

AskALibrarian.org

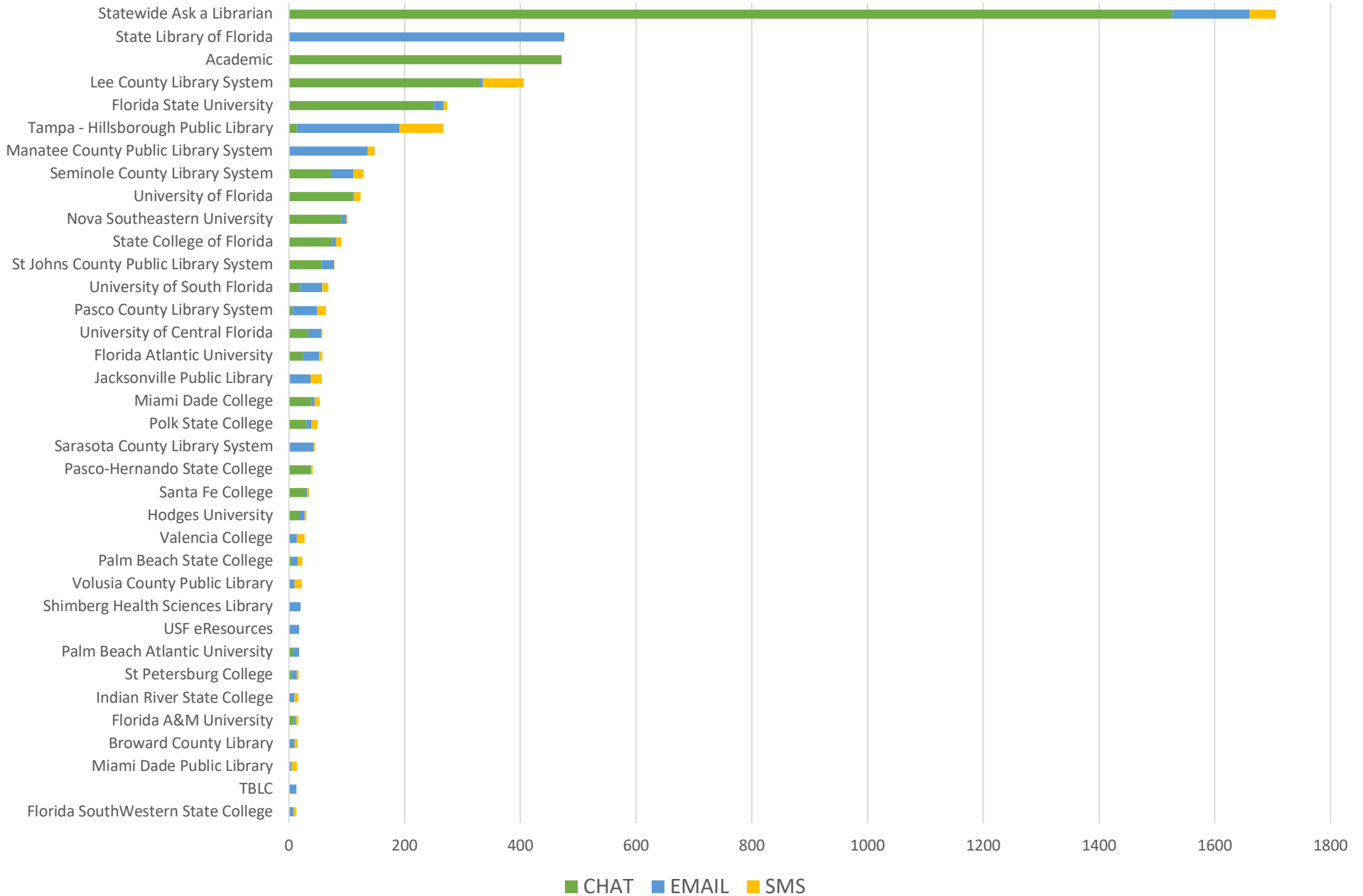
the Human Search Engine



March 2019 Statistics

