional fields that apply. QuestionPoint uses the information in the required fields to route your question to an institution available to provide a timely and knowledgeable response.

Question Classification (required):		Active Questions 
Routing Type:	<input type="radio"/> Choose a Library <input checked="" type="radio"/> Automatic	
Subject Area:	None 	
Subject Broad Class:	None 	
Geographic Subject Area:	None 	
Find <input type="button" value="Find"/> <input type="button" value="Find Next"/>		
Response must be in:	English (248) 	
Send reply to:	<input checked="" type="checkbox"/> Patron <input type="checkbox"/> Requestor	Time Deadline: 
Education Level:		Format: No Special Format 
Preferred Location of Answering Library:		
Country:	Greece (1) 	U.S. Zip Code (5 digit) if Applicable: 54124
<input type="checkbox"/> Exclude libraries in my group.		
Optional Fields:		
Patron:	Walk Up	Patron E-mail: <input type="text"/>
Reason for research:		
Keywords:	<input type="text"/>	
Resources Consulted:	<input type="text"/>	



# Απάντηση ερώτησης από το QP reference δίκτυο

Question History:		
Time/Date Entered (GMT+2)*	Response By	Response or Action
10:38 2004/09/03	Patron:	Citations for Biology except other than ISI Citation Indexes
11:09 2004/09/03	Librarian 1:	Global Question Network routing from: Aristotle University of Thessaloniki (Greece) (10509) by agent: Online Reference Services(103492) to institution: Oklahoma State University-Stillwater(10568)
16:34 2004/09/03	Librarian 2:	<p>I will offer some suggestions below, but strongly suggest that you speak with a librarian at the Aristotle University of Thessaloniki library, for advise on resources they provide.</p> <p>The resources below do not require a subscription.</p> <p>HighWire Press - <a href="http://www.highwire.org/lists/freeart.dtl">http://www.highwire.org/lists/freeart.dtl</a> PubMed Central - <a href="http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?db=PMC">http://www.ncbi.nlm.nih.gov/entrez/query.fcgi?db=PMC</a> Scholarly Journals Distributed Via the World-Wide Web - <a href="http://info.lib.uh.edu/wj/webjour.htm">http://info.lib.uh.edu/wj/webjour.htm</a> NewJour - Electronic Journal &amp; Newsletter Directory - <a href="http://gort.ucsd.edu/newjour/">http://gort.ucsd.edu/newjour/</a> IPL Reading Room Serials - <a href="http://www.ipl.org/reading/serials/">http://www.ipl.org/reading/serials/</a> LC Lists of Newspapers, Periodicals and News Resources - <a href="http://lcweb.loc.gov/rr/news/lists.html">http://lcweb.loc.gov/rr/news/lists.html</a> FindArticles - <a href="http://www.findarticles.com">http://www.findarticles.com</a> MagPortal - <a href="http://www.magportal.com">http://www.magportal.com</a> Free Medical Journals - <a href="http://www.freemedicaljournals.com/">http://www.freemedicaljournals.com/</a> OAIster - <a href="http://www.oaister.org/o/oaister/">http://www.oaister.org/o/oaister/</a> DOAJ : Directory of open access journals - <a href="http://www.doaj.org/">http://www.doaj.org/</a></p> <p>The most heavily used indexes for the biological sciences are Biological Abstracts and Zoological Record. However I was unable to determine if your university subscribes to these indexes.</p>

# Αρχική ιστοσελίδα Σ.Β. ΑΠΘ

Σύστημα Βιβλιοθηκών Α.Π.Θ. - Microsoft Internet Explorer

Αρχείο Επεξεργασία Προβολή Αγαπημένα Εργασία Βοήθεια

Διεύθυνση <http://web.lib.auth.gr/portal/> Μετάβαση Συνδέσεις

## Μέντωρ

ΣΥΣΤΗΜΑ ΒΙΒΛΙΟΘΗΚΩΝ  
ΑΡΙΣΤΟΤΕΛΕΙΟ ΠΑΝΕΠΙΣΤΗΜΙΟ  
ΘΕΣΣΑΛΟΝΙΚΗΣ

Αρχική Σελίδα Υπηρεσίες Αναζήτηση Επικοινωνία Α.Π.Θ. Ιστορία  
Παρασκευή, 10 Σεπτεμβρίου 2004

- Επιλογές
  - Σύστημα Βιβλιοθηκών Α.Π.Θ.
  - Ηλεκτρονικές Πηγές
  - Υποστήριξη Ηλεκτρονικών Μαθημάτων
  - Εκπαίδευση Χρηστών
  - Ηλεκτρονική Πληροφόρηση και Διαδανεισμός
  - Άλλες Βιβλιοθήκες
- ΙΧΝΗΛΑΤΗΣ  
Νέα υπηρεσία ταυτόχρονης αναζήτησης στο σύνολο των ηλεκτρονικών πηγών του Α.Π.Θ.  
Χρησιμοποιήστε τη για να εντοπίσετε βιβλία και περιοδικά, άλλες κείμενο άρθρων περιοδικών, βιβλιογραφικές αναφορές κ.α.  
<http://peanuts.lib.auth.gr:8000/muse>
- Ηλεκτρονικά Μαθήματα  
Blackboard  
<http://blackboard.lib.auth.gr>  
Περισσότερα για τη νέα υπηρεσία...
- Επικοινωνήστε με έναν βιβλιοθηκονόμο  
QuestionPoint Collaborative Reference Service
- HEAL LIBRARIES LINK  
HELLENIC ACADEMIC LIBRARIES LINK  
ΕΛΛΗΝΙΚΟ ΔΙΚΤΥΟ ΑΚΑΔΗΜΑΪΚΩΝ ΒΙΒΛΙΟΘΗΚΩΝ
- Νέα...  
13 πανελλήνιο συνέδριο ακαδημαϊκών βιβλιοθηκών, Κέρκυρα, Ίονια Πανεπιστήμιο, 13-15/10/2004
- Ημερολόγιο Σεμιναρίων  
« Σεπτέμβριος 2004 »

