

AskALibrarian.org

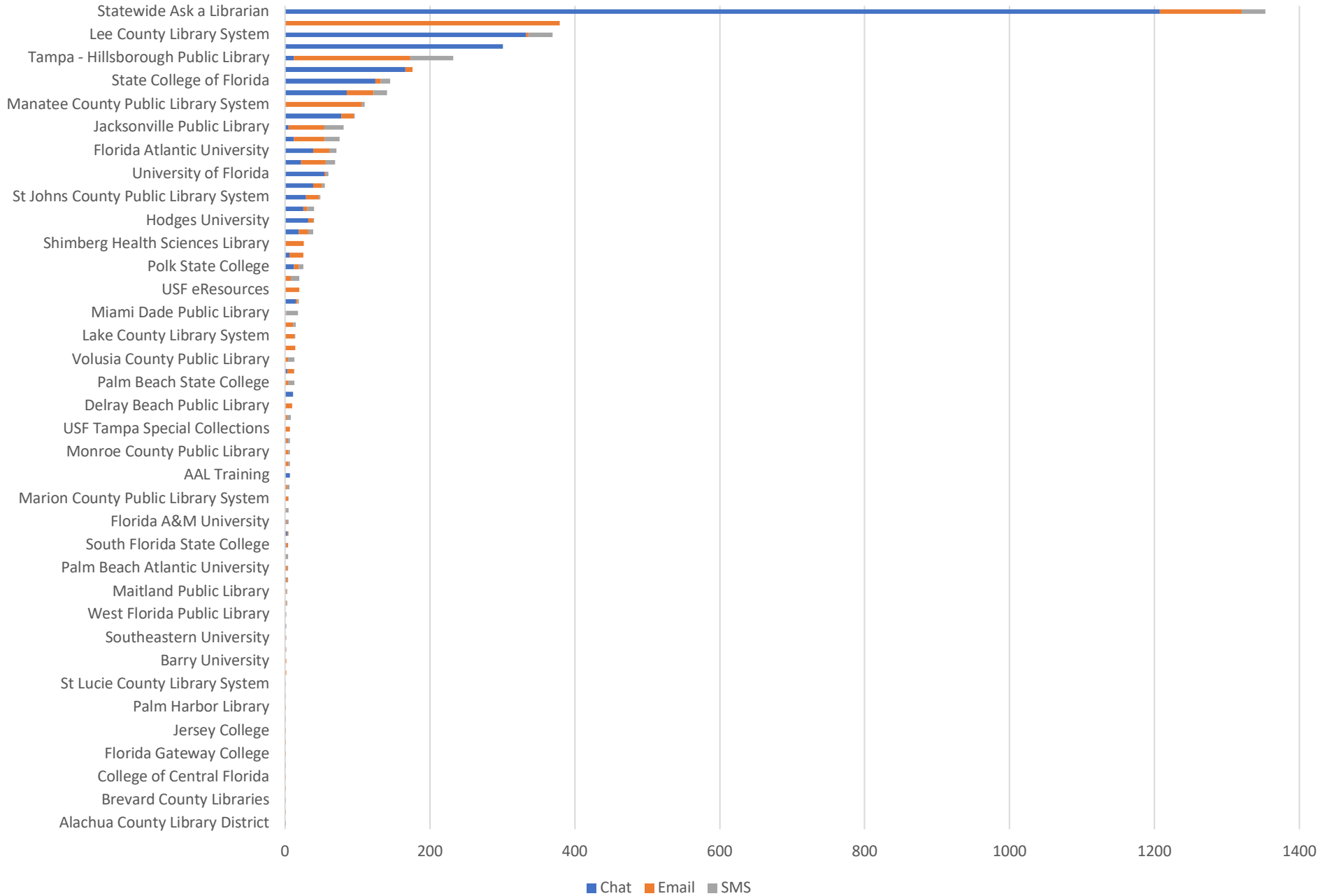
the Human Search Engine



June 2019 Statistics

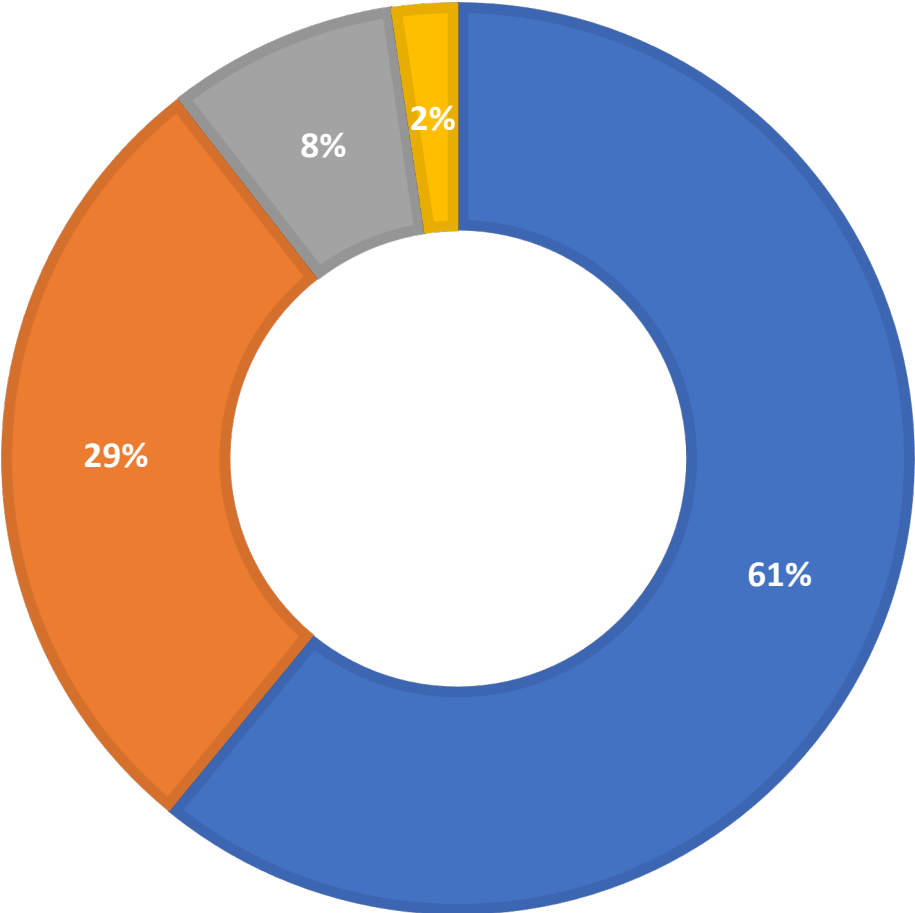
Question Type	June 2019
SMS	357