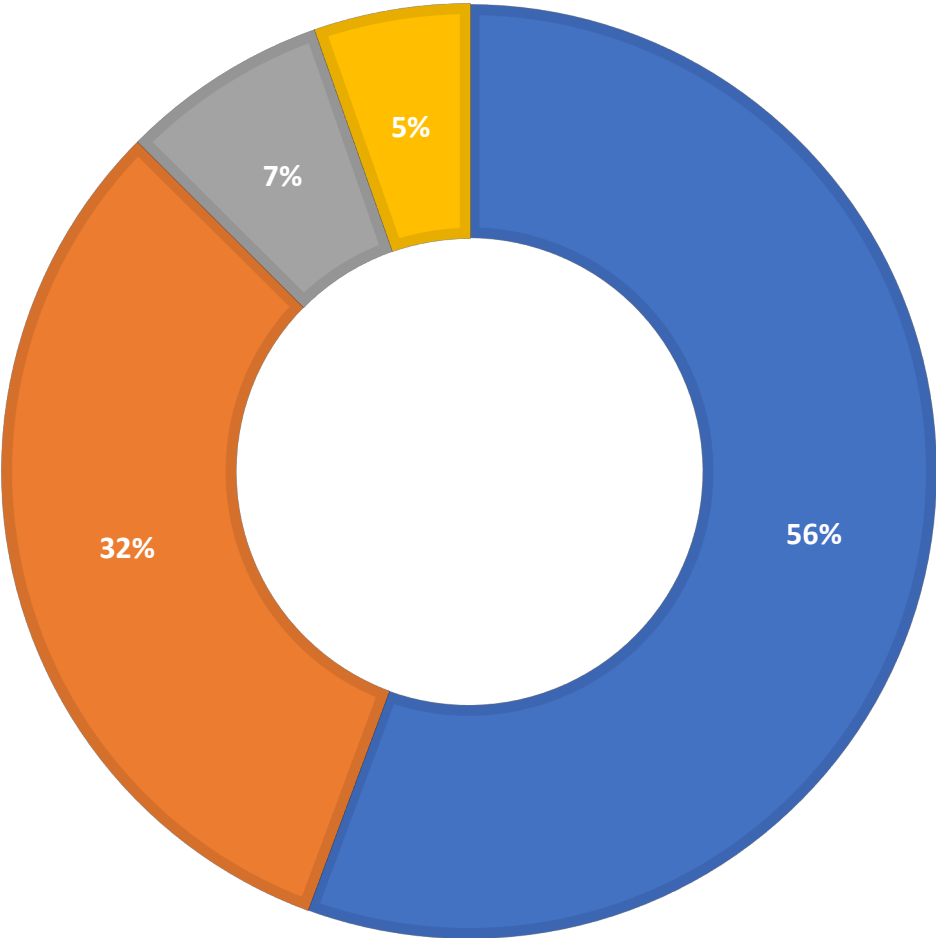
Question Type	March 2019
SMS	426
Chat	3289
FAQ Views	316
Email	1880
Total	5911