Κυ	Δε	Τρ	Τε	Πε	Σα	Κυ
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Στείλτε μας το σχόλιο και τις

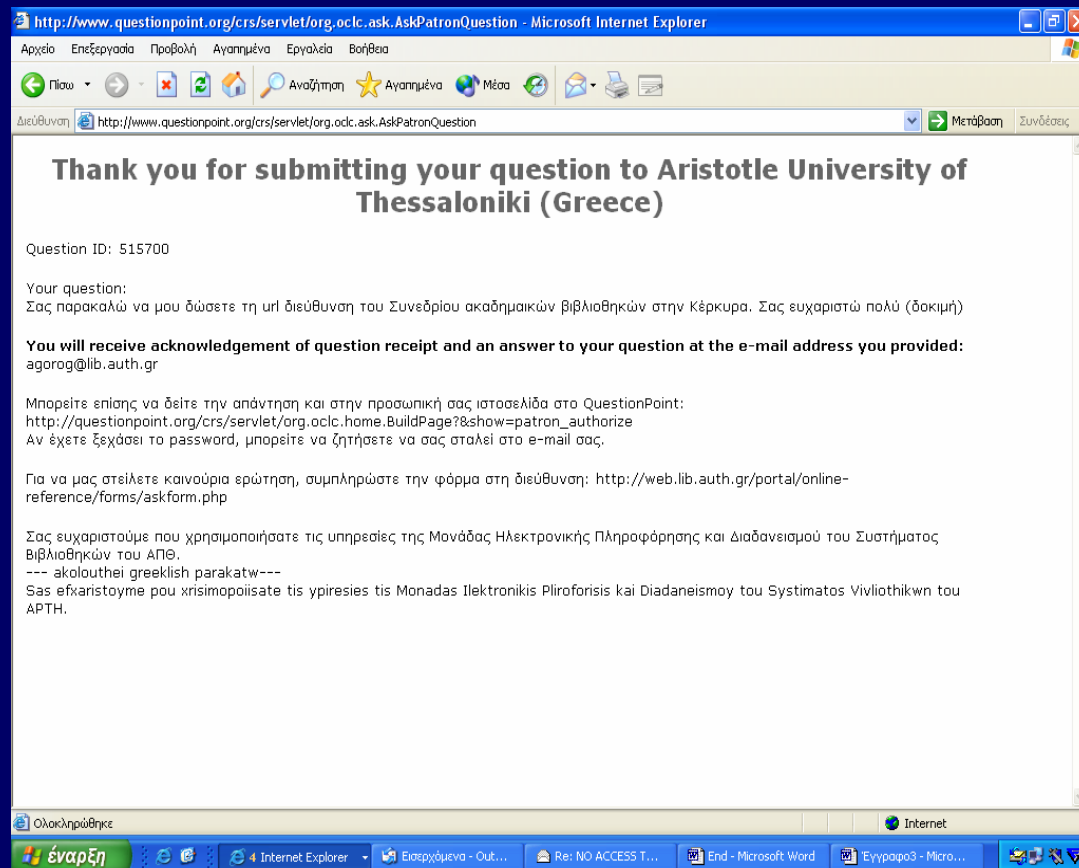
Internet

έναρξη Institution Administra... Σύστημα Βιβλιοθηκών... 4:56 μμ

Κεντρική Βιβλιοθήκη Α.Π.Θ. – Μονάδα Δικτυακού Τύπου

<http://www.lib.auth.gr>

# Ιστοσελίδα QP μετά την υποβολή ερώτησης



http://www.questionpoint.org/crs/servlet/org.oclc.ask.PatronQuestion - Microsoft Internet Explorer

Αρχείο Επεξεργασία Προβολή Αγαπημένα Εργαλεία Βοήθεια

Πίσω Αναζήτηση Αγαπημένα Μέσα

Διεύθυνση http://www.questionpoint.org/crs/servlet/org.oclc.ask.PatronQuestion Μετάβαση Συνδέσμος

## Thank you for submitting your question to Aristotle University of Thessaloniki (Greece)

Question ID: 515700

Your question:  
Σας παρακαλώ να μου δώσετε τη url διεύθυνση του Συνεδρίου ακαδημαϊκών βιβλιοθηκών στην Κέρκυρα. Σας ευχαριστώ πολύ (δοκιμή)

**You will receive acknowledgement of question receipt and an answer to your question at the e-mail address you provided:**  
agorog@lib.auth.gr

Μπορείτε επίσης να δείτε την απάντηση και στην προσωπική σας ιστοσελίδα στο QuestionPoint:  
[http://questionpoint.org/crs/servlet/org.oclc.home.BuildPage?&show=patron\\_authorize](http://questionpoint.org/crs/servlet/org.oclc.home.BuildPage?&show=patron_authorize)  
Αν έχετε ξεχάσει το password, μπορείτε να ζητήσετε να σας σταλεί στο e-mail σας.

Για να μας στείλετε καινούρια ερώτηση, συμπληρώστε την φόρμα στη διεύθυνση: <http://web.lib.auth.gr/portal/online-reference/forms/askform.php>

Σας ευχαριστούμε που χρησιμοποιήσατε τις υπηρεσίες της Μονάδας Ηλεκτρονικής Πληροφόρησης και Διαδανεισμού του Συστήματος Βιβλιοθηκών του ΑΠΘ.  
--- ακολουθεί greeklish parakatw ---  
Σας efkaristoyme pou xrisimopoiisate tis ypriesies tis Monadas Ilektronikis Pliroforisis kai Diadaneismoy tou Systematos Vivliothikwn tou APTH.

