

Maryland AskUsNow! Statistics

Institution Report, 2009

1. Chat Sessions Requested (Customer Activity)
2. Chat Sessions Accepted (Librarian Activity)
3. Answers Sent (Email and Follow-up)



A cooperative service of Maryland Libraries

Number of Chat Sessions Requested 2009: (Customer activity)

Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
ALLEGANY COLL OF MD (MDAsk-A)	22	7	13	7	7	16	4	13	15	17	12	8	141
ALLEGANY COUNTY LIBRARY SYSTEM (MDAsk)	34	19	34	24	19	10	8	31	29	23	53	55	339
ANNE ARUNDEL COMM COL TRUXAL LIBRARY (MDAsk-A)	31	31	32	24	10	11	7	19	36	29	35	9	274
ANNE ARUNDEL COUNTY PL (MDAsk)	419	424	389	376	342	272	254	304	429	446	487	315	4457
BALTIMORE CITY COMM COL (MDAsk-A)	28	29	19	13	6	8	2	7	41	16	11	8	188
BALTIMORE COUNTY PL (MDAsk)	734	778	716	670	909	473	402	486	632	715	653	700	7868
CALVERT LIBRARY (MDAsk)	75	40	40	43	33	27	22	38	132	84	172	91	797
CAROLINE COUNTY PL (MDAsk)	41	54	39	45	24	6	15	13	29	16	27	18	327
CARROLL COMM COL (MDAsk-A)	6	4	4	5	10	7	6	5	11	14	16	7	95
CARROLL COUNTY PL (MDAsk)	104	117	125	107	110	88	73	73	169	402	135	144	1647
CECIL COUNTY PL (MDAsk)	54	68	55	43	43	33	26	43	39	31	34	38	507
CHARLES COUNTY PL (MDAsk)	73	32	52	65	40	28	39	36	163	259	142	112	1041
COMMUNITY COL BALTIMORE CNTY (MDAsk-A)	6	24	52	85	22	48	33	9	41	78	135	40	573
ENOCH PRATT FREE & S L R C, BALTIMORE CITY (MDAsk)	161	80	100	174	115	101	107	108	150	201	171	159	1627
FREDERICK COUNTY PL (MDAsk)	28	19	16	23	17	22	16	16	27	29	21	17	251
HARFORD COMMUN COL (MDAsk-A)	2	4	2	2	1	3	1	2	6	3	4	0	30
HARFORD COUNTY PL (MDAsk)	96	124	114	107	87	70	54	85	119	118	84	99	1157
HOWARD COUNTY LIBRARY (MDAsk)	350	274	810	238	327	314	162	142	228	378	454	461	4138
LOYOLA BLAKEFIELD (MDAsk)	1	3	4	2	1	0	0	0	1	0	1	1	14
MARYLAND ASKUSNOW! [generic ACADEMIC queue] (MDAsk-A)	72	42	67	54	47	26	29	23	59	64	55	42	580
MARYLAND ASKUSNOW! [generic PUBLIC queue] (MDAsk)	95	42	49	31	56	20	32	21	63	63	89	49	610
MARYLAND ASKUSNOW! Español (MDAsk)	2	1	0	2	0	2	1	6	3	2	5	0	24
MARYLAND STATE LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED (MDAsk)	4	8	5	6	15	11	3	16	16	6	19	8	117
MONTGOMERY COLLEGE LIBRARIES (MDAsk-A)	8	14	17	32	14	7	11	7	21	44	36	30	241
MONTGOMERY COUNTY PL (MDAsk)	592	701	721	782	650	679	789	789	664	571	668	637	8243
PRINCE GEORGE'S COMM COL (MDAsk-A)	7	14	24	27	7	14	5	4	23	20	24	12	181
PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM (MDAsk)	96	136	171	132	141	64	56	64	174	155	167	157	1513
QUEEN ANNE'S COUNTY FREE LIBRARY (MDAsk)	4	2	2	5	4	3	1	4	4	8	3	4	44
SALISBURY UNIVERSITY (MDAsk-A)	8	8	11	15	7	3	3	1	7	15	4	6	88
SOMERSET COUNTY PL (MDAsk)	7	1	1	1	2	0	1	1	9	1	1	1	26
ST. MARY'S COUNTY LIBRARY (MDAsk)	123	99	61	91	67	26	28	36	252	81	101	30	995
STEVENSON UNIVERSITY (MDAsk-A)	5	15	5	11	9	12	15	3	4	3	4	0	86
UNIV OF MARYLAND COLLEGE PARK (MDAsk-A)	130	236	258	264	161	138	136	142	361	348	320	210	2704
UNIV OF MARYLAND EASTERN SHORE (MDAsk-A)	0	3	0	2	2	0	1	3	17	26	14	7	75
WASHINGTON COUNTY FREE LIBRARY (MDAsk)	12	21	13	13	9	11	9	19	12	16	9	8	152
WICOMICO PUBLIC LIBRARY (MDAsk)	11	13	10	11	7	3	5	6	4	6	7	7	90
WORCESTER COUNTY LIBRARY (MDAsk)	15	29	7	14	3	6	2	6	24	6	4	7	123
Total Number of Records	3456	3516	4038	3546	3324	2562	2358	2581	4014	4294	4177	3497	41363

