FY10 Report Highlights

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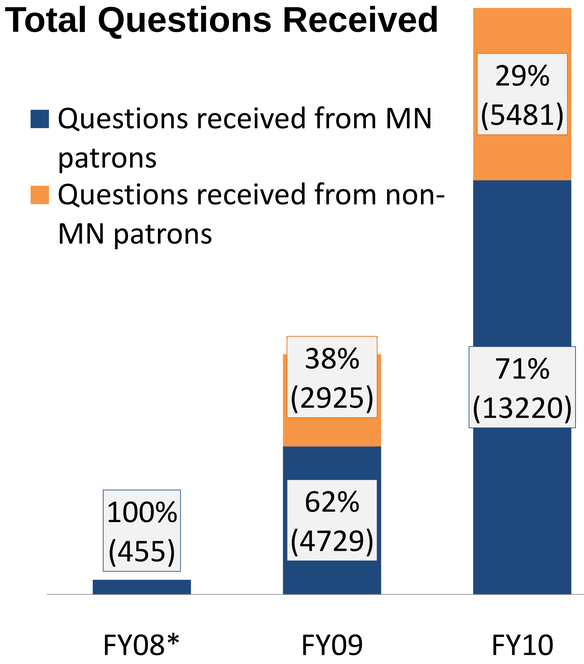
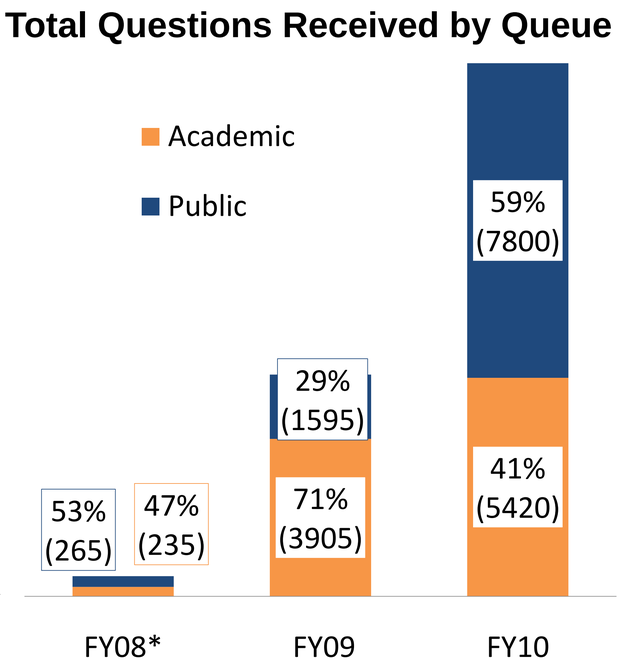
FY10 activity for AskMN Statewide Digital Reference Service from participating Minnesota libraries including Minitex Reference Outreach & Instruction

Total Questions Received



Total Questions Received by Queue



*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!

Questions by Minnesota County

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

Minitex