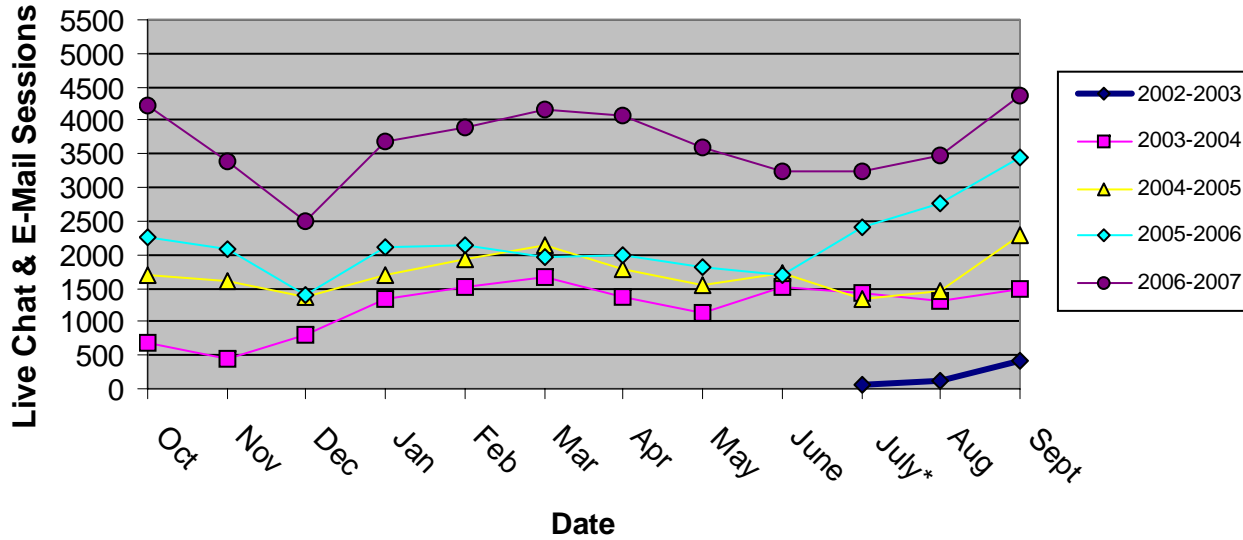


September 2007 Statistical Report for Ask a Librarian

Ask a Librarian Use



Usage Summary September 2007

Total Sessions = **4,372**
 Chat Sessions Collaborative Desk = **2,643**
 Chat Sessions Academic Desk = **509**
 E-mail Sessions = **1,220**

Ask a Librarian By the Numbers

Chat & Email Sessions since July 2003 = **155,844**
 Chat Sessions since July 2003 = **70,535**
 Chat & Email Sessions Year to Date = **43,844**
 Total Participating Libraries = **91**
 Total Staff Trained = **1,192**

Top Entry Points

1. Orange County Library System
2. Tampa-Hillsborough County Public Library System
3. Broward County Library
4. Miami-Dade Public Library
5. University of Florida
6. State Library of Florida, Division of Library & Info.
7. Florida International University
8. Jacksonville Public Library
9. St. Petersburg College
10. Valencia Community College

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

What a great month! Ask a Librarian is continuing to grow and develop. This month we successfully kicked off our Academic Desk and had over 500 students use the desk. Overall, we had an increase of 25% from last August in live chat sessions and a 28% increase from last month. Queue logouts also remained low.

Top Counties by Zip Code

- | | |
|-------------|-----------------|
| 1. Dade | 6. Hillsborough |
| 2. Broward | 7. Palm Beach |
| 3. Orange | 8. Pasco |
| 4. Duval | 9. Leon |
| 5. Pinellas | 10. Volusia |

