

Visit the **AskMN** website
for more information:
www.askmn.org

AskMN, a statewide online reference service, is available to Minnesota residents and students to help with their research and information needs 24 hours a day, 7 days a week. Minitex and participating Minnesota public and academic libraries, working in cooperation, make it possible to provide quality, real-time assistance via a live, interactive chat service.

AskMN is a service staffed by experienced librarians across Minnesota and is part of the 24/7 Reference Cooperative, a group of hundreds of libraries across the country that work together to provide chat and email reference service.

You may find that you spend a lot of time searching for answers on the Web but are no closer to finding information than before you started or may not be sure if the information you found is trusted, quality information. Librarians are available via **askmn.org** or one of the participating libraries' websites to assist in quickly finding appropriate resources, to help with search strategies, and to answer questions. Whether you're looking for help with homework, hobbies, healthcare, and more, **AskMN** librarians are always in.

Participating Libraries and Organizations

For a full list of participating Minnesota libraries and information on how libraries can participate, please visit:

<http://askmn.org/libraries/>

Take the shortcut to
the information you need.
Visit askmn.org

Help with reliable answers from a librarian
anytime, day or night is just a click away.

***AskMN** is brought to you by Minitex and
participating Minnesota libraries.*



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AskMN

The Librarian Is In!



*Helping Minnesota residents
meet their information
needs wherever they are,
whenever they need it
through a visible and
accessible Internet presence.*

AskMN: The Librarian Is In!

An online service for information and research help available to Minnesota residents and students 24 hours a day, 7 days a week. **AskMN** is a cooperative service of Minitex and participating Minnesota public and academic libraries.

Minnesota libraries have offered 24-hour use of online library catalogs and information resources for years, and now we can help you meet your information needs around the clock as well.

Experienced **AskMN** librarians can save you time searching online resources to find what you need. Unlike search engines, they can ask you questions and share ideas that will lead you to the best sources, and then they can assist you in using the sources.

- Available to residents and students of Minnesota
- 24/7 information and research assistance
- Experienced librarians ready to help
- Quality, reliable information
- Fast and quick service
- Point of need contact, wherever you are
- Access to text and links of sites visited after your session

What people are saying

"THANKS! Instead of having to first figure out where to find helpful resources, this service allows me to get right into my research."

"Quick response. The information was helpful, and I got my answer. I look forward to sharing this site with my students."

"The librarian was very friendly and helpful. I would definitely use this service again. I also like that you were available 24/7."

"Great service. It saved me half an hour of metaphorically banging my head on the library's electronic card catalogue."

"I think this is a fantastic service. Both times I have used it I found it incredibly helpful, quick and easy to use. The librarians have been really nice and did this in real-time. This saved me a lot of time. Thank you for offering this service!"

"I like the fact that the librarians are very helpful and use their time to help! Thank you very much. I guess I will keep coming to this website from now on. Thank you QuestionPoint and librarians! Your help is taken into consideration!"

"This service has always been of great help and always available!!!"

"I really appreciate that when this service doesn't come up with an answer right away they offer to look into the question further and come up with an answer. The staff's dedication to this site is fantastic."

What you can expect

You will be connected to a real librarian with the expertise to provide answers to questions, research guidance, and help navigating the Internet. A normal session lasts between 5 and 20 minutes. Depending on your information needs, you may have web pages sent to you in the session or you may browse web pages with a librarian. Complex questions may require extra time outside of chat to complete.

How we provide 24/7 online assistance

The service is staffed by experienced librarians from Minnesota and QuestionPoint's 24/7 Reference Cooperative, a group of hundreds of libraries across the country that work together to provide online reference service.