February 2012 Statistical Report

AskALibrarian.org
the Human Search Engine

Top Entry by Chat

1. Florida State University
2. University of South Florida
3. St. Petersburg College
4. University of Florida
5. Orange County Public Library
6. NOVA Southeastern University
7. Jacksonville Public Library
8. University of Central Florida
9. Tampa Hillsborough Public Library
10. Broward County Public Library

Usage Summary

Chat Sessions:	**5,555**
E-mail Sessions:	**1,751**
Text Sessions:	**710**
January total sessions:	**8,016**
Fiscal 11-12:	**38,373**
Total Use 10-11:	**75,712**
Participating Libraries:	**120**

Training

Traci trained **142 people** in **9** Online Sessions: Introductory Training Series; When Teens Attack!; Facilitated Discussion of Seeking Synchronicity; Drupal for Site Coordinators;1.5-Hour Refresher; Custom training.

Live Chat

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Chat Answered by Desk:	**5,555**
Local Desks:	**1,762**
Academic:	**482**
Collaborative:	**3,311**

Top Entry by Text

1. Florida State University
2. Jacksonville Public Library
3. University of South Florida Libraries
4. University of Central Florida
5. St. Petersburg College

AaL Social

Widgets

Widgets are a great way to incorporate a more custom logo for AaL. It's designed to fit with your website and match your colors. Take a look at some sample widgets and let Jessie know if you would like to have one created. Here is an example from West Florida Public Library.

AskALibrarian.org
Chat Off | Text us | Email
850.436.5063
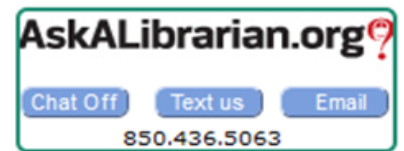
Instant Invite

Instant Invite is a proactive chat that can be set it up so when a patron arrives on a library page the chat will pop onto the screen. Or if they run a search in the catalog and receive no results, a pop up will ask them if they want to chat with a librarian. Everything about this can be customized. Here is an example created for Florida Gulf Coast University. If you would like to set one up for your library, please contact Jessie.

FGCU Library Live Chat
yes, let's chat
no, thanks

Mobile Chat

Do you hate coming to a site that doesn't have a mobile friendly interface? When you try to type on the small screen does it become difficult to type because the keyboard hides the rest of the screen? Well Guess What? **On February 15** we launched an enhanced mobile site that allows you to chat directly with a librarian! Click on the picture to the right to watch the video!