AskALibrarian.org
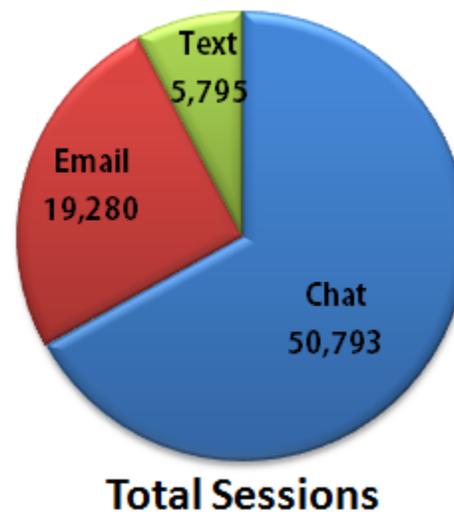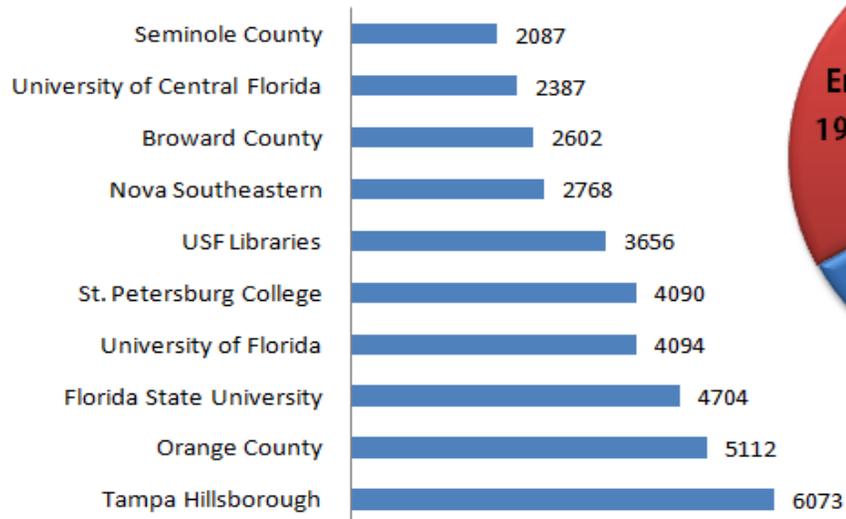## the Human Search Engine

2012-2013 Fact Sheet

- Answered 75,868 chat, email & text messages
- 130 participating libraries – 3 new in 2012-2013
- 30+ widgets were added to local libraries' websites
- Provides the platform for the State of Florida's Get Answers service
- Widgets embedded on all of the FEL's Gale Databases
- Celebrated 10 years of the collaborative statewide program
- 13,580 active hours of library service for users
- Average length of a chat transaction is 10.74 minutes
- Open 84 hours per week for a total of 4,200 hours annually
- Over 1,500 Florida library employees staff the desk

AskALibrarian.org

WE ARE LIBRARIANS

WE KNOW THE ANSWERS TO QUESTIONS YOU DIDN'T EVEN KNOW TO ASK.

Over 250,000 marketing pieces distributed to Floridians

Top 10 Libraries

Library	Sessions
Seminole County	2087
University of Central Florida	2387
Broward County	2602
Nova Southeastern	2768
USF Libraries	3656
St. Petersburg College	4090
University of Florida	4094
Florida State University	4704
Orange County	5112
Tampa Hillsborough	6073

Total Sessions

- Text 5,795
- Email 19,280
- Chat 50,793

Participating Libraries Represent

- 9 of 11 State University libraries
- 28 of 28 State College libraries
- 59 of 67 Florida counties have public library participants or link to the service
- 12 of 31 ICUF libraries
- 23 Florida K-12 school systems and schools link to Ask a Librarian (*only represents schools with a unique domain name, number is likely higher*)
- 6 Florida state agencies link to Ask a Librarian