Total Transactions by Entry Point



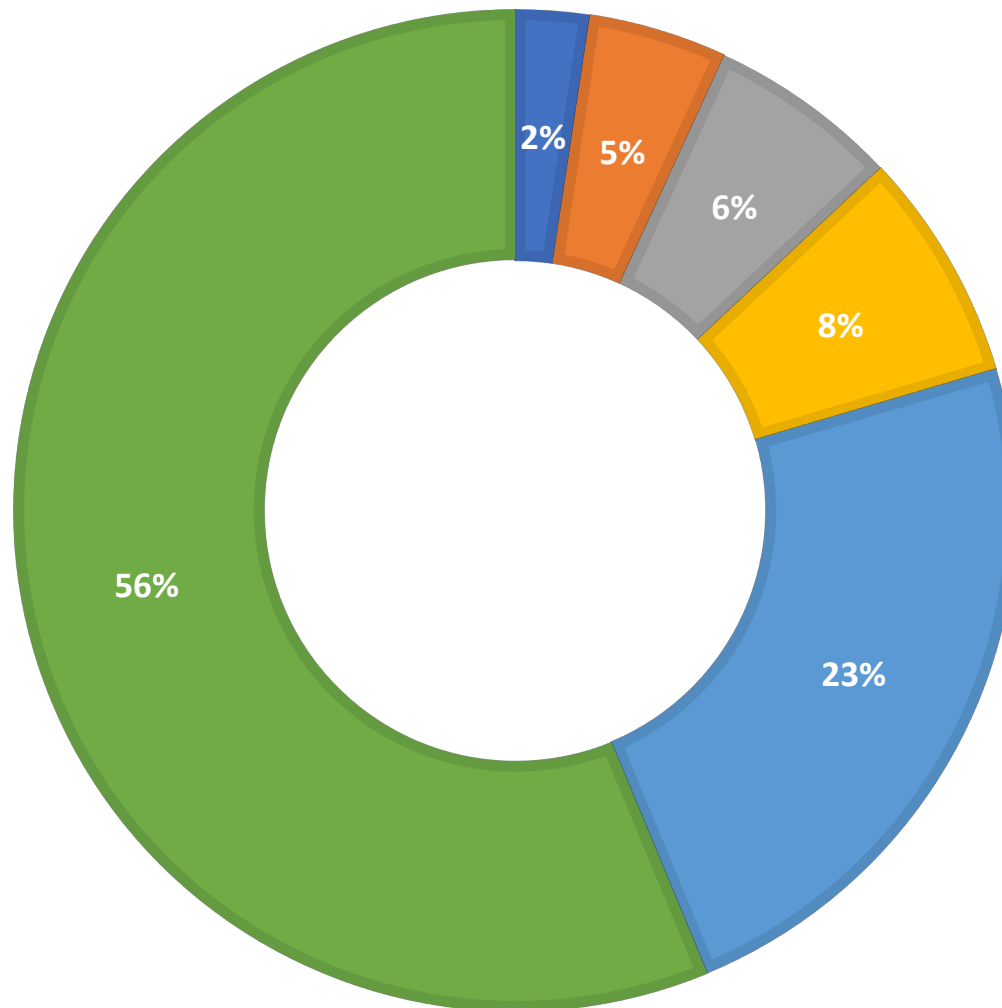
What's the Breakdown of Questions by Source?

