

# **Q and A NJ Customer Feedback**

## **Real feedback from real customers...**

### **Interaction with a live person**

- It was so nice to have a real person at the other end taking their time to help me. I was getting frustrated and was ready to give up until I saw this service available!
- That someone was online trying to find a solution felt very good.
- I was talking to a real person not a computer!

### **Got the answer/helpful**

- They found information that my Mom and I had been looking for and could not find no matter where we looked.
- I find that I don't always pose the question correctly for my own searches. Your site probably saved me hours of searching.
- I asked a question that I wasn't able to track down via Google, the Wall Street Journal, the New York Times, the Associated Press or NJ Online. The librarian who assisted me quickly zeroed in on a source of information I didn't know existed.

### **The Library came to me**

- I am house-bound and have missed contact with my favorite race of people - the librarian. This opportunity is greatly appreciated.
- I didn't have to go out in the rain and received fast courteous service.
- It was like being at a library.

### **Always open**

- I got the answers I needed, especially when the library was closed.
- [Q and A NJ] was available at 1 am. I was researching from A-Z. Fantastic knowing that a human was helping me.
- [I liked that Q and A NJ was] Available 24X7 - first contact was at 2 am Sunday morning.

### **Fast**

- I like the fact that you get an immediate answer to your question instead of having to click on a hundred different links and still not find the information you need.
- I searched for 1-2 hours for any information on the questions I had; your librarian found it in a minute.
- I got a quick and concise answer that otherwise would have required me to sift through a ton of information.