

QandANJ.org: New Jersey's Statewide 24/7 virtual reference service



What is QandANJ.org?

A Web-based service that lets the user connect online with a real librarian—one to one in real time—for help with any topic or information need. Accessible at www.QandANJ.org.

What is a typical question on QandANJ.org?

There is no "typical" question. Users ask questions across the board whether they are seeking health or legal information, doing genealogy research, researching a term paper topic, looking up real estate prices and business contact information, embarking on a job hunt, or researching virtually anything else.

How does this work, anyway?

Through a live chat component, the user interacts with the librarian who then sends relevant Web sites, articles from specialized databases, multimedia files, and other pertinent information directly to the user's computer screen. Librarians use both electronic sources and library print collections to answer questions. All the user needs to use QandANJ.org is a Web browser.

Who provides the service?

300+ librarians from more than forty different libraries and library systems across the state of New Jersey staff the service, working mostly from their libraries but some from home. A number of New Jersey Librarians have also been hired as freelancers to provide service during evening and weekend hours. Overnight coverage, backup and some weekend hours are provided by QuestionPoint librarians and other libraries in the QuestionPoint Cooperative. QandANJ is supported by federal *Library Services and Technology Act (LSTA) funds administered by the New Jersey State Library*. The project is managed by the **South Jersey Regional Library Cooperative**. (www.sjrhc.org)

Who uses the service?

The service is used by young and old, professionals and students alike. During the school year, approximately 50% of QandANJ.org users are students, K-12 right up through college. Many live in communities directly served by the participating libraries, but all residents of New Jersey can use the service.

Usage Statistics

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
'01										451	415	479	1,345
'02	813	2,265	2,484	2,367	2,568	1,364	1,051	1,063	1,900	3,774	4,140	3,881	27,670
'03	4,985	5,122	5,991	5,364	4,957	3,131	1,479	1,564	3,948	5,656	5,158	4,571	51,926
'04	5,996	6,469	7,405	6,175	6,428	2,935	1,382	1,466	4,108	5,359	5,467	4,789	57,979
'05	5,471	5,590	6,488	6,108	5,971	2,790	1,276	1,583	4,280	5,773	5,236	4,038	54,604
'06	6,046	6,340	7,327	5,961	6,673	3,404	2,340	2,472	3,871	4,716	3,005	2,541	54,696

- Total Sessions to date: **248,220** (through December, 06)
- Average number of Sessions per year: **54,801** (2003-2006)
- Average number of sessions per month: **4,567** (2004-2006)

---- For more information, please see: www.qandanj.org/colorado ----