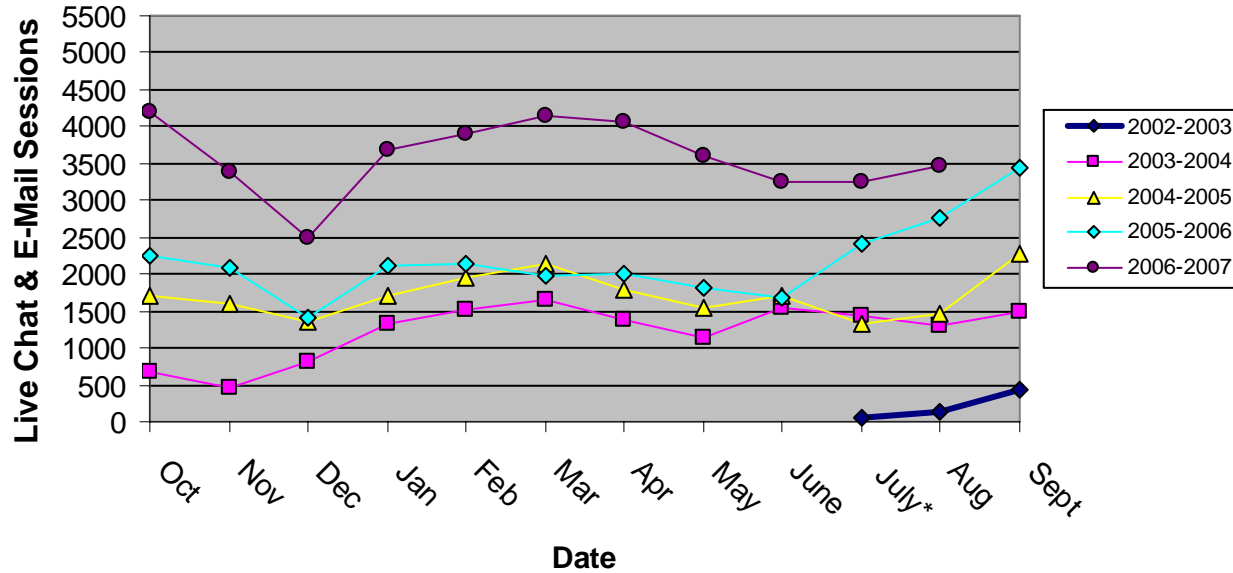


August 2007 Statistical Report for Ask a Librarian

Ask a Librarian Use



Usage Summary August 2007

Total Sessions = 3,468
Live Chat Sessions = 2,451
E-mail Sessions = 1,017

Ask a Librarian By the Numbers

Chat & Email Sessions since July 2003 = **101,472**
 Chat Sessions since July 2003 = **67,383**
 Chat & Email Sessions Year to Date = **39,472**
 Total Participating Libraries = **91**
 Total Staff Trained = **1,192**

Top Ten Users by Entry Point

1. Orange County Library
2. Tampa-Hillsborough
3. Broward County Library
4. State Library of Florida
5. University of Florida
6. Miami-Dade Public Library
7. Jacksonville Public Library
8. Nova Southeastern Univ.
9. Sarasota County Library
10. Miami Dade College

Top Counties by Zip code

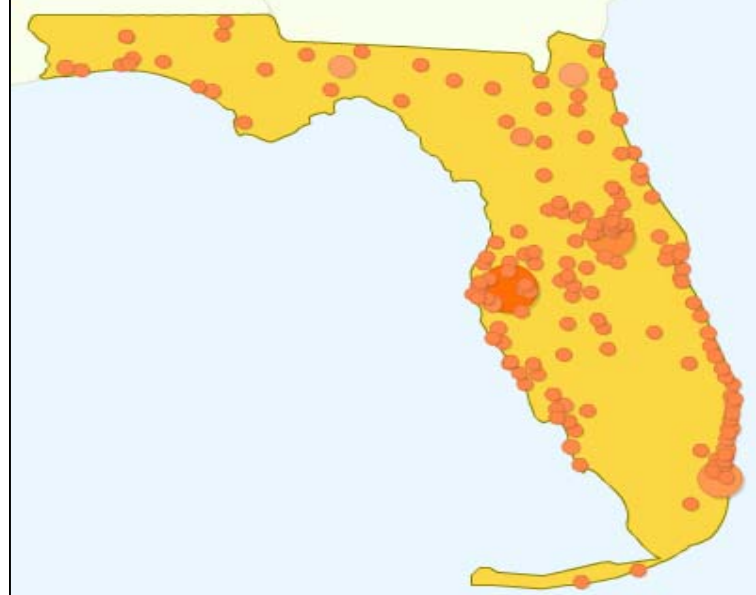
1. Broward
2. Dade
3. Hillsborough
4. Orange
5. Duval
6. Palm Beach
7. Pinellas
8. Lee
9. Pasco
10. Alachua

Link Placement Matters

Links in library catalogs, front pages and databases WORK! please let us know. Obvious links throughout your website (especially using the Ask a Librarian logo) directly correlate with higher use by your users in both live sessions and email use.

Queue Statistical Summary

30.7% increase over last August overall and a 9% increase in live sessions from last month! The upward trend Ask a Librarian has been on for the past year is continuing. Ask a Librarian is busier than ever. With students returning to school and our new Academic Desk debuting in September, we anticipate the trend continuing.



Usage map via Google Analytics