



Tutor.com Launches Ask A Librarian™ Online Reference Center in the Tutor.com Learning Suite

Academic and Public Libraries Now Have Access to Best Software and Staffing for Virtual Reference

NEW YORK, June 21, 2012—Tutor.com, the leading provider of on-demand academic, career and reference solutions announced today that Ask A Librarian™ Online Reference Center, a popular virtual reference solution for more than 100 public and academic libraries is being integrated into the Tutor.com Learning Suite. The integration brings the power of Tutor.com's proprietary software to the Ask A Librarian product line while keeping the high quality, flexible staffing options that have earned the service a 90% recommend rating from library patrons.

Ask A Librarian Online Reference Center is the virtual reference solution for more than 100 public and academic libraries including the Association of Jesuit Colleges and Universities (AJCU), University of Maryland University College (UMUC) and Nassau Library System. Academic and public libraries choose Ask A Librarian because it is an easy way to offer and staff a 24/7 virtual reference program and never sacrifice quality.

Flexible Staffing Solutions

Use of virtual reference continues to increase as more library patrons have home Internet access, use their library's website and online catalogue more frequently and expect their library to offer online chat services. Serving more patrons online can also increase the value of a library's investment in online databases and resources. To best do this, libraries need to properly staff their virtual reference services.

Ask A Librarian gives libraries three ways to staff their program. Libraries may choose to staff the program themselves; share staffing with Tutor.com's community of credentialed librarians who can cover after-hours coverage or provide back-up; or offer a 24/7 service staffed completely by Tutor.com's librarians. Tutor.com's community of librarians have completed more than 600,000 live, reference sessions and earned a 90% recommend rate from happy patrons.

Easy to Administer

While many libraries use free or low-cost chat solutions, these services don't have the rich administration and reporting tools offered in Ask A Librarian. From easily importing and managing librarian accounts, to tracking and following up with patrons, the software provides a full-service solution to provide the highest quality reference help.

Integrated Solutions

The introduction of Ask A Librarian into the Tutor.com Learning Suite provides libraries the opportunity to offer homework, tutoring, GED, career and now reference help all from one place. Libraries may also pick and choose the services they want to offer as part of the new integrated Learning Suite. Patrons get the highest quality on-demand help while libraries get comprehensive reporting that tracks their patrons use of all services.

To learn more about Ask A Librarian, please visit: <http://www.tutor.com/libraries/products/virtual-reference>