Chat	2658
FAQ Views	102
Email	1246
Total	4363

Total Transactions by Entry Point



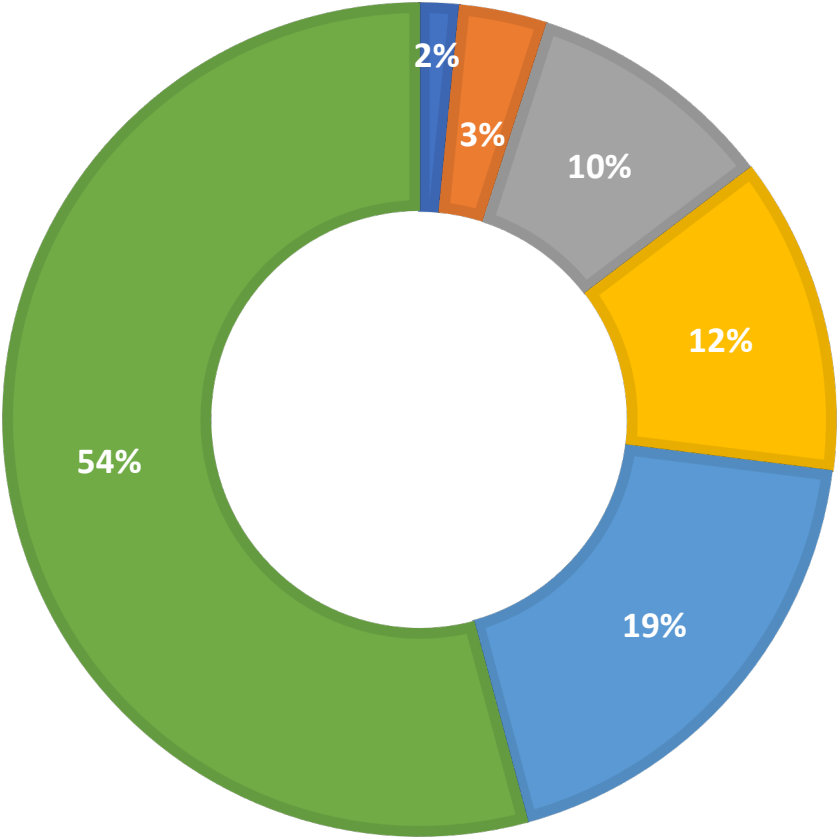
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