■ Chat ■ Email ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

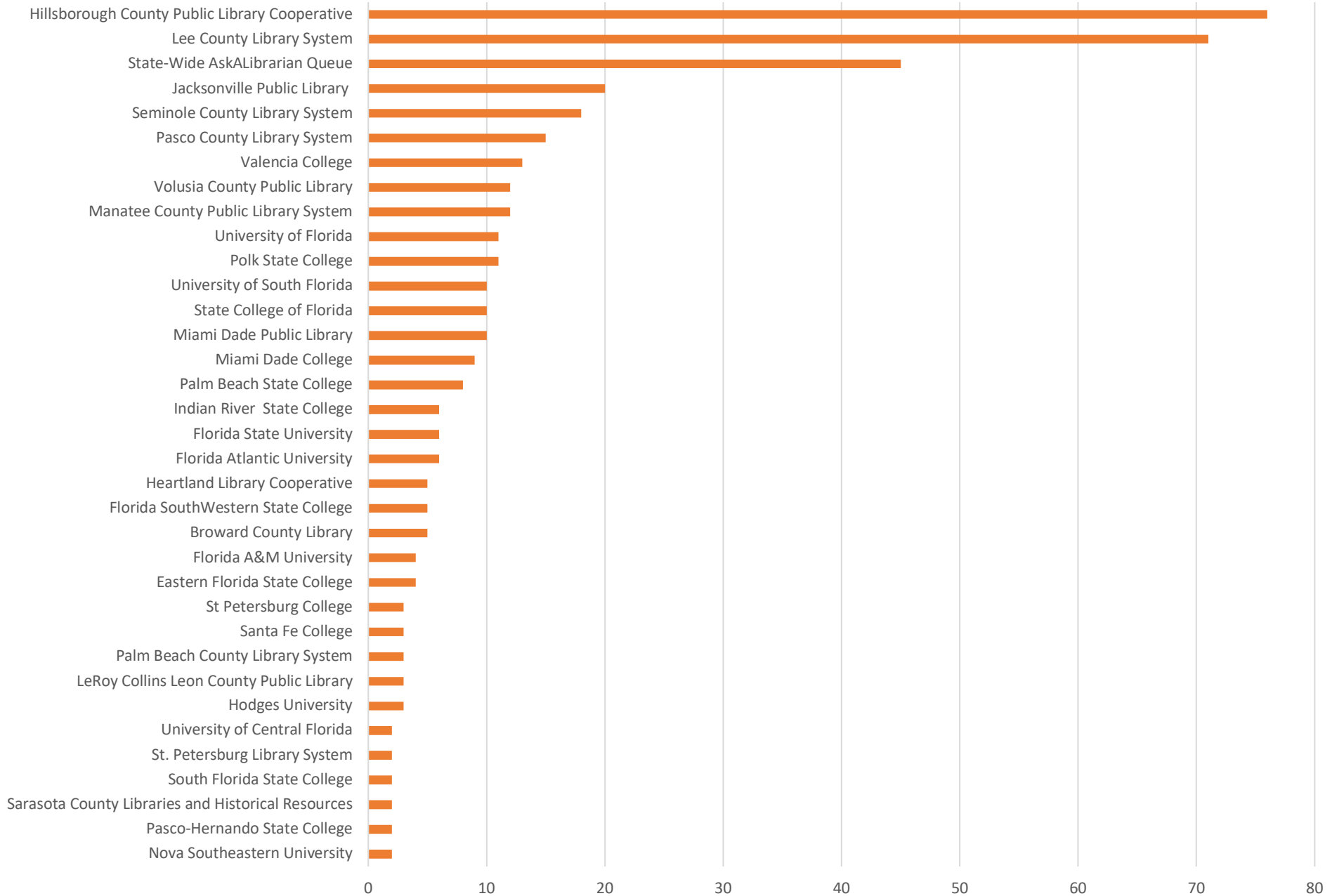
■ Chrome OS ■ iPad ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