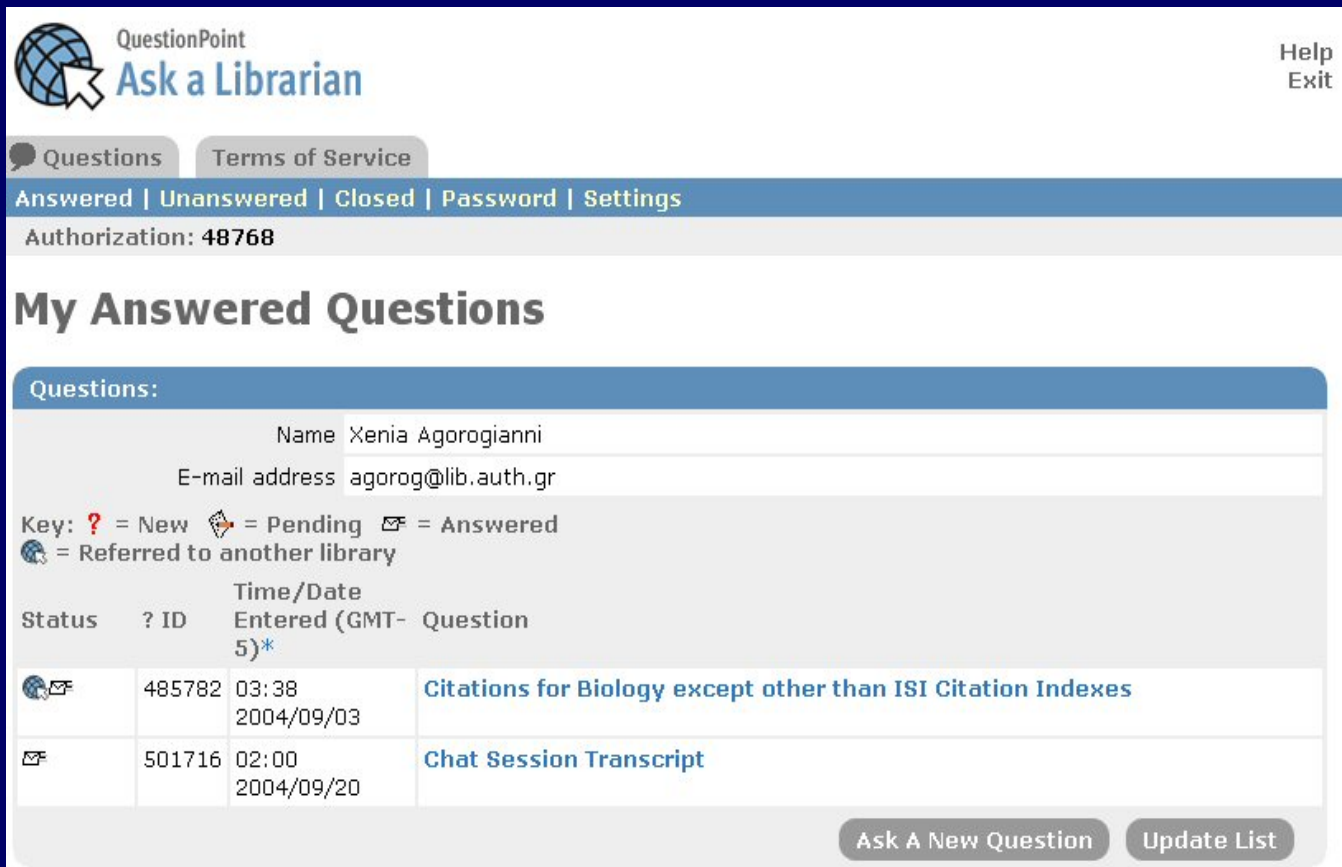
Ολοκληρώθηκε

Internet

έναρξη

4 Internet Explorer - Εισαρχόμενα - Out... Re: NO ACCESS T... End - Microsoft Word Έγγραφο3 - Micro...

# QP Web περιβάλλον για το χρήστη



QuestionPoint  
Ask a Librarian

Help  
Exit

Questions Terms of Service

Answered | Unanswered | Closed | Password | Settings

Authorization: 48768

## My Answered Questions

Questions:

