# Visibility Beyond the Library's Website

Managing Our Google Business Profile, Bing Places, Yelp, and Foursquare Listings



### **Fort Myers Regional Library Google Business Profile:** Knowledge Panel

| Add photos            |           | Sic<br>Dav | dney & Berne<br>is Art Center | Burroughs I K<br>and Gardens |
|-----------------------|-----------|------------|-------------------------------|------------------------------|
| Fort Myers            | Regi      | onal Lil   | orary                         | Literary<br>System           |
| Website Direc         | tions     | Save       | Call                          |                              |
| 4.6 ***** 230         | ) Google  | reviews    |                               |                              |
| Public library in For |           |            |                               |                              |
| You manage t          |           |            | 0                             |                              |
| Address: 2450 Firs    |           |            |                               |                              |
| Hours: Wednesday      | 9 AM-8 PM |            |                               |                              |
| Thursday              | 9 AM-     | 6 PM       |                               |                              |
| Friday                | 9 AM-5 PM |            |                               |                              |
| Saturday              | 9 AM-5 PM |            |                               |                              |
| Sunday                | Closed    |            |                               |                              |
| Monday                | 9 AM-8 PM |            |                               |                              |
| Tuesday               | 9 AM-8 PM |            |                               |                              |
| Suggest ner           | w hours   |            |                               |                              |
| Phone: (239) 533-4    | 600       |            |                               |                              |

### June 2023-Nov 2023

Views shows how many people saw this profile on Search or Maps.

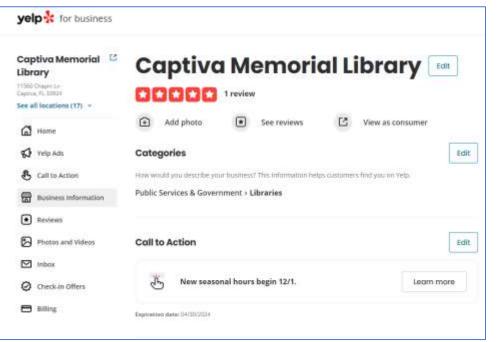
# 87,619

People viewed your Business Profile

#### Platform and device breakdown

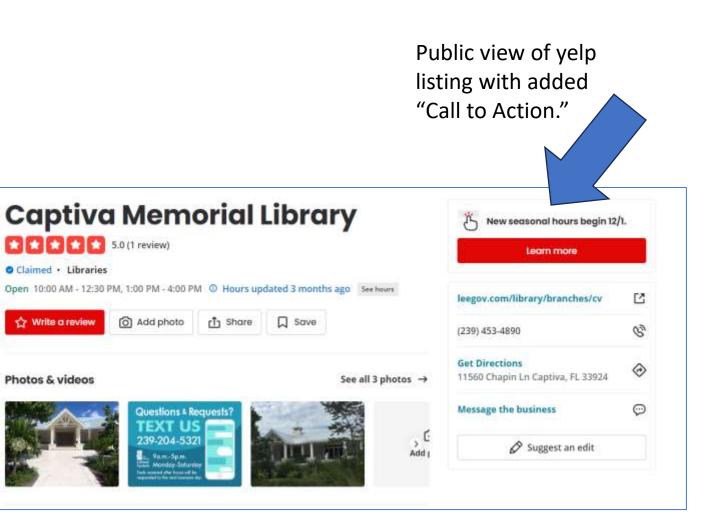
Platform and devices that people used to find your profile





An interesting feature in yelp is the Call to Action. We used this feature frequently during service adjustments due to COVID and Hurricane Ian. Owner view of yelp listing for Captiva Memorial Library.





## Community Q & A in Google and Yelp

| Google   |            | yelp 🔧  |  |  |
|--|------------|---|--|--|
| Cape Coral Lee County Public Library   | a question | Ask the Community Ask a question +<br>Q: I lost my library card. Can I get a new card at any of the branches that are now open? I   |  |  |
| Like   |            | <ul> <li>use Lakes Regional library on Bass Rd., but because it is closed, I would like to know if a new card can be issued at another branch? Thank You.</li> <li>A: You can get a new Lee County Library System at any of our open branches by providing ID. Please note that while the Lakes Regional Library remains closed to the public as a Disaster Recovery Center, we do offer curbside service for holds pick up and account management -</li> </ul> |  |  |
| Is it open and do the computer work you know the hurricane was bad   | :          | including replacement library cards. Curbside service hours are Monday - Saturday 10 am - 4 pm (weather permitting). For more information about this service or any other library-related question, please call Telephone Reference at 239-479-4636. <b>less</b>  |  |  |
| Like D Answer  |            | Lee County L., Business Owner 9 months ago See question details   |  |  |
| Cape Coral Lee County Public Library (Owner)<br>a year ago   | *<br>A:    | <ul> <li>Q: Can you return books in the drop window when library is closed as on sunday?</li> <li>A: All of our library branches are closed. We are currently assessing the status of our facilities. The</li> </ul>  |  |  |
| We reopened the Cape Coral Lee County Public Library yesterday. All services are functional. We are open Monday - Saturday, 9 am-5 pm. Computers shut down 15 minutes before we close. If you have additional guestions, places call us in Telephane Deference at 220, 470, 4606 |            | book drops are closed, please hold on to your materials until the branches reopen. Due dates<br>and holds for materials are extended. Please check back for information on our reopening. less<br>Lee County L., Business Owner 1 year ago  |  |  |
| have additional questions, please call us in Telephone Reference at 239-479-4636.  |            | See question details  |  |  |