

## About Enquire

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Enquire is a collaborative, real-time, 24/7 digital reference service. It delivers an enhanced, real-time information service to the public by providing 24/7 access to library and information professionals through chat and email technology.

Having officially launched in October 2005 alongside its other People's Network partners: Discover and Read , the service is supported through subscription and service by library partners. Originally an England only service, the second phase of the service which started in November 2006 was rolled out to include the whole of the UK. The software, QuestionPoint is supplied by OCLC , as is the service management. Now in its fourth year, with a new 3 year phase as part of the Reference Online suite of products starting in April 2009, the service is recognised for delivering quality answers and a high level of customer service.

With recognition from many quarters, including the Tavistock Report and most recently the service has been highlighted in the October 2008 Government paper: A Consultation Plan for Delivering Digital Inclusion: <http://www.communities.gov.uk/documents/communities/pdf/1001077.pdf> under the heading "Delivering Efficient Services". Enquire can contribute via many areas to enhance your service.

The service is provided collaboratively by participating library services in the UK, offering an integrated approach to information delivery within a digital environment, helping to encourage digital citizenship. The service forms part of the Framework for the Future development plan for public library services, being led by the Museums, Libraries and Archives Council (MLA) to meet the Government's vision to ensure that library services meet the needs of the citizens in the 21st century.

Enquire participation currently involves 80 authorities across England and Scotland.

For more information about the service, please see the September 2008 Enquire 2 page flyer: [Enquire 2 pager 667.67 Kb](#)

Other sections in About Enquire:

[Information for Managers](#)

[Enquire business case for participation 2008](#)

Funding Enquire  
Benefits

local services and  
clinics

Delivering Enquire

Technical Requirements  
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Staffing the service

Skills required  
Staff training

Managing Enquire

Management Roles and Responsibilities  
Steering Group  
Quality Panel  
Libraries Advisory Meetings

Staff Awards