



KnowItNow24x7 provides all residents of Ohio with free, live online access to professional librarians who are available 24 hours a day, seven days a week, to answer your reference questions and to assist you in finding information. KnowItNow24x7 is brought to you by the State Library of Ohio and libraries throughout the state.

Ohioans love KnowItNow24x7!

"Please do not EVER get rid of KIN24X7!! I cannot tell you how valuable the services were when I was in college, up late at night trying to finish a paper!"

"One more resource when we can't get to a library, forgot a book, stumped on a math question, etc. BRILLIANT! WHAT A GREAT RESOURCE FOR US. All I can say is thank you."

"This is needed for the hard of hearing & deaf people."

"Librarian was SUCH a great help! We started talking about the topic I was researching and I was able to think of so many examples with the great information she was able to find for me. I don't know what I'd do without KnowItNow! Thank you so much!"

"I will continue to use this service. It has been extremely helpful. I have been able to obtain information / direction for what I need from you. Any keywords that I would enter on the internet did not give me the information I needed. Asking other people that are in that field does not always lead me to an answer. Thanks for giving me another direction and other sources to investigate. Everyone says, 'you can Google anything,' but you can't. Thanks again, keep up the good work. Do not ever, ever remove this service."

"Your service is fast, easy, and very accurate! It always gives me the information I need. Thanks for all your help!"

Quotes are from KnowItNow24x7 transcripts of sessions.

2011 Have a question? Text us! We now offer free text message reference services.

Text knowitnow to 66746



2010 Librarians from public and academic libraries staffing the service handled over **82,000 sessions** consisting of web chats, emails, and instant messages.

2009 KnowItNow24x7 partnered with the Ohio Library for the Blind and Physically Disabled to implement a new commercial instant messaging (IM) option allowing Ohioans, especially the visually-impaired, to contact a librarian in real-time via MSN, AOL, or Yahoo! through the statewide network.

2008 Ohio's college and university libraries joined KnowItNow24x7 in April 2008 to serve their own students through online chat reference as well as assist in helping the public through the statewide service.

2004 KnowItNow24x7 was the first online reference service in the world available 24 hours a day, seven days a week.



KnowItNow24x7 is a prime example of sharing services among all types of libraries and through its success remains an integral part of Ohio's rich tradition of excellence in providing library services to its residents.

The service is staffed by librarians at public, academic, and 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 is funded through a federal Institute of Museum and Library Services (IMLS) grant awarded by the State Library of Ohio.

Answering your questions
online, anytime