Number of Chat Sessions Accepted 2009: (Librarian activity)

Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
ALLEGANY COUNTY LIBRARY SYSTEM (MDAsk)	14	12	22	11	11	7	10	5	12	11	8	15	138
ANNE ARUNDEL COMM COL TRUXAL LIBRARY (MDAsk-A)	29	39	33	39	29	23	21	17	37	42	28	20	357
ANNE ARUNDEL COUNTY PL (MDAsk)	137	155	144	130	118	86	78	64	125	126	133	129	1425
BALTIMORE CITY COMM COL (MDAsk-A)	6	3	4	4	5	0	0	2	4	3	1	1	33
BALTIMORE COUNTY PL (MDAsk)	133	134	168	110	128	129	94	96	126	135	146	127	1526
CALVERT LIBRARY (MDAsk)	44	50	47	65	47	45	41	38	46	53	28	53	557
CAROLINE COUNTY PL (MDAsk)	47	54	67	50	48	34	43	39	62	76	54	68	642
CARROLL COMM COL (MDAsk-A)	16	19	20	14	11	13	5	13	26	34	20	15	206
CARROLL COUNTY PL (MDAsk)	30	8	23	11	22	9	4	11	22	21	22	28	211
CECIL COUNTY PL (MDAsk)	36	40	29	46	34	28	32	16	50	31	17	26	385
CHARLES COUNTY PL (MDAsk)	13	18	24	24	34	15	15	7	11	18	32	21	232
COMMUNITY COL BALTIMORE CNTY (MDAsk-A)	6	16	13	9	13	5	4	6	6	14	14	13	119
ENOCH PRATT FREE & S L R C, BALTIMORE CITY (MDAsk)	633	621	724	664	653	497	252	288	436	429	412	399	6008
Enoch Pratt Free Library, Baltimore (MDAsk)	0	0	0	1	0	0	1	1	0	0	0	1	4
FREDERICK COUNTY PL (MDAsk)	27	19	15	31	22	16	38	42	42	47	52	41	392
HARFORD COMMUN COL (MDAsk-A)	4	21	6	16	7	2	4	8	8	20	23	8	127
HARFORD COUNTY PL (MDAsk)	126	143	145	165	137	134	130	131	151	160	145	147	1714
HOWARD COUNTY LIBRARY (MDAsk)	79	97	123	119	70	78	90	74	80	94	127	80	1111
LOYOLA BLAKEFIELD (MDAsk)	6	1	4	3	5	0	0	0	0	0	0	0	19
MARYLAND ASKUSNOW! [generic PUBLIC queue] (MDAsk)	1	0	0	0	2	0	0	0	0	0	2	2	7
MARYLAND STATE LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED (MDAsk)	3	0	7	3	3	6	5	0	0	0	0	0	27
MONTGOMERY COLLEGE LIBRARIES (MDAsk-A)	28	24	27	28	29	18	22	18	43	30	33	26	326
MONTGOMERY COUNTY PL (MDAsk)	301	423	460	478	378	422	508	515	401	369	394	402	5051
PRINCE GEORGE'S COMM COL (MDAsk-A)	6	8	16	10	5	2	1	0	5	10	19	7	89
PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM (MDAsk)	148	140	131	137	152	105	109	110	168	141	137	94	1572
SALISBURY UNIVERSITY (MDAsk-A)	3	6	7	11	6	5	5	5	7	7	10	9	81
ST. MARY'S COUNTY LIBRARY (MDAsk)	38	42	39	48	31	25	37	35	38	38	32	52	455
STEVENSON UNIVERSITY (MDAsk-A)	18	34	34	24	15	11	16	14	28	36	29	18	277
UNIV OF MARYLAND COLLEGE PARK (MDAsk-A)	71	123	101	140	86	94	89	77	149	151	136	92	1309
UNIV OF MARYLAND EASTERN SHORE (MDAsk-A)	0	0	0	0	0	0	0	0	7	7	8	6	28
WASHINGTON COUNTY FREE LIBRARY (MDAsk)	53	53	60	55	61	38	29	43	56	54	56	73	631
WICOMICO PUBLIC LIBRARY (MDAsk)	4	7	2	2	0	1	0	0	3	1	0	0	20
WORCESTER COUNTY LIBRARY (MDAsk)	5	6	18	17	21	14	18	21	24	26	34	22	226
	2065	2316	2513	2465	2183	1862	1701	1696	2173	2184	2152	1995	25305

Number of Answers Sent 2009: (Email / Follow-up activity)

Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
ALLEGANY COLL OF MD (MDAsk-A)	2	2	2	0	1	0	0	1	1	2	2	2	15
ALLEGANY COUNTY LIBRARY SYSTEM (MDAsk)	2	0	3	1	1	1	1	5	5	1	2	2	24
ANNE ARUNDEL COMM COL TRUXAL LIBRARY (MDAsk-A)	1	0	0	4	0	0	0	0	0	3	0	0	8
ANNE ARUNDEL COUNTY PL (MDAsk)	521	435	469	376	364	398	518	420	411	428	381	402	5123
BALTIMORE CITY COMM COL (MDAsk-A)	0	1	0	0	0	0	0	0	1	0	0	0	2
BALTIMORE COUNTY PL (MDAsk)	354	329	384	289	269	278	281	291	291	284	270	327	3647
CALVERT LIBRARY (MDAsk)	2	3	4	5	3	3	4	2	3	9	11	3	52
CAROLINE COUNTY PL (MDAsk)	4	0	4	0	0	0	1	0	0	1	0	2	12
CARROLL COMM COL (MDAsk-A)	0	2	0	1	1	1	1	1	1	1	2	0	11
CARROLL COUNTY PL (MDAsk)	4	9	7	7	2	3	6	7	14	19	5	12	95
CECIL COUNTY PL (MDAsk)	3	1	4	0	2	3	1	4	1	4	2	3	28
CHARLES COUNTY PL (MDAsk)	1	1	1	0	0	1	0	0	6	8	3	3	24
COMMUNITY COL BALTIMORE CNTY (MDAsk-A)	1	5	11	18	4	4	4	5	5	14	20	7	98
ENOCH PRATT FREE & S L R C, BALTIMORE CITY (MDAsk)	1	2	1	2	1	3	1	1	1	1	2	3	19
Enoch Pratt Free Library, Baltimore (MDAsk)	316	284	275	325	274	357	352	333	330	343	309	274	3772
FREDERICK COUNTY PL (MDAsk)	5	7	7	8	3	4	3	1	6	5	2	3	54
HARFORD COMMUN COL (MDAsk-A)	0	0	0	0	0	1	0	0	1	0	0	0	2
HARFORD COUNTY PL (MDAsk)	9	7	14	9	5	6	8	6	9	9	12	2	96
HOWARD COUNTY LIBRARY (MDAsk)	18	12	28	16	15	11	20	17	21	29	36	37	260
InfoEyes	21	15	17	12	5	8	14	8	18	16	13	9	156
MARYLAND ASKUSNOW! [generic ACADEMIC queue] (MDAsk-A)	0	1	0	0	0	0	0	0	0	0	0	0	1
MARYLAND ASKUSNOW! [generic PUBLIC queue] (MDAsk)	0	1	0	0	0	1	0	0	0	1	3	2	8
MARYLAND STATE LAW LIBRARY (MDAsk)	6	4	3	11	6	3	5	4	2	4	3	2	53
MARYLAND STATE LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED (MDAsk)	0	0	0	3	0	1	0	1	4	1	6	1	17
MONTGOMERY COLLEGE LIBRARIES (MDAsk-A)	3	0	7	2	1	0	2	2	4	4	6	3	34
MONTGOMERY COUNTY PL (MDAsk)	208	86	73	67	51	58	73	78	87	99	119	63	1062
NATIONAL AGRICULTURAL LIBRARY (MDAsk-A)	1	0	2	3	0	0	0	1	1	1	0	0	9
NATIONAL REHABILITATION INFORMATION CENTER [NARIC] (MDAsk-A)	1	0	0	1	0	0	0	0	0	0	0	0	2
PRINCE GEORGE'S COMM COL (MDAsk-A)	1	1	2	2	1	0	0	1	2	7	3	2	22
PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM (MDAsk)	28	23	15	29	27	10	9	10	35	25	12	16	239
QUEEN ANNE'S COUNTY FREE LIBRARY (MDAsk)	0	1	0	0	0	0	0	0	0	0	0	0	1
SALISBURY UNIVERSITY (MDAsk-A)	4	11	3	5	0	0	0	0	2	4	7	2	38
ST. MARY'S COUNTY LIBRARY (MDAsk)	2	3	1	3	2	1	3	1	8	5	3	3	35
STEVENSON UNIVERSITY (MDAsk-A)	22	10	14	21	4	11	7	19	38	15	25	7	193
UNIV OF MARYLAND COLLEGE PARK (MDAsk-A)	174	184	161	188	134	133	142	142	231	229	196	125	2039
UNIV OF MARYLAND EASTERN SHORE (MDAsk-A)	0	0	0	0	0	0	0	0	3	0	2	2	7
WASHINGTON COUNTY FREE LIBRARY (MDAsk)	1	4	5	3	1	2	0	2	2	2	2	1	25
WICOMICO PUBLIC LIBRARY (MDAsk)	0	0	0	0	1	0	0	0	0	0	0	0	1
WORCESTER COUNTY LIBRARY (MDAsk)	0	1	1	1	0	1	1	1	2	0	0	0	8
Total	1716	1445	1518	1412	1178	1303	1457	1364	1546	1574	1459	1320	17292
Total Excluding InfoEyes	1695	1430	1501	1400	1173	1295	1443	1356	1528	1558	1446	1311	17136