

What are askON Visitors Saying?

“Nicole was terrific - I sent an online inquiry, and she was back to me within 90 seconds. Within three minutes, she had shared research information with me that saved me HOURS of time. So appreciative!”

“Having a fulltime job and doing school work after regular hours, it is nice to know that someone else is there if I run into a problem”

“I felt educated by the time I finished chatting.”

“Great service no issues at all! Friendly and encouraging staff...thanks! Left feeling more confident in doing the research assignment!”

“I am an international student and this service is helpful because asking online with written words is easier to understand. Thank you!”

“I am glad I used the service. Thank god for patient people. I will definitely use this service again.”

“AskON was really helpful. my assignment was stuck at one point for an hour and hour but askON help me locate exactly where I have to instead of going round and round. Thank you.”

“I was helped by two people, and they were both lovely. They made searching very easy, and showed me resources I would not have checked!”

“It's like hiring an expert for free to assist me and also it's easier than to search by my self”

“Very happy with this service. Assistance is prompt and search/navigation instruction were made extremely clear & simple. I'd definitely recommend this service to anybody seeking research assistance, at least with construction material, as that is the only area I have personally sought help/assistance.”

“I found this askOn service awesome and useful since I am a kind of person who's afraid and as much as possible avoid social interaction with people I don't know. I am a shy person.”

"It was my first time using the library, and I found it very confusing. The chat invitation popped when I really needed, and i was guided on the places I could search for the information, as well as the key term i could use for the search,"

“This service has saved me so much time finding the reliable sources I was looking for.”

“X was an amazing asset to my research experience. After many days of endless researching, I decided I would try this service. x was more than helpful and persistent in finding excellent resources for my presentation. Extremely knowledgeable and incredibly helpful... I could not have asked for a better service! Thank you so much.”

askON Testimonials

What are askON Staff Saying?

“The increase in online learning at our colleges has made virtual reference crucial to the student’s academic success. At our college, where our two campuses see rural students and commuters, askON has benefited students who cannot stop into the physical library for help. . . . With our small staff, virtual reference would have been impossible, both staffing and financially. . . . Our college communities are seeing enhanced library services, efficient library operations through our shared partnership.” – Marnie Kursiss-Morrow, askON staff member from St. Clair College

“Lambton College joined askON in September 2015 and our chat numbers throughout the fall and winter were low, too low! Despite how much effort we put into advertising, we just couldn’t seem to get students and faculty buy into the service but Proactive chat changed that for us. In June, we saw our usage skyrocket to 611% higher than our average monthly usage – students started using it, faculty started asking questions about it and now everyone is talking about it.” – Stephanie Black, askON staff member from Lambton College

“Love the askON service and I'm glad we have the opportunity to be part of it.”

“I was anxious initially, but with experience it becomes more routine - as expected :)”

“My shift always runs smoothly and I feel like the people I work with on the shift have created a good routine and this really helps. We use the backchat to share information on questions, and to ensure that the next shift is signed on and ready to take over. I know that this is a problem for other staff on other shifts but if everyone is on the same page it can work seamlessly.”

askON Testimonials

What are askON Student Operators Saying?

“I have considered my time at askON to be foundational and has informed many of my decisions as I built system wide learning initiatives and moved into my role as a Librarian.”

“askON has been an enriching experience and I have learned a lot about the reference process through the interactions with my colleagues and the clients. I was able to apply the theory that I learned in the Research Processes course from my LIT program and I may go further with my education in this area.”

“I thoroughly enjoyed my experience working with askON, and if I were continuing my studies I absolutely would have been interested in continuing on with the internship* program. Thank you so much for giving me the opportunity to work with so many clients to help with their research needs. It was a truly enriching experience for me!”

“The shifts this semester certainly kept us on our toes and were a great experience, I'd absolutely recommend this internship to anyone looking for some hands-on experience with a great crew of staff and volunteers. Thanks very much for bringing me aboard!”

“I did enjoy the internship and am grateful for the experience it gave me. I know it was definitely a point in my favour while interviewing for my current position.”

“It has been a truly enriching experience working on college chat. I've learned a great deal about virtual reference services. Though at times reference and research can be a challenging whirlwind through online chat, the immense benefit of accessibility and convenience for those who need on-demand research help is a unique quality this service offers, a quality I will continue to advocate for thanks to this experience. I would like to thank you sincerely for giving me a chance to be an askON intern these past two semesters.”

* The askON Virtual Reference Student Operator Program was previously the askON Internship Program