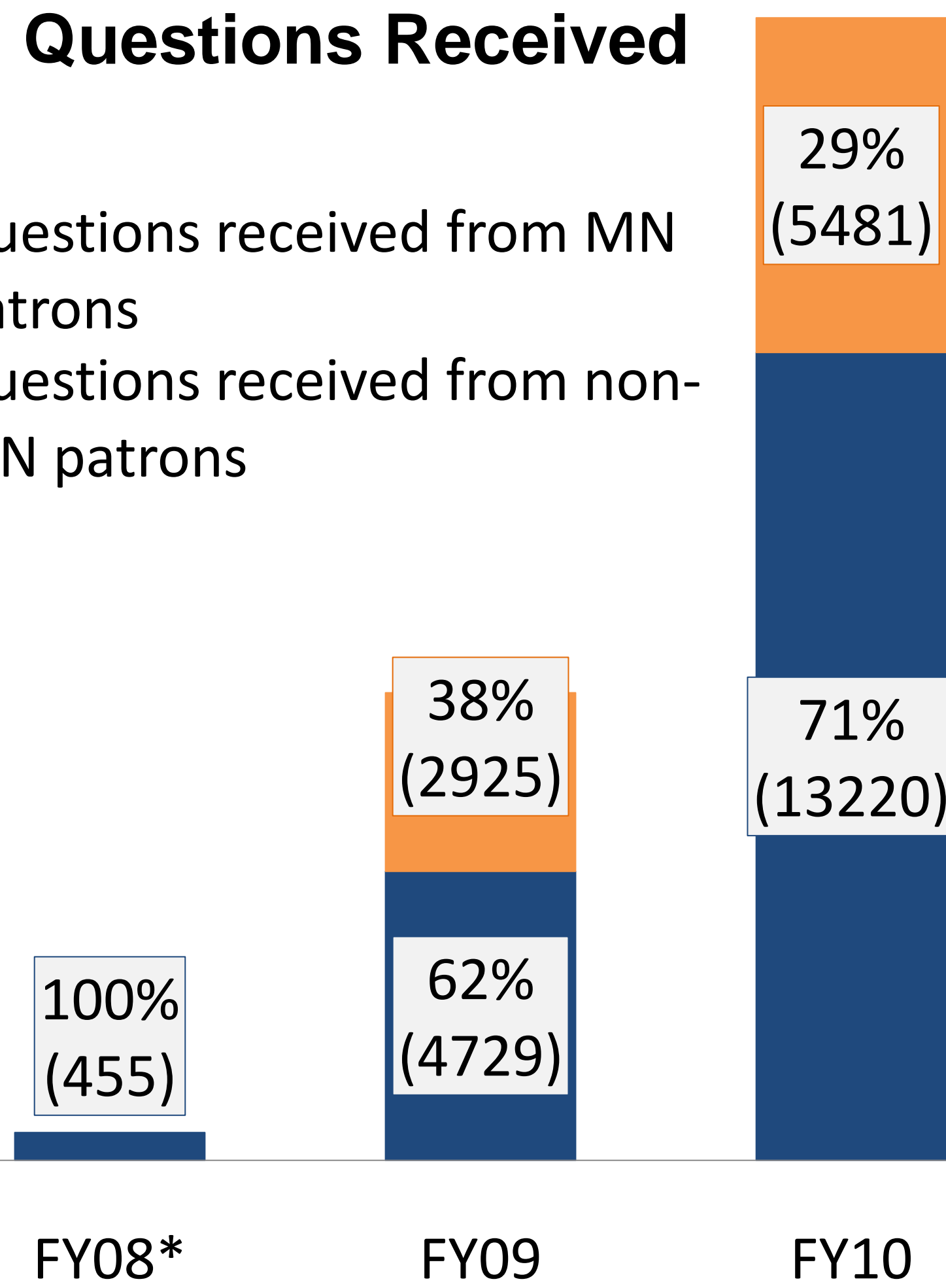


FY10 activity for AskMN Statewide Digital Reference Service from participating Minnesota libraries including Minitex Reference Outreach & Instruction