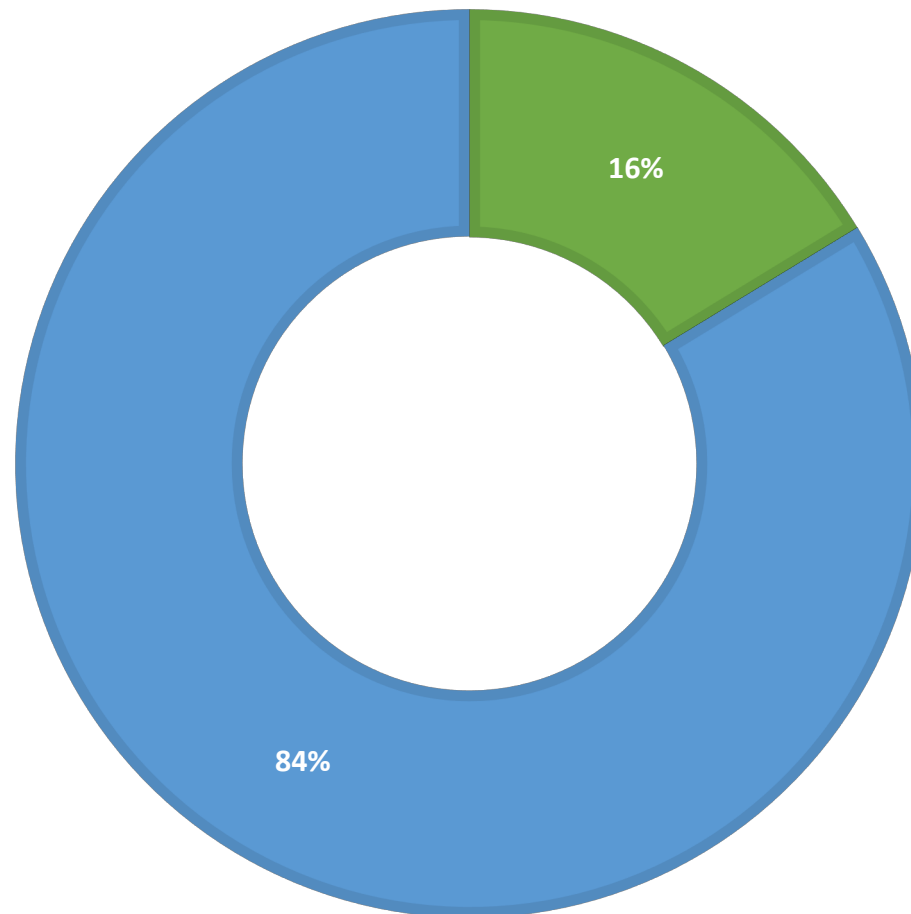


Chat



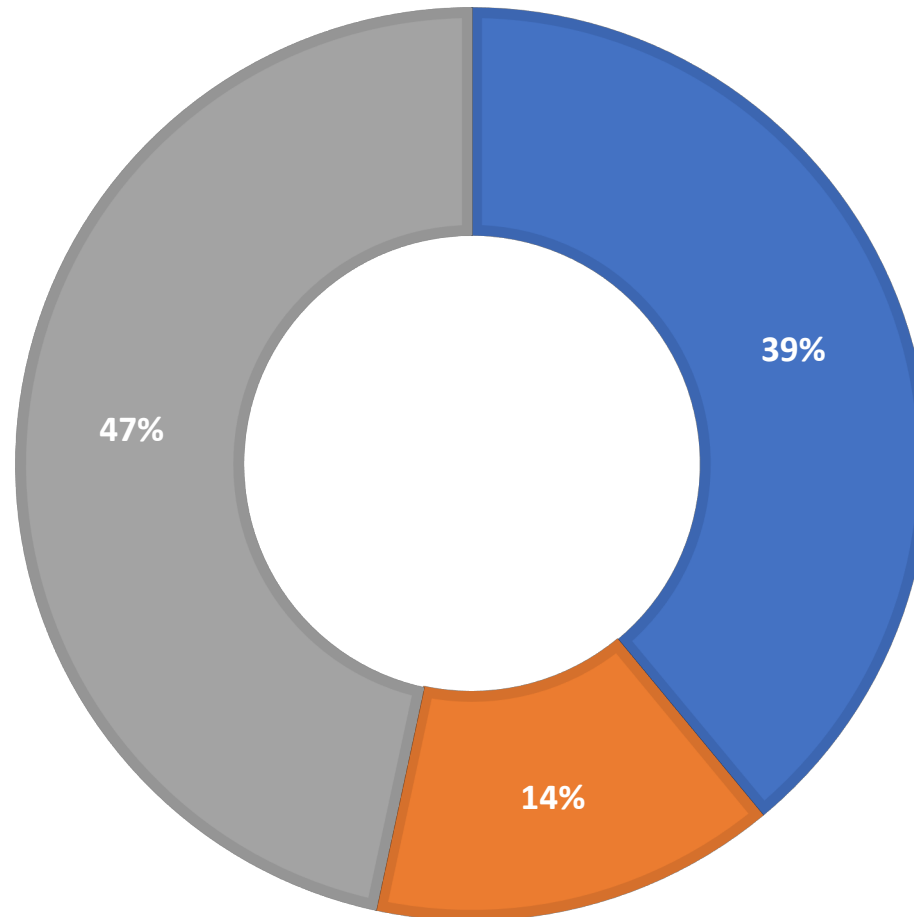
What Percent of Chats Were Answered/Missed?

