

Ask Us 24/7 Information Service

Sound too good to be true? Not so! Patrons from participating libraries can access a librarian 24 hours a day, 7 days a week via chat. Who's doing it? Let us count the names!

Buffalo & Erie County Public Library
Buffalo and Erie County Historical Society
Buffalo State College
Canisius college
Cazenovia College
Center for Inquiry
College of New Rochelle
Cornell University
Erie Community College
Finger Lakes Community College
Finger Lakes Library System
Fulton Montgomery Community College
Geneva Public Library
Hospital Library Services Program in WNY
Hudson Valley Community College
Jefferson Community College
Medaille College
Mid-York Library System
Mohawk Valley Community College
Monroe Community College
Multidisciplinary Earthquake Engineering Center
Niagara County Community College

Nioga Library System
North Country Community College
North Country Library System
Onondaga Community College
Onondaga County Public Library
Paul Smith's College
Purchase College, SUNY
Ramapo Catskill Library System
Schenectady County Community College
St. Bonaventure University
St. John Fisher College
SUNY Canton
SUNY College at Fredonia
SUNY College at Oneonta
SUNY Cortland
SUNY Delhi
SUNY Institute of Technology, Utica
SUNY New Paltz
SUNY Oswego
SUNY Plattsburgh
SUNY Potsdam
Syracuse University
Tompkins Cortland Community College
Utica College
Villa Maria College

In addition, we have our own subject specialists that help us out! All but one answer questions for the nation-wide cooperative!

- Local history—Erie County
- Paranormal
- Consumer Health
- Earthquakes

WNYLRC—

Helping libraries maximize their potential as information service providers for over 40 years

For more information, contact:

Jaclyn McKewan
Western New York Library Resources Council
4455 Genesee Street
P.O. Box 400
Buffalo, NY 14225-0400

Phone: 716-633-0705 Fax: 716-633-1736
www.wnylrc.org

Ask Us 24/7— Virtual Information Service

*Advancing Information Services
for Libraries*



Thinking about going solo? Think again!

Joining *Ask Us 24/7* can make it easier for you to provide the 24/7 reference service your students or patrons want. Here's how you benefit:

- Free ongoing training
- Free or low-cost marketing materials
- Centralized support
- Retain your library's identity
- Holiday, snow day, and vacation coverage—patrons receive reference service even when your library is closed

Fast Fact

Ask Us 24/7 has generated more than 70,000 chat sessions since September 2003!

both at the local

- level and at the nation-wide cooperative
- Budget friendly
- Fewer virtual desk hours required than attempting it on your own
- Use of state-of-the-art chat and follow-up software for conducting the service (not your ordinary instant messaging)
- Use of sophisticated reporting and statistical tools
- Cooperate with colleagues locally, statewide, and nationally

Go Where the Patrons Are Ask Us 24/7

Ten years ago, a library's ability to offer reference services 24 hours per day, seven days per week was nothing but a dream. Today it is a reality with *Ask Us 24/7*. Librarians can offer their patrons the ability to chat with a librarian any time of the day, any day of the week. Here are the tools that help! Librarians have the ability to:

- Push web pages and files to patrons
- Follow-up on questions that need additional resources
- Work with multiple patrons at one time
- Interact with patrons at their point of need
- Track patrons' visits using sophisticated reporting tools
- Integrate a library's email reference into *QuestionPoint's* follow-up system
- Refer a patron's question to numerous subject specialists
- Access *Ask Us 24/7 Marketing Toolkit* to help promote the service to patrons

Local? National? Global? That's Ask Us 24/7

- OCLC and 24/7 Reference co-developed the new chat software and integrated it into *QuestionPoint*
- *Ask Us 24/7* participates in *QuestionPoint's* nation-wide virtual reference cooperative
- *Ask Us 24/7* participants answer questions for patrons of other *Ask Us 24/7* participating libraries as well as for other libraries across the country participating in the nation-wide cooperative
- *Ask Us 24/7* participants provide over 40 hours on the nation-wide virtual desk. The remaining hours are covered by librarians from across the country who have joined the nation-wide cooperative.

Fast Fact

Approximately 1,400 libraries are part of the nationwide 24/7 Reference Cooperative in *QuestionPoint*. Of those, roughly 70% are public and 30% are academic.

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