

*Get answers
from a person,
not a machine*



A cooperative service
of Maryland libraries

Quick Fact Sheet

What is AskUsNow!?

AskUsNow! is a 24/7 live online interactive service. It uses the expertise of library staff to provide Maryland residents and students with answers to questions, research guidance, and help navigating the Internet.

How does it work?

There are three main components to AskUsNow!:

1 Staff

The AskUsNow! service is provided by 26 partnering library systems across the state of Maryland. Each partnering library is providing trained staff to cover the online reference desk. As a member of the 24/7 Reference consortium, any hours not covered by Maryland staff are provided by 24/7 Reference.

2 Software

AskUsNow! is using 24/7 Reference for providing the service. This software enables customers and library staff to use chat to communicate questions and answers via the web. The service is provided entirely via the web. No additional software is required by the staff or the customer.

3 Customers

Customers are able to connect to AskUsNow! through their local library's website or by way of <http://www.askusnow.info>

When does it begin?

The official launching of the service is March 17, 2003, but to prepare for this exciting event the service is currently available without advertisement.

We encourage you to try it out!