■ Missed ■ Answered

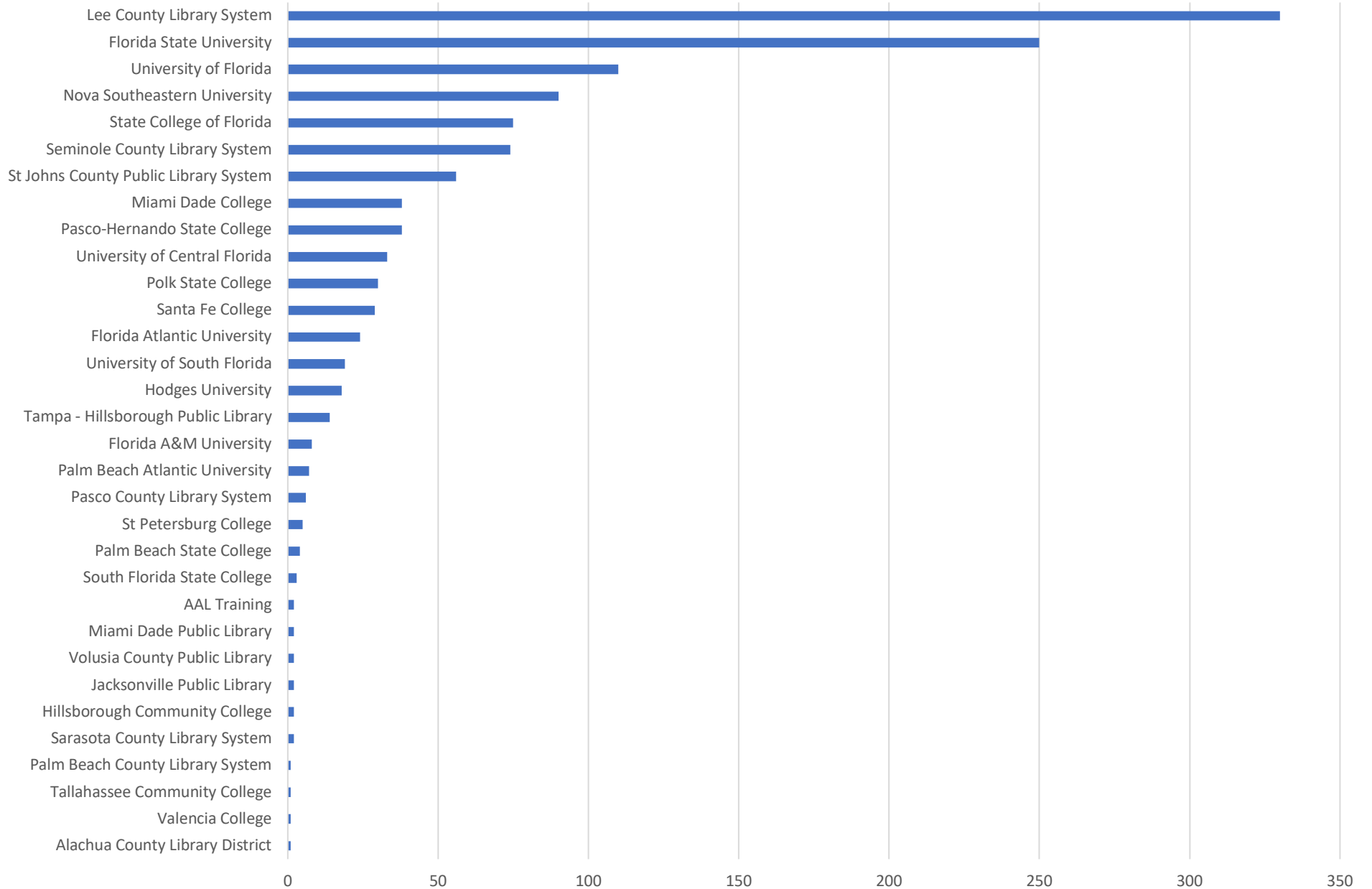


Which Departments Answered Chats (by type)?

