

Ask a Librarian Statistics

Service Introduction

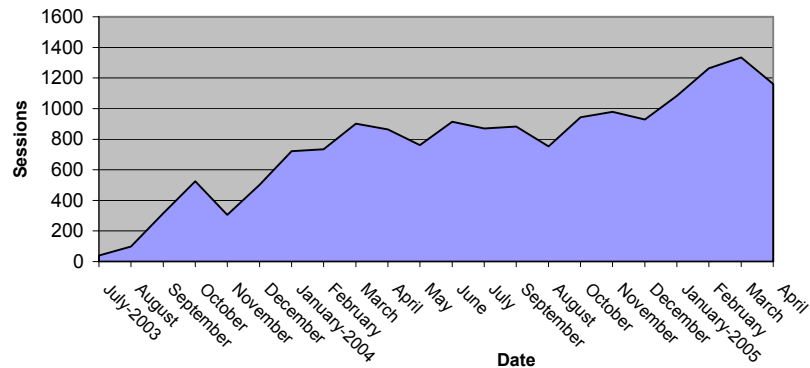
Florida's 'Ask a Librarian' service began providing live virtual reference on July 28, 2003. Secretary of State Glenda Hood formally introduced the service on December 2, 2003, during the launch of the Florida Electronic Library.

Popularity & Growth

Ask a Librarian continues to gain popularity among libraries throughout Florida, and has garnered national attention for its unique service delivery, and for its breadth and quality of service. Participating libraries collaborated to provide 16,878 live virtual reference sessions to citizens statewide. 85 libraries, representing all geographic areas of Florida, are currently trained and delivering service. Since its inception, more than 700 library staff has received formal training on the service's software, and additional training offered during Site Coordinator workshops.

Date Range	Number of Sessions Per Month	Number of Service Days	Number of Libraries Delivering Service	Hours of Service
July-2003	40	4	15	12 pm - 6 pm (M-F)
August	99	20	15	12 pm - 6 pm (M-F)
September	315	21	26	10 am - 10 pm (M-F)
October	525	23	39	10 am - 10 pm (M-F)
November	305	18	44	10 am - 10 pm (M-F)
December	501	19	53	10 am - 10 pm (M-F)
January-2004	721	19	60	10 am - 10 pm (M-F)
February	735	20	65	10 am - 10 pm (M-F)
March	901	23	68	10 am - 10 pm (M-F)
April	863	22	70	10 am - 10 pm (M-F)
May	761	27	72	10 am - 10 pm (M-F) / 10 am - 5 pm (Sat./Sun.)
June	914	30	75	10 am - 10 pm (M-F) / 10 am - 5 pm (Sat./Sun.)
July	870	29	77	10 am - 10 pm (M-F) / 10 am - 5 pm (Sat./Sun.)
September	882	26	79	10 am - 10 pm (M-F) / 10 am - 5 pm (Sat./Sun.)
August	753	30	79	10 am - 10 pm (M-F) / 10 am - 5 pm (Sat./Sun.)
October	943	31	80	10 am - 10 pm (S-F) / 10 am - 5 pm (Saturday)
November	979	28	81	10 am - 10 pm (S-F) / 10 am - 5 pm (Saturday)
December	929	27	81	10 am - 10 pm (S-F) / 10 am - 5 pm (Saturday)
January-2005	1083	28	82	10 am - 10 pm (S-F) / 10 am - 5 pm (Saturday)
February	1264	28	83	10 am - 10 pm (S-F) / 10 am - 5 pm (Saturday)
March	1334	31	85	10 am - 10 pm (S-F) / 10 am - 5 pm (Saturday)
April	1161	30	85	10 am - 10 pm (S-F) / 10 am - 5 pm (Saturday)
Totals	16,878	534	85	----

Live Virtual Reference Sessions Per Month



Number of Libraries Delivering Service

