March 2013 Statistics

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March 2013 Statistics

Usage Summary

Mobile App Chat Sessions 18
availability in mobile MHz Chat Sessions 106
Standard Chat Sessions 2,512
Instant Invite Chat Sessions 83
Widget Chat Sessions 1,843
Total Chat Sessions 4,562
E-mail Sessions 1,730
Text Sessions 489
March 2013 total sessions 6,411
Fiscal 2012-2013 37,682
Total use 2011-2012 83,400
Participating Libraries 126

Top entry by chat

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

Training

• Total Trained: 34
• Number of Sessions: 1
• Videos On-Demand Views: 33
• Classes Offered: Introductory Training Series (2), 2-Hour Refresher, Ask A Librarian Tips: Creating Scripts & Bookmarks

Live Chat

Local Desk 1,579
Academic 595
Collaborative 2,568
Total Chat 4,562

Local Stats by Entry Point

• Chat by Entry Point
• Email by Entry Point
• Text by Entry Point

Visits by City

<table>
<thead>
<tr>
<th>Cities</th>
<th>Visits %</th>
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</thead>
<tbody>
<tr>
<td>Tallahassee</td>
<td>27.82%</td>
</tr>
<tr>
<td>Gainesville</td>
<td>14.73%</td>
</tr>
<tr>
<td>Orlando</td>
<td>6.73%</td>
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<tr>
<td>Jacksonville</td>
<td>5.97%</td>
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<tr>
<td>Miami</td>
<td>4.34%</td>
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<tr>
<td>Jacksonville</td>
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<tr>
<td>St. Petersburg</td>
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<tr>
<td>Key West</td>
<td>1.83%</td>
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<tr>
<td>Sarasota</td>
<td>1.64%</td>
</tr>
<tr>
<td>Panama City</td>
<td>1.55%</td>
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Visits by Metro Area

<table>
<thead>
<tr>
<th>Metro Area</th>
<th>Visits %</th>
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<tbody>
<tr>
<td>Tallahassee, FL</td>
<td>28.22%</td>
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<tr>
<td>Jacksonville, FL</td>
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<tr>
<td>Orange County, FL</td>
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<td>Miami, FL</td>
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<tr>
<td>West Palm Beach, FL</td>
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<td>Ft. Myers, FL</td>
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<tr>
<td>Ft. Walton Beach, FL</td>
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</tbody>
</table>