



Ohio's Statewide Online Reference Service

www.knowitnow.org

- Fact Sheet -

- **KnowItNow24x7** provides all citizens of Ohio with free, live online access to librarians who:
 - help students at all levels find resources for homework.
 - suggest books for research and leisure reading.
 - provide answers for all types of general and specific questions.
- **KnowItNow24x7** was the *first* online reference service in the world available 24 hours a day, seven days a week!
- **KnowItNow24x7** is administered through Cleveland Public Library with almost fifty public libraries and over two dozen colleges and universities providing librarians to answer questions. The North East Ohio Regional Library System, based in Warren, manages approximately fifty freelance librarians who answer patrons' questions outside regular library service hours.
- **KnowItNow24x7** is funded through a federal Institute of Museum and Library Services (IMLS) grant awarded by the State Library of Ohio.
- **KnowItNow24x7** is the busiest statewide online reference service in the United States, handling an average of over 9,000 sessions per month. The service passed the 500,000th session mark in February 2009.
- **KnowItNow24x7** celebrated its 5th anniversary of providing statewide service in September 2009.
- **KnowItNow24x7** is an integral part of Ohio's rich tradition of excellence in providing library services to its residents.
- **KnowItNow24x7** partners with OhioLINK to provide reference assistance to Ohio's college and university students.
- These are just some of the highlights concerning Ohio's online reference service. For more information, contact **Don Boozer, KnowItNow24x7 Coordinator**, at support@knowitnow.org.



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