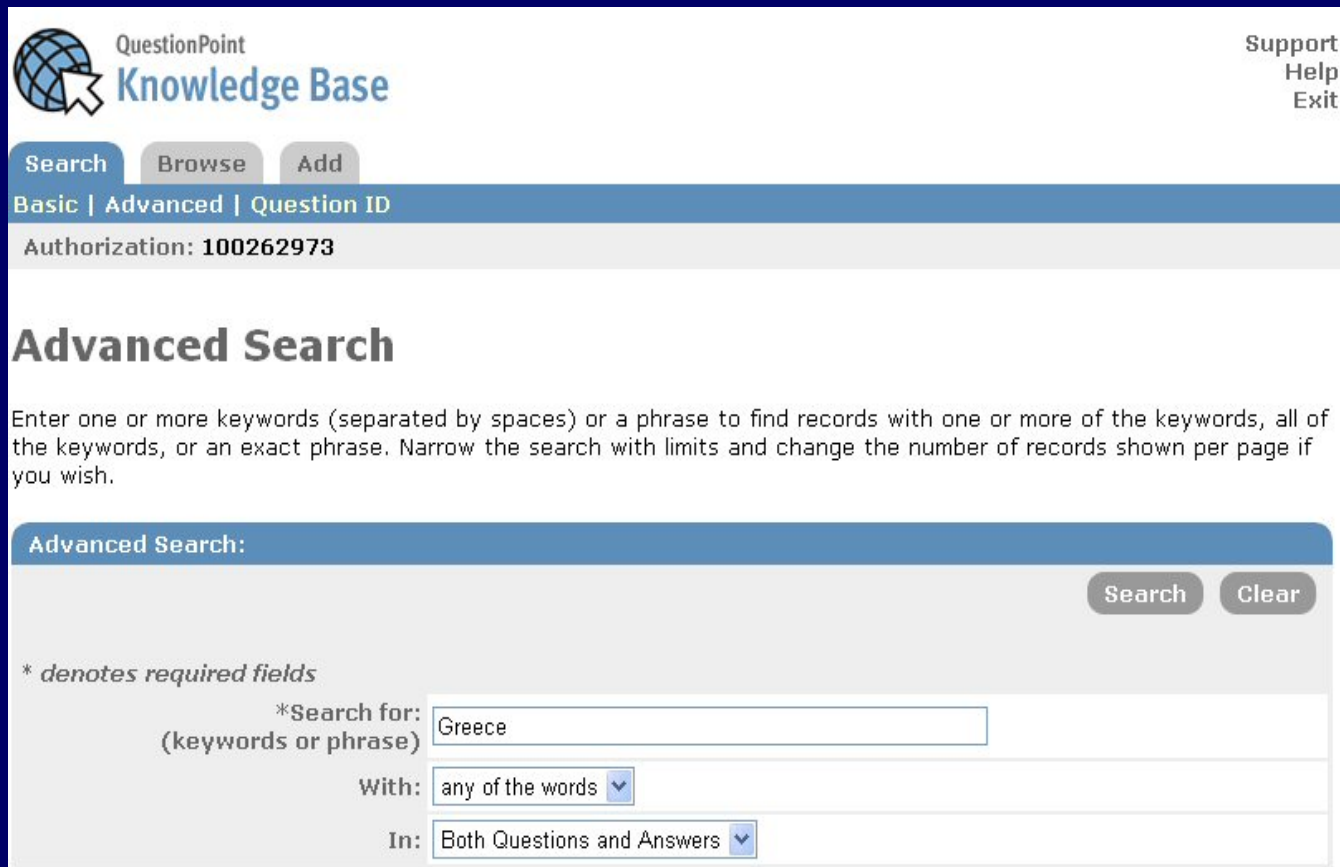
Name Xenia Agorogianni  
E-mail address agorog@lib.auth.gr

Key: ? = New ? = Pending ? = Answered  
? = Referred to another library

Status	? ID	Time/Date Entered (GMT-5)*	Question
	485782	03:38 2004/09/03	<a href="#">Citations for Biology except other than ISI Citation Indexes</a>
	501716	02:00 2004/09/20	<a href="#">Chat Session Transcript</a>

Ask A New Question Update List

# Βάσεις ερωτήσεων & απαντήσεων



The screenshot shows the 'QuestionPoint Knowledge Base' interface. At the top left is the logo and name. On the top right are links for 'Support', 'Help', and 'Exit'. Below the logo are three buttons: 'Search', 'Browse', and 'Add'. A navigation bar contains 'Basic | Advanced | Question ID'. Below this is an 'Authorization: 100262973' field. The main heading is 'Advanced Search'. A paragraph explains that users can enter keywords or phrases to find records, with options to narrow the search and change the number of records per page. Below this is the 'Advanced Search' form with a 'Search' button and a 'Clear' button. The form includes a note that an asterisk denotes required fields. The search criteria are: '\*Search for: (keywords or phrase)' with the value 'Greece', 'With: any of the words' (selected from a dropdown), and 'In: Both Questions and Answers' (selected from a dropdown).

QuestionPoint  
Knowledge Base

Support  
Help  
Exit

Search Browse Add

Basic | Advanced | Question ID

Authorization: 100262973

## Advanced Search

Enter one or more keywords (separated by spaces) or a phrase to find records with one or more of the keywords, all of the keywords, or an exact phrase. Narrow the search with limits and change the number of records shown per page if you wish.

Advanced Search: Search Clear

\* denotes required fields

\*Search for:  
(keywords or phrase)

With:

In:



