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## Fact Sheet KnowItNow 24x7 Statewide Virtual Reference Service

### Q. What is the new service and how is it funded?

A. KnowItNow 24x7 is a 24/7 virtual reference service made available free to all residents of Ohio through a federal Institute of Museum and Library Services (IMLS) grant awarded by the State Library of Ohio. The amount of the three-year grant is \$936,000.

### Q. How was the service developed?

A. The new statewide service is an expansion of the KnowItNow 24x7™ virtual reference service currently being offered to libraries around the state by CLEVNET, a library computer network of the Cleveland Public Library. It is the busiest virtual reference service in the nation.

### Q. Why did the State Library think this was an important service to provide?

A. Ohio has a tradition of excellence in providing library services to its residents. The State Library wanted to provide direct reference service to all Ohioans from local libraries throughout the state in support of the Ohio Library Council's Library Futures Initiative.

### Q. Who will staff the service 24/7?

A. Librarians around the state will staff the service during regular library hours and the NOLA Regional Library System will coordinate staffing the service with trained librarians during the night when libraries are closed. Online tutors will be available from 2 p.m. to 10 p.m. seven days a week to assist students with homework.

### Q. How will the service be administered?

A. Cleveland Public Library, the NOLA Regional Library System, and Cuyahoga County Public Library are the three primary partners in the project.

### Q. Why were these three libraries selected from Ohio's 250 library systems?

A. These partners were selected because of their expertise in managing virtual reference services serving Ohio's libraries and citizens. Collectively, the three partners provide virtual reference services to 38% of Ohio's population and have been doing so for a number of years.

### Q. What roles do the three primary partners play in the service?

A. Cuyahoga County Public Library will serve as fiscal agent for administering the grant funds. It will also facilitate the development of marketing tools for libraries around the state and promotion of the service. Cleveland Public Library will be responsible for the technological aspects involved in providing the service. And, the NOLA Regional Library System, with its 30 years of experience in continuing education, will coordinate training of library staff around the state.

### Q. How will we know if the service is meeting the needs of Ohio's public libraries and its residents?