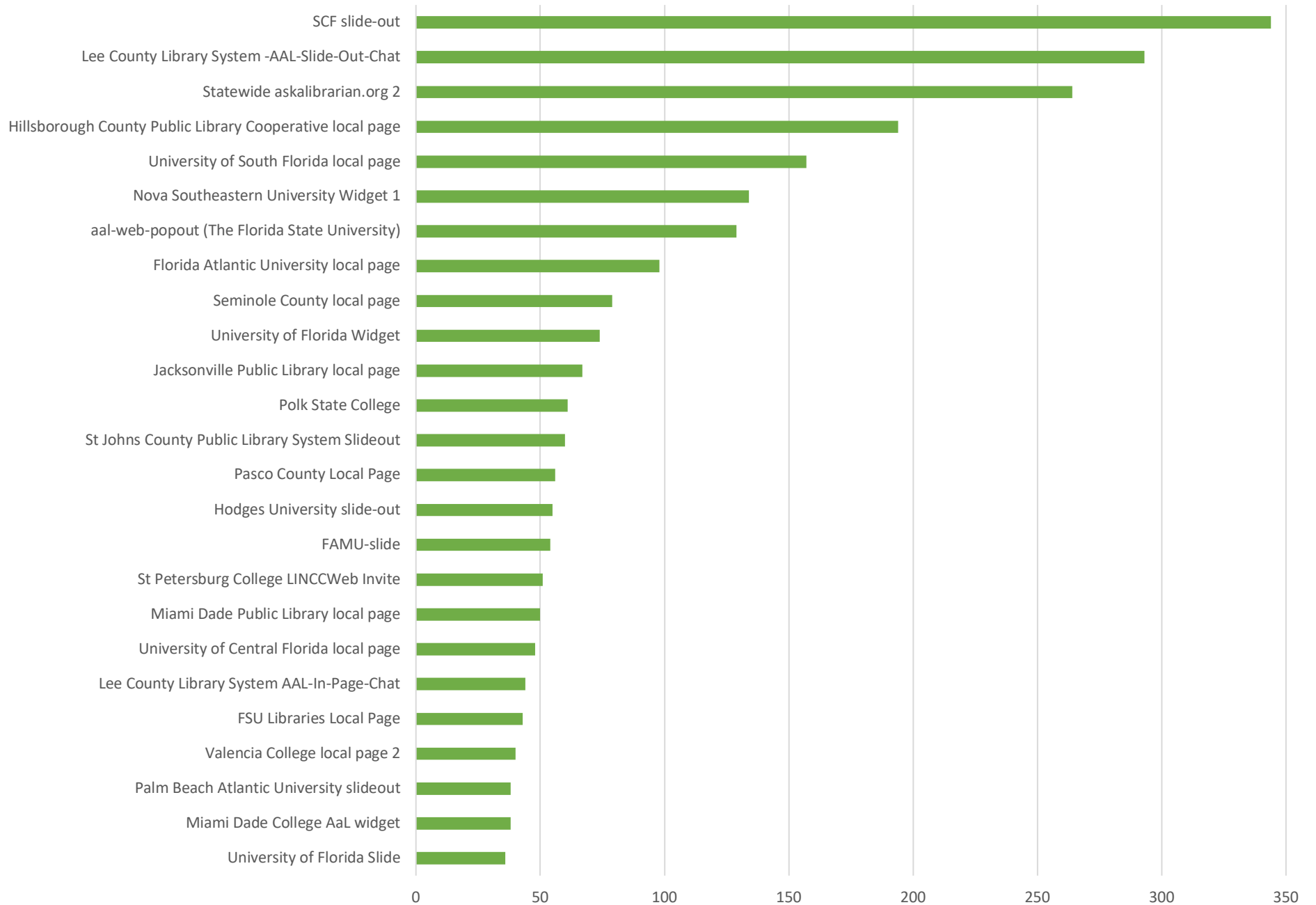
Local Academic Statewide



Which Department Answered Chats (by local library)?



