

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.

Question authority

Network of online librarians can provide answers, 24/7

NJ Statewide Reference Service Live, Online 44 Hours Weekly

The South Jersey Regional Library Cooperative (SJRLC) has been awarded \$132,000 in Library Services and Technology Act funding by the New Jersey State Library to expand live, online reference service throughout the state. The project, "Q and A NJ," offers online ready reference service combining Internet chat with the ability of trained librarians to select and send websites and other electronic information directly to the customer's computer.

A reference point.

*Librarians
online help
find the right
answers*

By Elisa Ung
INQUIRER STAFF WRITER

Library service claims to have all the answers

By TERRI NEEDHAM
Staff Writer

Not anymore. New operating 10 hours each
Jersey residents can now weekday and

Move over Jeeves and Yahoo!

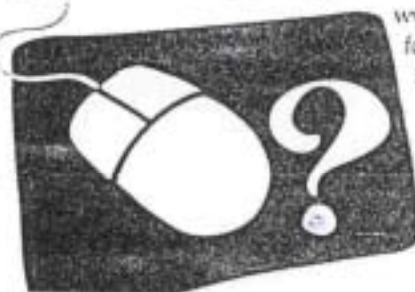
Why ask Jeeves? Or Yahoo?
Meet Q and A NJ. This new
virtual reference

Q & A is available 24/7. Free-of-
charge! From the comfort and convenience of your home, school,
or office.

Service from the NJ Library Network lets you get answers live online. The site combines the information smarts of librarians with the speed and convenience of the Internet. The Newark Public Library has joined two dozen other libraries throughout the state participating in this new service.

QandANJ.org

Visit
www.qandanj.org
for more
information.



Open All Night:

**"Q and A NJ" Live Online Information
Service Expands to 24 hours**

By Karen Hyman

Log on to the answer at statewide library Web site

By DEBORAH M. MARKO
Staff Writer

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VINELAND — No need to toss and turn all night wondering what film won last year's Academy Award.

The answer to that question — and countless others — is just a click away.

New Jersey libraries —

Library part of 24-hour service

"Q and A NJ," a new service provided by the South Jersey Regional Library and are connected with an external

New program offers free online help from librarians

Professional librarians from southern and central New Jersey are scheduled to launch a free online information service next month that will act as a virtual reference desk for New Jersey residents. Administered by the South Jersey Regional Library

Another good resource, this one for teaching virtual reference, is the Librarian's Online Manual from the QandANJ service in New Jersey (www.qandanj.org/manual/), "a network of experienced New Jersey librarians offering free live, interactive search assistance," powered by the New Jersey Library Network. As a librarian-administrator managing a virtual office, I can appreciate the special guidance provided by QandANJ. In addition to providing Internet-intensive reference—something most of us do already—the QandANJ team has the special challenge of working together, and with the public, in a completely online environment—which explains tip sheets such

Internet Librarian

Help, I Have to Teach an Internet Class!

Human interaction:

Get answers to your questions from a real, live human being.
www.qandanj.org