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askUS
now!
info experts 24/7

Quick Fact Sheet for Library Staff – March 2004

What is Maryland 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. It is essentially an online information desk.

The public is able to connect to AskUsNow! through their local library website or by way of www.askusnow.info. Your library system is 1 of 26 public, academic, and special libraries in the state who help to staff the service. These Maryland libraries cooperate with other libraries nationwide in the “24/7 Reference” system, so that late night and weekend hours can be covered.

It's our one-year anniversary!

The week of March 14-20, 2004 will mark the one-year anniversary of the Maryland AskUsNow! service! In this first year over 30,000 questions have already been asked. *That's a lot of questions!*

How can you help?

During this anniversary week, each staff member is asked to wear the pin that proudly declares, “*Let me answer that.*” You can help more Marylanders become aware of the service and the special role that your library provides.

Each partner library has also received a copy of the new 30-second commercial spot on video. Libraries are encouraged to share this with their local media or make the commercial available for viewing in the building.

Questions about the service? Please ask your library's AskUsNow! representative or contact Joe Thompson, the state coordinator, at 410-887-6124 or jthomps@bcpl.net.