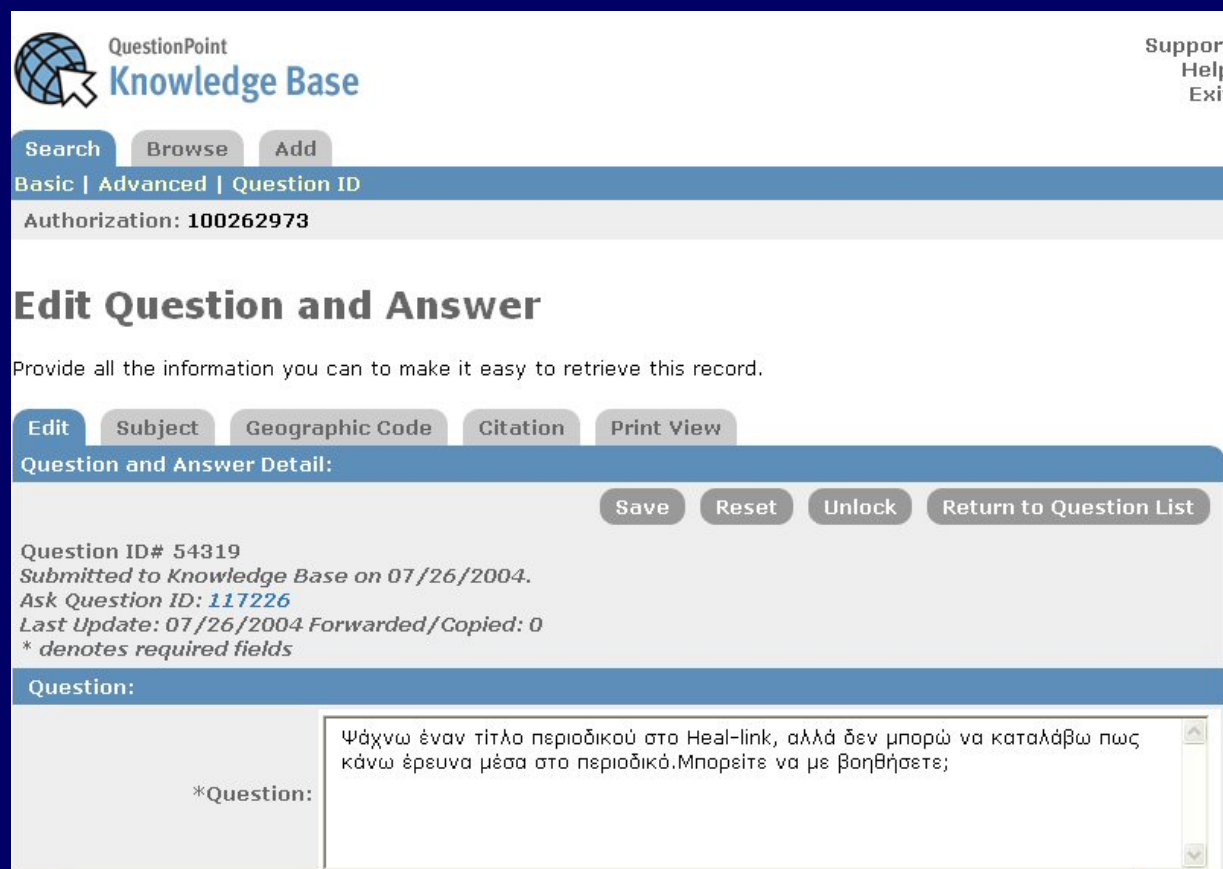


# Αποτελέσματα αναζήτησης στην QP Knowledge Base

Question and Answer List:	
Question and Answer List for Search: Keyword(s): greece Knowledge Base(s): QP Global Reference Network	
Records: 32 Displaying 1 - 10	
Entry Date:	Question:
03/03/2003	12524: I am looking for a source or sources for the population and land area of a number of cities in Greece and Turkey and Israel and Italy, now and what they were in the first century CE. The cities are: Rome Athens Tarsus, Turkey Antioch on the Orontes ...
06/08/2001	755: The requestor desires to know, by what means does Greece protect intellectual property? Does Greece have in place a system similar to U.S. Copyright?
04/17/2003	23937: Wie won goud, zilver, brons bij de wereldkampioenschappen indoor in Edmonton (Canada) in 2001?
03/22/2004	47187: I am trying to find out whether, according to Greco-Roman legend, the griffin (the medieval creature with a lion's body and a bird's head) is supposed to have been destroyed in a battle against the gods.
03/22/2004	47125: Who was Fallmerayer and why is he not liked by Greeks?
01/14/2002	2249: We need info about ancient Greece and pictures and maps.
11/09/2001	1618: Please inform us about the name of the publishers of: Bossy, J. "Disputes and Settlements. Law and Human Relations in the West." Cambridge, 1983 Foxhall, L. and P. Cartledge. "Money, Labour and Land in Ancient Greece." 2000 Spiro, Don. "Grilles & Trail..."
02/10/2003	12391: Are there 7 wonders of the world, and what are they?
08/09/2003	16039: I am researching influenza, epidemic and treatment in 15th century England - the spread of influenza along the trade routes to the east into the orient, specifically as it pertains to Romanian [Ed: Romanian?] history, its dominance in the land routes to...
08/15/2003	18813: I am looking for information on Philista, the healer from ancient Greece (300 bc) who is said to have been so beautiful that she had to give her lectures from behind a



# Καταλογογράφηση ερώτησης & απάντησης



QuestionPoint Knowledge Base

Support Help Exit

Search Browse Add

Basic | Advanced | Question ID

Authorization: 100262973

## Edit Question and Answer

Provide all the information you can to make it easy to retrieve this record.

Edit Subject Geographic Code Citation Print View

Question and Answer Detail:

Save Reset Unlock Return to Question List

Question ID# 54319  
Submitted to Knowledge Base on 07/26/2004.  
Ask Question ID: 117226  
Last Update: 07/26/2004 Forwarded/Copied: 0  
\* denotes required fields

Question:

\*Question: Ψάχνω έναν τίτλο περιοδικού στο Heal-link, αλλά δεν μπορώ να καταλάβω πως κάνω έρευνα μέσα στο περιοδικό. Μπορείτε να με βοηθήσετε;



