

March 2012 Statistical Report

AskALibrarian.org

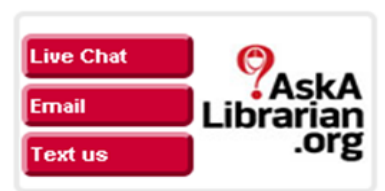
the Human Search Engine



Top Entry by Chat	Usage Summary	Live Chat
<ol style="list-style-type: none"> 1. Florida State University 2. Orange County Public Library System 3. University of South Florida Libraries 4. St. Petersburg College 5. Tampa Hillsborough Public Library System 6. University of Florida 7. Nova Southeastern University 8. University of Central Florida 9. Broward County Library 10. Jacksonville Public Library 	<p>Chat Sessions: 4,959 E-mail Sessions: 1,505 Text Sessions: 678 March total sessions: 7,142 Fiscal 11-12: 45,515 Total Use 10-11: 75,712</p> <hr/> <p>Participating Libraries: 120</p>	<p>Chat Answered by Desk: 4,959 Local Desks: 1,463 Academic: 426 Collaborative: 3,070</p>
	<h3>Training</h3> <p>Traci trained 56 people in 5 Online sessions. The topics included Online Introductory Series, Email, Texting, Custom Training.</p>	<h3>Top Entry by Text</h3> <ol style="list-style-type: none"> 1. Jacksonville Public Library 2. University of Central Florida 3. University of South Florida Libraries 4. Tampa Hillsborough Public Library 5. Florida Atlantic University
		<h3>AaL Social</h3>

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 Polk State College that was designed to match their libguides pages.



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](#).



Motivational Minute

Send us your message or that great feeling and we will share a bi-weekly video with the Ask a Librarian Community expressing what awesome and motivational reference you are providing.