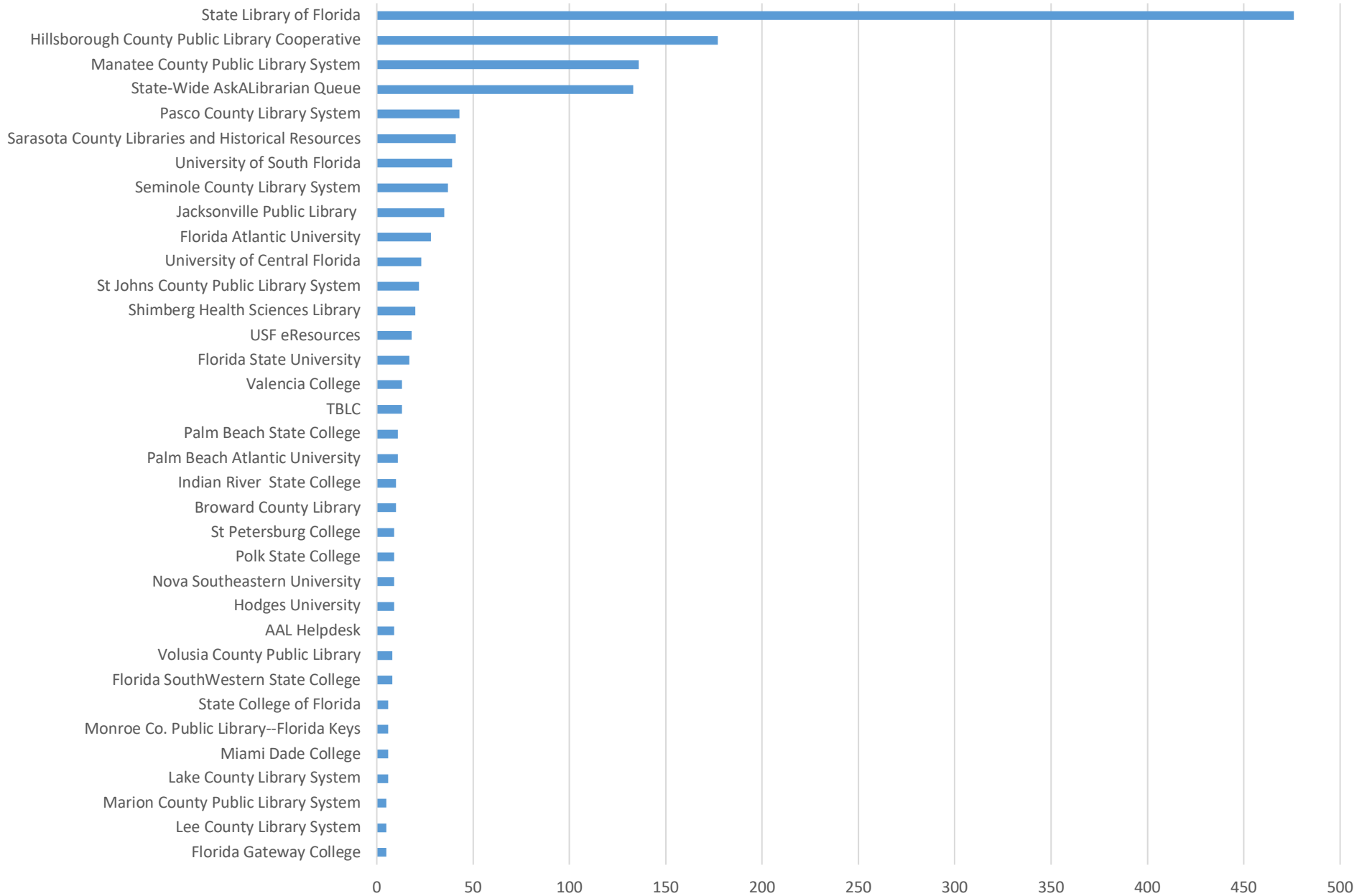
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

license	33	online	5
florida	18	tickets	5
business	16	home	5
renew	10	copy	5
county	8	drivers	5
traffic	8	fishing	4
address	8	plate	4
need	7	change	4
pay	7	form	4
school	7	check	4
information	7	purchase	4
tax	7	hillsborough	4
title	5		