# Τεχνικά προβλήματα

- Ζωντανή επικοινωνία με τους χρήστες
- E-mail προγράμματα αλληλογραφίας

*χρηστών*



# ΣΤΑΤΙΣΤΙΚΑ

## □ ΑΠΘ

- Ερωτήσεις 556
- Απαντήσεις 569
- Text Chat

κλήσεις/αποδοχή

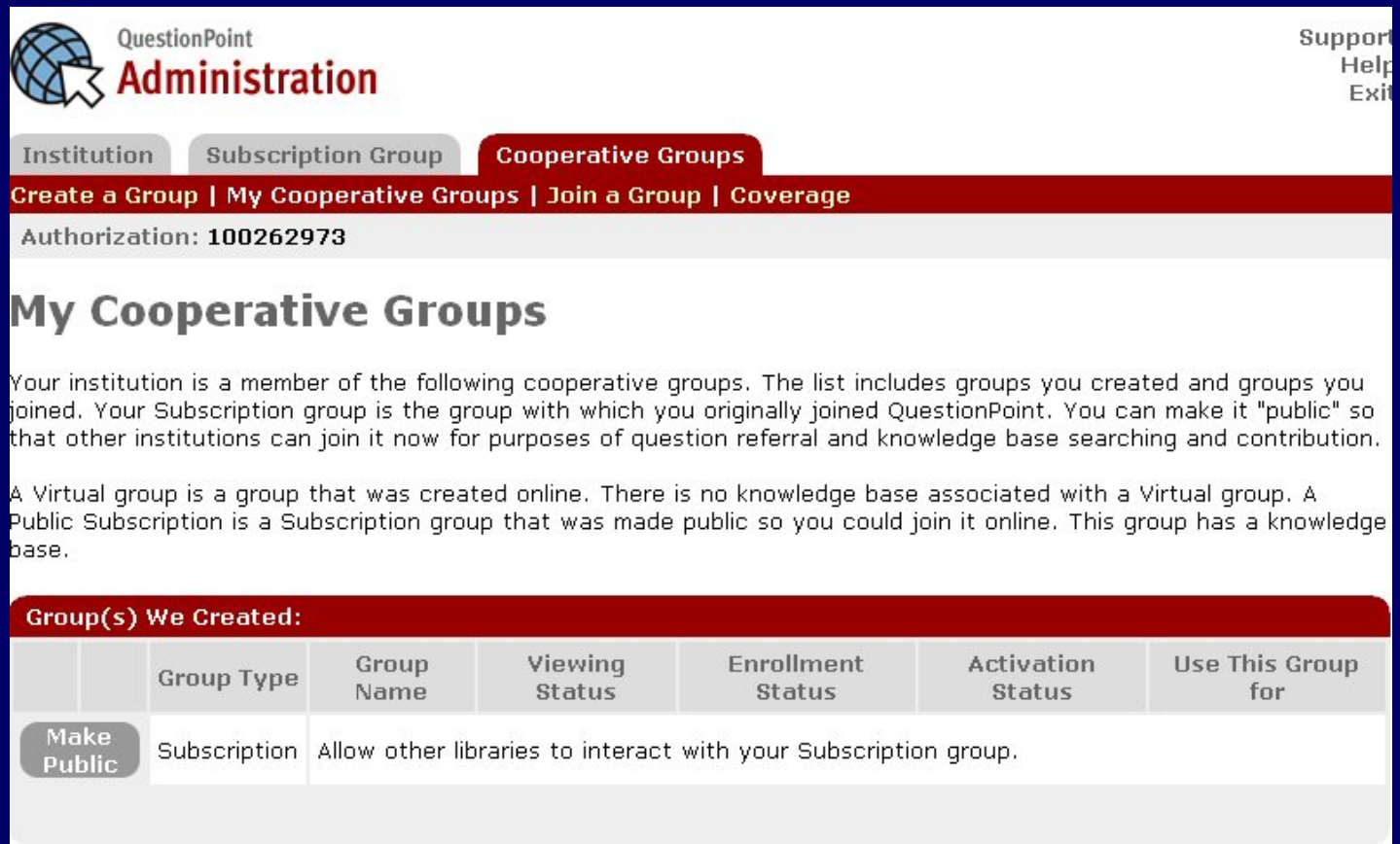
κλήσεων 89/34

## □ QP Δίκτυο

- Ερωτήσεις 233.204
- Text Chat 48.719
- Enhanced Chat 2193
- Αναζητήσεις στη Global

KB 325.709

# QP σε συνεργατικό επίπεδο



The screenshot displays the QuestionPoint Administration interface. At the top left is the QuestionPoint logo and the word "Administration". On the top right, there are links for "Support", "Help", and "Exit". Below the logo, there are three tabs: "Institution", "Subscription Group", and "Cooperative Groups", with the latter being the active tab. A navigation bar contains links for "Create a Group", "My Cooperative Groups", "Join a Group", and "Coverage". Below this, the authorization code "100262973" is shown. The main heading is "My Cooperative Groups". Two paragraphs of text explain the types of groups: one for groups you've created or joined, and another for virtual groups. Below the text is a table titled "Group(s) We Created:" with columns for Group Type, Group Name, Viewing Status, Enrollment Status, Activation Status, and Use This Group for. A "Make Public" button is visible next to the first row.

