



About the Service

Ask a Librarian is a rapidly growing collaborative service offering live virtual reference services to more than 16 million citizens throughout Florida.

Ask a Librarian extends the reach of traditional library reference services by linking remote information seekers to a library professional for live, one-on-one assistance with locating and using information on the Web. The service features real-time chat, the ability to escort a patron's browser, and to exchange electronic files.

It is a fast, cost-effective means for providing patrons with trusted advice and expert knowledge on navigating the increasingly complex world of electronic resources.

History

Ask a Librarian is a collaborative project between the College Center for Library Automation (CCLA) and the Tampa Bay Library Consortium (TBLC). The project is funded through successive-year grants awarded in 2002, 2003, and 2004 under the Library Services and Technology Act (LSTA) to develop and deliver collaborative live virtual reference services for libraries of all types, including academic, public, private, and state.

Ask a Librarian began as a pilot project of the Florida Library Network Council (FLNC) and is a component of the Florida Electronic Library. Administration of LSTA grant funds for the Ask a Librarian project is provided by the Florida Department of State, Division of Library and Information Services.

Free Online Reference Service for All Floridians

What is Ask a Librarian?

Ask a Librarian is an exciting online reference service that provides all Florida residents with free, convenient, real-time access to a librarian who can answer their reference questions, help them locate and use information on the Web, and offer expert advice on using Web-based information. 'Ask a Librarian' is a collaborative project comprised of academic, public, school, and special libraries across Florida. Participation in the service is expected to grow to 100 libraries during 2005.

Ask a Librarian's live help is available Sunday through Friday from 10:00 a.m. until 10:00 p.m. ET, and on Saturday from 10:00 a.m. until 5:00 p.m., to answer reference questions and offer assistance. Questions may also be submitted via e-mail at any time, day or night.

Ask a Librarian is Web-based so it doesn't matter where in Florida the information seeker is located. For example, an information seeker in Jacksonville might receive assistance from a librarian who is staffing the service from a library in Miami.

Ask a Librarian uses chat and co-browsing software that allows the librarian and the user to navigate the Web together and find useful information.

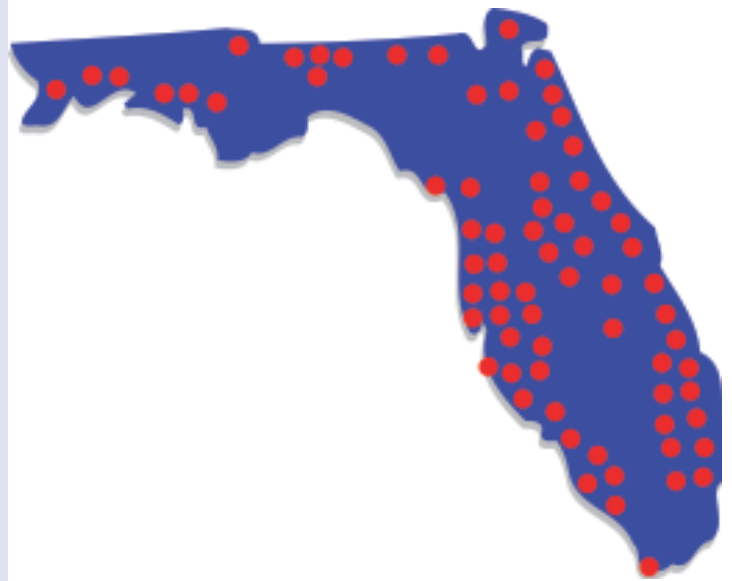
To ask a question using Ask a Librarian, log on to www.askalibrarian.org or look for links on participating libraries' Web sites. For more information about the Ask a Librarian service itself, including a list of participating libraries, visit the service's Web site at <http://info.askalibrarian.org>.

Use Ask a Librarian now at:
www.askalibrarian.org

Ask a Librarian Coverage

Participating Libraries

Alachua County Library District
American Intercontinental University
Ave Maria University
Barry University
Bay County Public Library/Northwest Regional
Bethune-Cookman College
Brevard Community College
Brevard County Public Library
Broward Community College
Broward County Library
Bruton Memorial Library
Central Florida Community College
Central Florida Library Cooperative
Charlotte-Glades Library System
Chipola College
Citrus County Library System
Collier County Public Library
Daytona Beach Community College
Delray Beach Public Library
Dunedin Public Library
East Lake Community Library
Edison College
Florida Community College at Jacksonville
Florida Gulf Coast University
Florida Keys Community College
Florida Metropolitan University-North Orlando Campus
Florida Virtual School
Gulf Coast Community College
Gulfport Public Library
Harold Goldstein Library (Florida State University)
Hialeah Public Libraries
Hillsborough Community College
Indian River Community College
International College
Lake City Community College
Lake County Library System
Lake-Sumter Community College
Lake Worth Public Library
Largo Library
Leon County Public Library
Manatee Community College
Manatee County Public Library
Martin County Library System
Miami Dade College
Miami Dade Public Library
Nassau County Public Library System
Niceville Public Library
North Florida Community College
Nova Southeastern University
Okaloosa-Walton College
Orange County Public Library
Palm Beach Atlantic University
Palm Beach Community College



Palm Beach County Library System
Palm Beach County School District
Palm Harbor Library
Pasco County Library System
Pasco-Hernando Community College
Pensacola Junior College
Pinellas Park Public Library
Polk Community College
Saint Leo University
St. Johns County Public Library System
St. Lucie County Public Library
St. Petersburg College
St. Petersburg Public Library
Sanibel Public Library
Santa Fe Community College
Sarasota County Library System
Seminole Community College
South Florida Community College
Southeastern College
State Library of Florida
Suwannee River Regional Library
Tallahassee Community College
Tampa-Hillsborough County Public Library System
Tarpon Springs Library
University of Tampa
Valencia Community College
Volusia County Public Library
West Palm Beach Public Library
Wilderness Coast Public Libraries
Winter Park Public Library

A complete list of participating libraries is available online at <http://info.askalibrarian.org>.

For more information about Ask a Librarian, contact Vince Mariner (vmariner@cclaflorida.org; 850-922-6044) or check out the service's Web site at: <http://info.askalibrarian.org>.