



Your life doesn't keep "regular hours". Neither do we.

## What is Q and A NJ?

Q and A NJ is a 24/7 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. The service is accessible on the Internet at [www.QandANJ.org](http://www.QandANJ.org). Live tutoring help is also available seven days a week between 2PM and 10PM.

## Is there a typical question on Q and A NJ?

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 Q and A NJ is a Web browser.

## Who provides the service?

300+ librarians from thirty-seven different libraries and library systems across the state of New Jersey staff the service. Q and A NJ 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.

## Who uses the service?

The service is used by young and old, professionals and students alike. During the school year, 40- 50% of Q and A NJ 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. Students can also receive homework help from qualified tutors, through our partnership with Tutor.com. (see: <http://www.qandanj.org/tutor.htm> for details)

## What do the customers say?

The project is on pace to answer **50,000 questions in 2003**, and demand continues to grow. Our customers tell us that they LOVE Q and A NJ. 20-30% of our customers take the time to fill out a short, pop-up customer satisfaction survey. They consistently tell us that they like:

- The interaction with a live person
- That they got an answer
- That the library "came to them"
- The convenience of 24/7 availability
- The speed of service

To find out more, contact: Karen Hyman, Executive Director, SJRLC. 856-346-1222 [hyman@sjrlc.org](mailto:hyman@sjrlc.org)