QuestionPoint  
**Administration**

Support  
Help  
Exit

Institution Subscription Group **Cooperative Groups**

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

Authorization: 100262973

## My Cooperative Groups

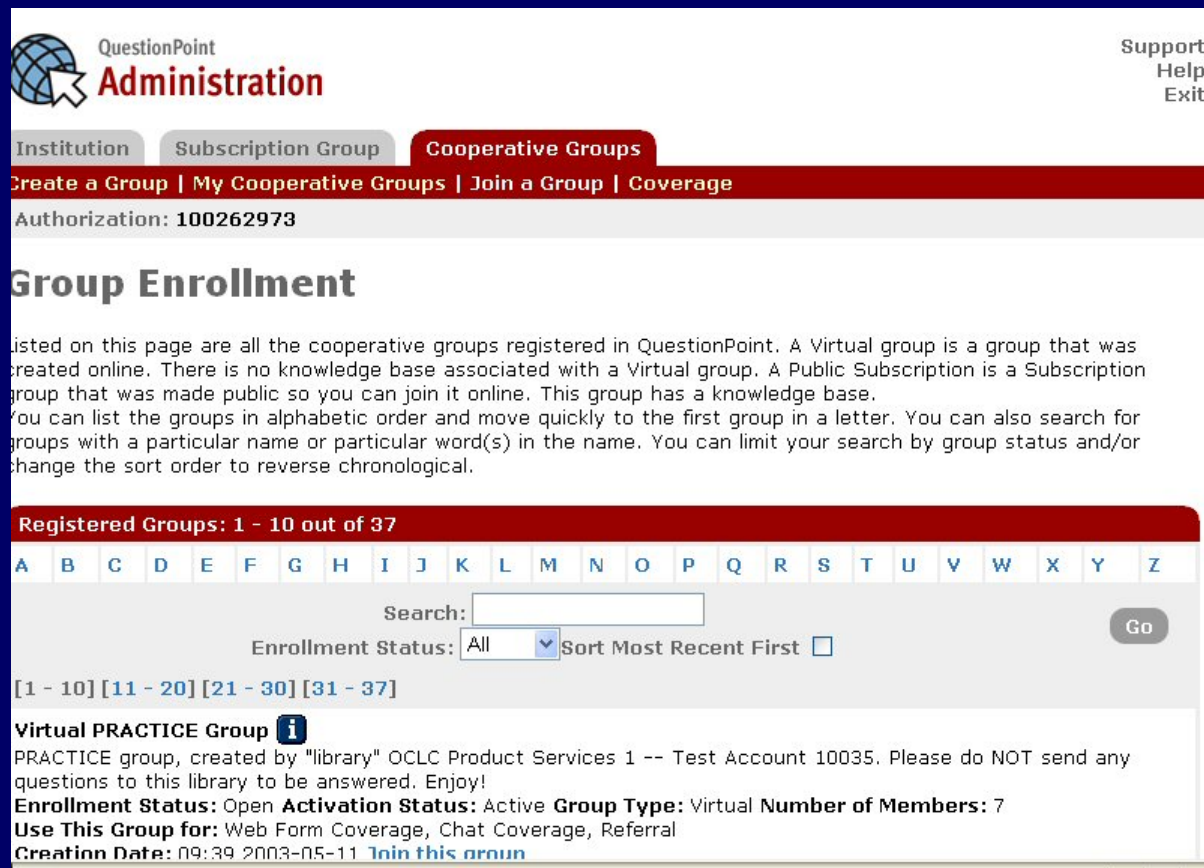
Your institution is a member of the following cooperative groups. The list includes groups you created and groups you joined. Your Subscription group is the group with which you originally joined QuestionPoint. You can make it "public" so that other institutions can join it now for purposes of question referral and knowledge base searching and contribution.

A Virtual group is a group that was created online. There is no knowledge base associated with a Virtual group. A Public Subscription is a Subscription group that was made public so you could join it online. This group has a knowledge base.

**Group(s) We Created:**

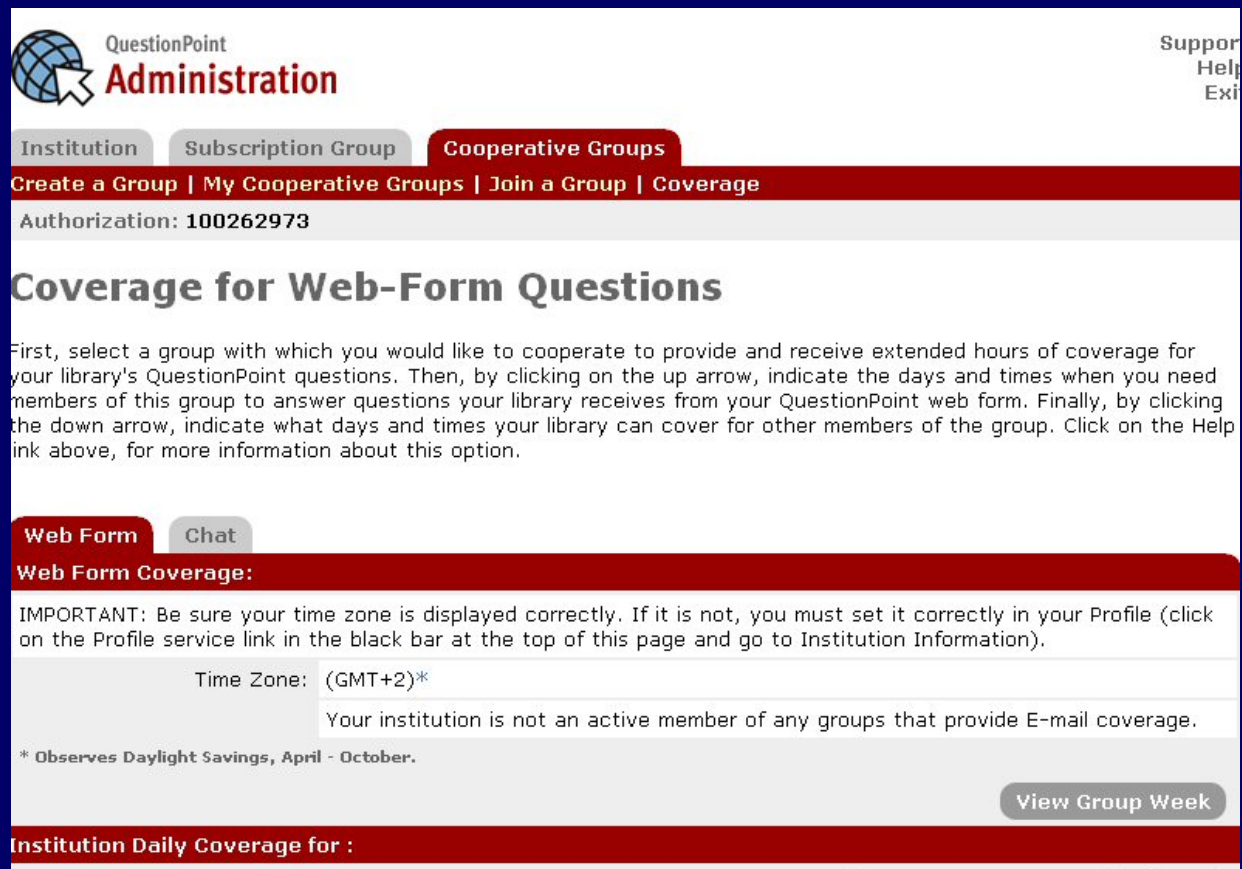
	Group Type	Group Name	Viewing Status	Enrollment Status	Activation Status	Use This Group for
<b>Make Public</b>	Subscription	Allow other libraries to interact with your Subscription group.				

