

TRANSFERS

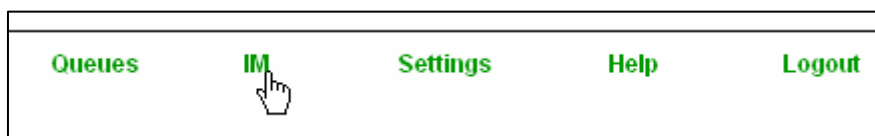
This guide will discuss transfers from both ends: transferring to another librarian and accepting a transfer. In transaction A, Kim is transferring to Joan. In transaction B, Kim is accepting a transfer from Joan.

Note: QuestionPoint does not send the patron notice that you are transferring the question. Please let them know you are doing so in your chat session.

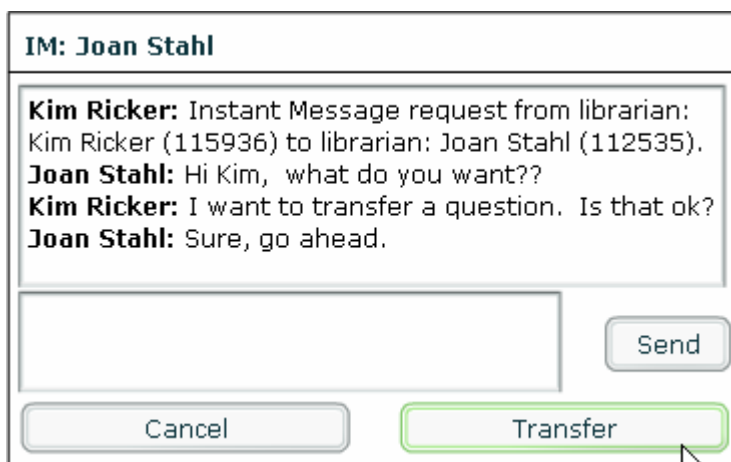
A. Transferring to another librarian: (Kim to Joan)

You can transfer an in-progress chat session to another librarian who is currently logged in.

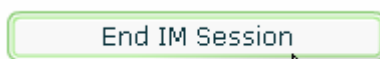
- Begin by asking another librarian to accept the chat session. Although this is optional, it is polite to ask before transferring. Do this by selecting the **IM** icon at the top right of your screen.



- A list of available librarians will open. Select the librarian.
- The IM message window will open. Type a message and hit “Send”.
- After the librarian (in this case Joan) has agreed, click on the “Transfer” icon.



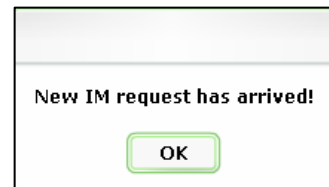
If the transfer icon is not visible, it means you are not the primary librarian and can not transfer.



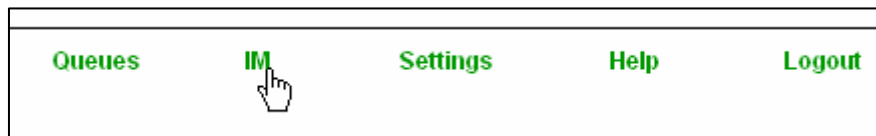
- Click the “End IM Session” icon.
- A message will indicate that the IM session has ended. Click “Close.”

B. Accepting a transfer: (Joan to Kim)

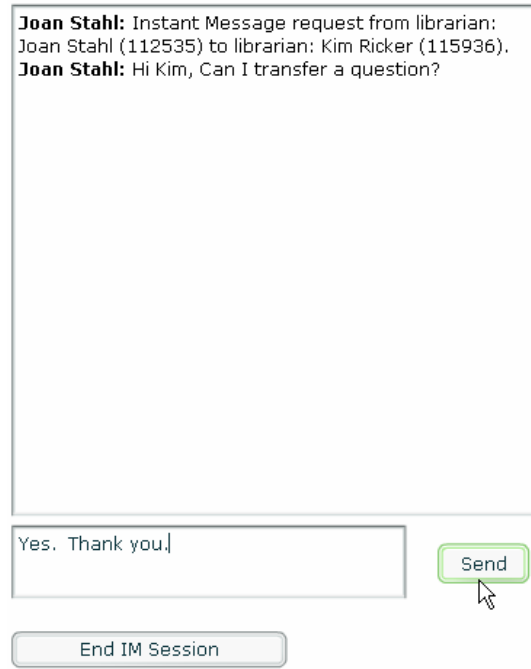
- If you receive an instant message from the librarian asking for permission to transfer, it will begin with an IM request message.



- Click on the IM icon in the top right corner of the chat screen.



- There will be a box at the bottom of the screen indicating Open sessions. The librarian sending the IM request will be listed. Click on his/her name.
- A window will open. Converse with the librarian.



- After the librarian hits transfer, you will receive a message indicating a transferred chat session has arrived.

New 'transferred' chat session has arrived!

- Click on the **My Active (1)** tab in the chat window. The patron should be listed.
- Click on the patron's name for the transferred session.