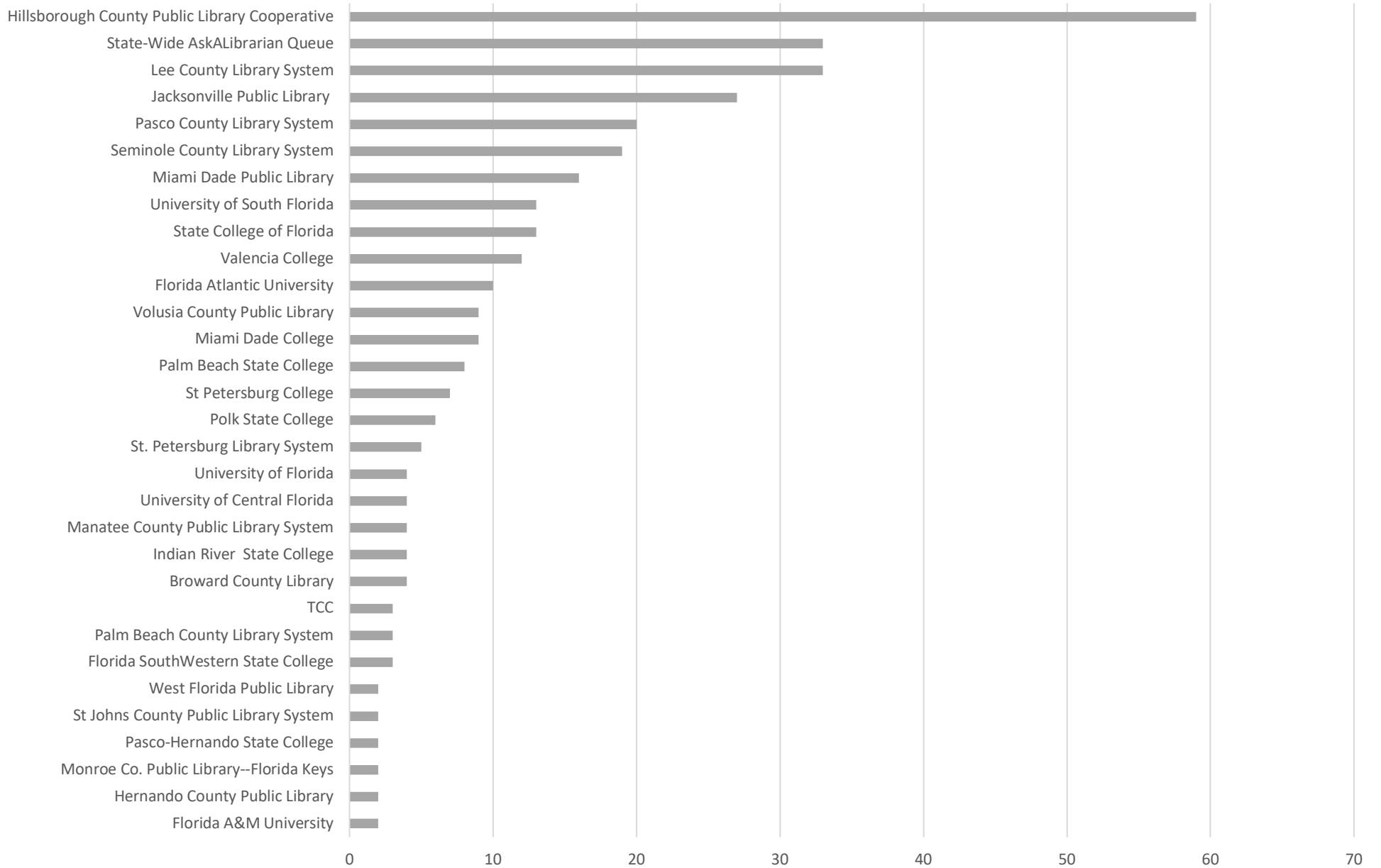
■ Chrome OS ■ iPad ■ iPhone ■ Android ■ Macintosh ■ Windows