# QP σε συνεργατικό επίπεδο



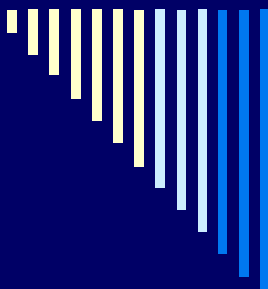
The screenshot displays the QuestionPoint Administration interface. At the top left is the QuestionPoint logo and the word "Administration". On the top right are links for "Support", "Help", and "Exit". Below the logo are navigation tabs for "Institution", "Subscription Group", and "Cooperative Groups", with the latter being selected. A red navigation bar contains links: "Create a Group", "My Cooperative Groups", "Join a Group", and "Coverage". Below this is the authorization code "100262973". The main heading is "Group Enrollment". The text explains that listed groups are all registered in QuestionPoint, defining Virtual and Public Subscription groups. It also provides instructions on how to search and sort groups. A red bar indicates "Registered Groups: 1 - 10 out of 37". Below this is a search interface with a grid of letters A-Z, a search input field, and a "Go" button. The "Enrollment Status" is set to "All" and "Sort Most Recent First" is checked. Navigation links for group ranges are shown: "[1 - 10] [11 - 20] [21 - 30] [31 - 37]". The first group entry is a "Virtual PRACTICE Group" with an information icon. Its details include: "PRACTICE group, created by 'library' OCLC Product Services 1 -- Test Account 10035. Please do NOT send any questions to this library to be answered. Enjoy!", "Enrollment Status: Open", "Activation Status: Active", "Group Type: Virtual", "Number of Members: 7", "Use This Group for: Web Form Coverage, Chat Coverage, Referral", and "Creation Date: 09:39 2003-05-11" with a link to "Join this group".


# QP σε συνεργατικό επίπεδο



The screenshot displays the 'QuestionPoint Administration' web interface. At the top left is the QuestionPoint logo and the word 'Administration'. On the top right, there are links for 'Support', 'Help', and 'Exit'. Below the logo, there are three tabs: 'Institution', 'Subscription Group', and 'Cooperative Groups', with the latter being the active tab. A navigation bar contains links for 'Create a Group', 'My Cooperative Groups', 'Join a Group', and 'Coverage'. Below this, the authorization code '100262973' is shown. The main heading is 'Coverage for Web-Form Questions'. The text explains the process of selecting a group and setting coverage times. Below the text are two tabs: 'Web Form' (active) and 'Chat'. Under 'Web Form Coverage', there is an important notice about time zones and a form field for 'Time Zone' set to '(GMT+2)\*'. A message states 'Your institution is not an active member of any groups that provide E-mail coverage.' A footnote explains the asterisk: '\* Observes Daylight Savings, April - October.' A 'View Group Week' button is located at the bottom right of the section. The bottom of the screenshot shows the start of the 'Institution Daily Coverage for :' section.


# Καινούρια έκδοση QP





**My QuestionPoint**  
Collaborative Reference Service

Support Help




Working on behalf of libraries

Home News

Home | Password | Settings | Coverage | Reports | Terms and Conditions

## My QuestionPoint

Welcome, Librarian 1  
Institution: World Reference (10036)

-Select Language-   
OCLC Symbol: AMF

My Questions
New: 0
Active: 50
Question Lists
New: 0
Unassigned: 1
Active: 149

QuestionPoint Announcements
<b>10 October 2004</b>
Welcome to the new QuestionPoint! <i>My QuestionPoint</i> is your new home page. The left side of this page reflects links and question counts specific to your account. The right side includes links that offer an overview of QuestionPoint.
Watch this middle section of the page for important announcements from the QuestionPoint service providers or from your own institution's QuestionPoint administrator.
At any time during your use of QuestionPoint, you can reach us by clicking on the Support link in the upper right of any page.

Institution Announcements
<b>September 28, 2004</b>
Welcome to the new version of QuestionPoint. You are currently on a Preview site. Any work you do here should be considered for testing purposes only.
Please do <b>not</b> route any questions to the global network, however, as those would actually be sent.
This version of QuestionPoint will be installed on October 10, when it will be available via the regular link from the QuestionPoint.org website.

News
To find out more about what's happening <a href="#">click here</a> .
Resources
<a href="#">Get Started with QuestionPoint</a>
<a href="#">Quick Start</a>
<a href="#">Chat: A Slide Presentation</a>
Orientation to the New QuestionPoint
<a href="#">Introduction</a>
<a href="#">Workflow</a>
<a href="#">Additional Features</a>
<a href="#">Knowledge Bases</a>
<a href="#">Administration Update</a>
<a href="#">Resources Review</a>
Feedback
<a href="#">Send us your comments</a> .

Quick Links
<a href="#">Ask</a>
Find ID: <input type="text"/>
<a href="#">Add a Question</a>
<a href="#">Launch Chat</a>
<a href="#">View Service History</a>
<a href="#">Knowledge Base</a>
Search Global KB: <input type="text"/>