



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, and began operation in 2004.

- ✿ **KnowItNow24x7** is staffed by librarians at public, academic, special libraries across Ohio during the daytime and early evening hours and afterhours by freelance librarians supervised by the Northeast Ohio Regional Library System. Cleveland Public Library serves as the administrative center of the statewide service.

- ✿ **KnowItNow24x7** has 77 public, academic, and special libraries – approximately 20% of all the eligible libraries in Ohio – actively participating in serving patrons.

- ✿ **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 8,000 sessions per month. In 2010, librarians staffing the service handled over 82,000 sessions consisting of web chats, emails, and instant messages.

- ✿ **KnowItNow24x7** began offering patrons the option of submitting questions by text message in February 2011. Actively-participating Ohio libraries can now also offer their patrons a local text message reference service through KnowItNow24x7.

- ✿ **KnowItNow24x7** partners with OhioLINK to provide reference assistance to Ohio's college and university students.

- ✿ **KnowItNow24x7** is an integral part of Ohio's rich tradition of excellence in providing library services to its residents.

- ✿ 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.

