

customer chat questions asked since 2003

active partner libraries

years old

284,289 39 7

hours monitored weekly

avg # of librarians chatting per hour

% of repeat customers

309 four 60%

most customer usage in 2009

questions answered in first year

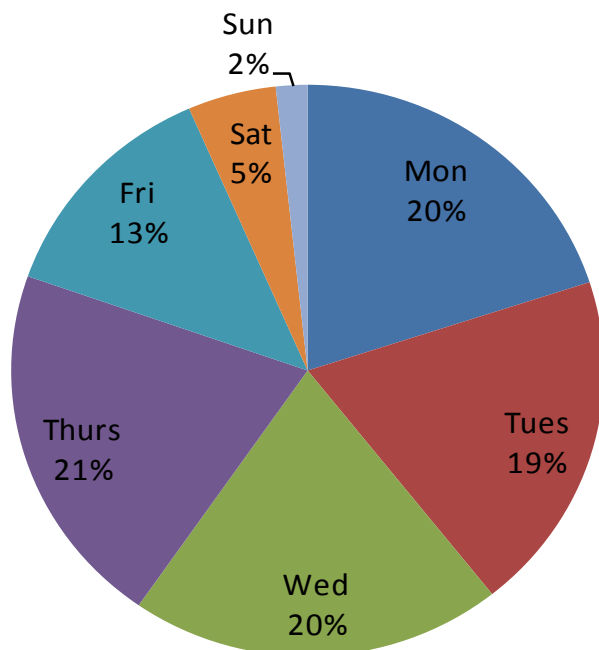
- + **Montgomery County Public**
- + **Baltimore County Public**
- + **Anne Arundel County Public**
- + **Howard County Public**
- + **University of MD, College Park**
- + **Carroll County Public**
- + **Enoch Pratt / SLRC**

24,137

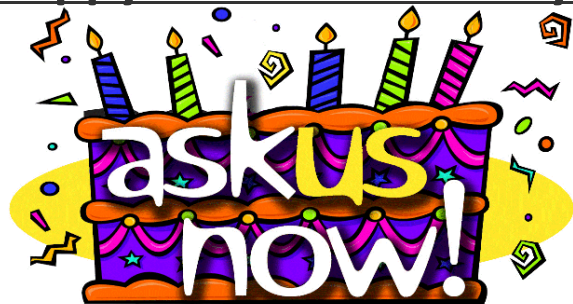
most librarian activity in 2009

- + **Enoch Pratt / SLRC**
- + **Montgomery County Public**
- + **Harford County Public**
- + **Prince George's County Public**
- + **Baltimore County Public**
- + **Anne Arundel County Public**
- + **University of MD, College Park**

Monitoring distribution by day of the week



Happy Seventh Birthday!



into experts 24/7

www.askusnow.info

Maryland AskUsNow! Partner Library Timeline

2009

University of Maryland, Eastern Shore
Maryland Department of Natural Resources Library
National Rehabilitation Information Center
Community College of Baltimore County
USDA National Agricultural Library

2008

2007

2006

Pathfinders for Autism
Loyola Blakefield School Library
Harford Community College Library
University of Maryland, Eastern Shore
College of Southern Maryland
Montgomery College Libraries
Salisbury University, Blackwell Library
Charles County Public Law Library
Worcester County Library
Carroll Community College Library
Allegany College of Maryland Library
MD Library for the Blind and Physically Handicapped
Prince George's Community College Library

2005

2004

University of Maryland, College Park
Baltimore City Community College
Allegany County Public Library
Enoch Pratt Free Library
Montgomery County Public Library
Charles County Public Library
Maryland State Law Library
Frederick County Public Libraries
Cecil County Public Library
Howard County Library
Anne Arundel Community College Library
Prince George's County Memorial Library System
Baltimore County Public Library
Washington County
Harford County Public Library
Somerset County Public Library
Stevenson (Villa Julie) University Library
Anne Arundel County Public Library
Calvert County
Wicomico County Library
Caroline County Public Library
Carroll County

2003

St. Mary's County Memorial Library