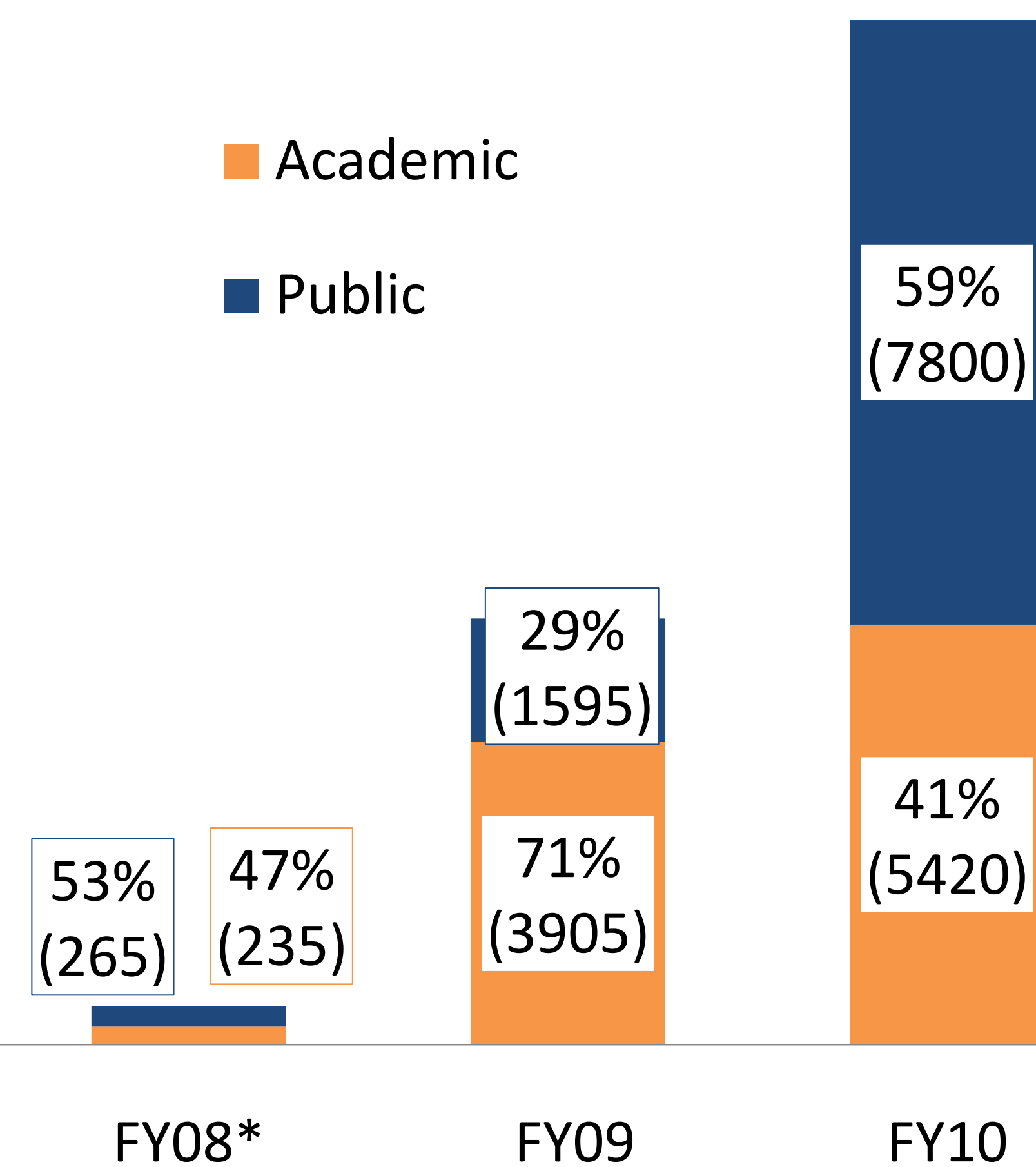
Total Questions Received

- Questions received from MN patrons
- Questions received from non-MN patrons



Total Questions Received by Queue

- Academic
- Public



*FY08 = April 2008 – June 2008

Patron Comments:

It was very nice to get live help after 10 pm my time, and the librarian was very efficient and friendly, which I appreciated (since I am in a time crunch!) Very nice experience.

This service is great! I received the help I needed very quickly. I really appreciate that the chat is available on weekends. Thanks so much!!

This was quick and completely helpful. It even felt personal, which was a very welcome touch. Terrific service (because at your end there are clearly terrific people). Thanks!



Libraries serving Minnesota

Participating Public Libraries

- Dakota County Library
- Hennepin County Library
- *Lake Agassiz Regional Library
- Rochester Public Library
- Saint Paul Public Library
- Washington County Library

Participating Academic Libraries

- St. Catherine University
- Joint Libraries of the College of St. Benedict/St. John's University
- Macalester College's DeWitt Library
- Minnesota State University, Mankato
- St. Cloud State University
- University of Minnesota – Duluth
- University of Minnesota – Twin Cities

- Counties asking questions via AskMN
- Counties with participating library or libraries

*New participating libraries in FY10