



Ask A Librarian™ Sharing Online Resources

Ask A Librarian (AAL) from Tutor.com was created to be a secure, reliable and intuitive service for librarians, library customers and administrators. This online reference software includes multiple vehicles for librarians and their customers to share information and online resources depending on which version of the software the customer is using: Ask A Librarian Web or Ask A Librarian Windows.

Ask A Librarian Web allows customers on Macs or PCs who use any of the popular operating systems to immediately connect to an online librarian in a robust environment where they can chat, push Web pages and send files. Anywhere a customer can connect to the Internet, they can also connect to your AAL service – from the airport, a hotel room etc.

Librarians can push or share pages with his or her customer and the customer can in turn push or share pages with the librarian. Librarians can control this process by not allowing the customer to see their search path until they are ready to push a page. The librarian can also decide to not allow the customer to share pages until he or she is ready to view them.

Ask A Librarian Windows provides an additional feature that allows librarians to **Browser Share**. Customers can see protected and proprietary content and learn how to search because they see every mouse click and every search term you use – they watch your entire search path. AAL Windows is optional and requires customers to make a one-time download of an application that is about the size of an MP3 or song file. It's fast and easy! Once the application is downloaded, your customers are just a click away from online reference help. Anytime they want to connect to an online librarian, they simply click their Ask A Librarian desktop icon. This tool is always secure and requires no configuration for the customer.

Librarians By Request™ Policy

Tutor.com's policy is that your customers must authenticate into the library's resources. Our librarians will not access proprietary resources until your customers have first authenticated.

Special Note: Power Users Experience

When new software is released to the market, there are always some "power users" who find new ways to use the software – often the features they discover are ones that the developers never intended to exist. This has happened with some of Tutor.com's AAL customers. Here's what they have found:

- Librarians working with an AAL Web Customer **MAY** allow for simultaneous viewing of resources if specific steps are followed by the librarian during the authentication phase, and if the customer has the correct cookies settings (in some cases). Because of varying local network environments, types of authentication and proxies, and vendor licensing agreements, Tutor.com cannot diagnose what resources will or will not work with a Web customer.
- Based on librarian feedback, Tutor.com does know that working with an AAL Web Customer may require double authentication, where BOTH the customer and the provider must authenticate in to the resource at the same time. However, it has been reported that this double authentication does not work all the time and many vendors have placed restrictions in their code to disallow this type of interaction.

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