

NCKnows

Answers from Pros

Ask Us
Now!

What Is NCKnows?

NCKnows allows you to chat online with a librarian and receive answers, articles and more. We are open 24 hours a day, 7 days a week.

What Can I Ask?

You can ask anything you want. Librarians are excellent at:

- Finding books and articles.
- Explaining the different services in libraries.
- Pointing you towards experts and subject specialists.

NCKnows cannot give out medical or legal advice.

How Does It Work?

After submitting your question, a librarian will chat with you to find out exactly what you need. The librarian can even send you webpages and articles while you chat.

Thanks But I'm Pretty Good at Searching the Web.

Great! But here are some things to consider:

- We can help you find online material that Google can't access- like articles from NC LIVE or your library's databases.
- We can save you time by finding information faster or double checking your searches to make sure you are not missing anything.
- We can help you find quality, authoritative material and academic sources- on the web and in local collections.

How to Get the Best Answer:

1. Be **clear** with your question.
2. Do you have a **deadline**? Let us know so we can better help you.
3. Tell us **what you have already tried**.
4. **NCKnows** does not work with some firewalls. Check: www.ncknows.org/tech.htm for information on how to **configure your firewalls**.
5. If you would like a transcript of the chat, including URLs to pages you've visited, be sure to submit your email address. **We don't share your email address** with anyone except quality control evaluators and other librarians we've asked to help you.
6. When possible, log in from your own library's webpage so we can identify your home library. This will help us identify resources you can access.

Check your local library website or www.ncknows.org

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