



April 2012 Statistical Report

AskALibrarian.org



the Human Search Engine

Top Entry by Chat

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

Usage Summary

Chat Sessions:	4,978
E-mail Sessions:	1,505
Text Sessions:	628
April total sessions:	7,111
Fiscal 11-12:	52,622
Total Use 10-11:	75,712

Participating Libraries: **120**

Training

Traci trained **226 people** in **9** Online sessions & **23** people in **3** face-to-face sessions. The topics included Hot Topics: Ebooks!, Hot Topics: Free Online Health Resources, Refresher Training, Hot Topics Audiobooks, Introductory Training Series, My Virtual Community, and Custom Webinars.

Live Chat

Chat Answered by Desk:	4,978
Local Desks:	1,669
Academic:	398
Collaborative:	2,911

Top Entry by Text

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

AaL Social



Widgets

The Ask a Librarian team has worked with REFORMA de Florida to create a Spanish widget for libraries to place on their website. The widget directs the user to a form for submitting questions in Espanol. If you need help getting the widget on your page, please contact Jessica Riggins at rigginsj@tvlc.org.



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 or your staff are providing.