SMS



Total SMS by Library

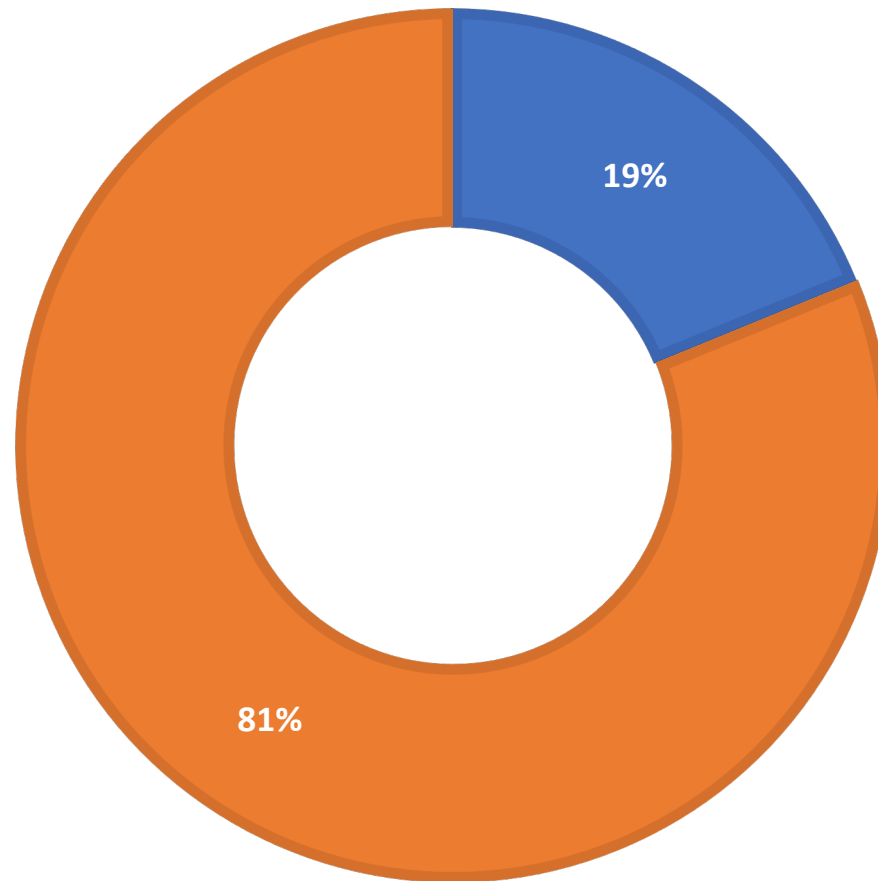


Chat



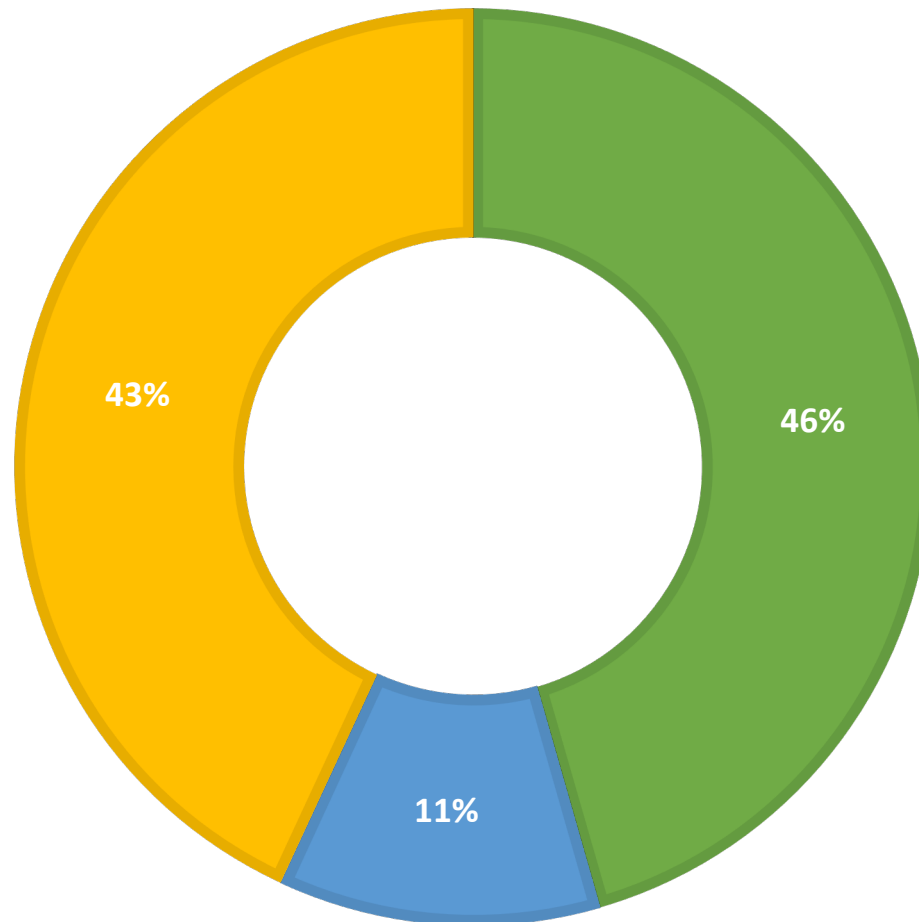
What Percent of Chats Were Answered/Missed?

■ Missed ■ Answered

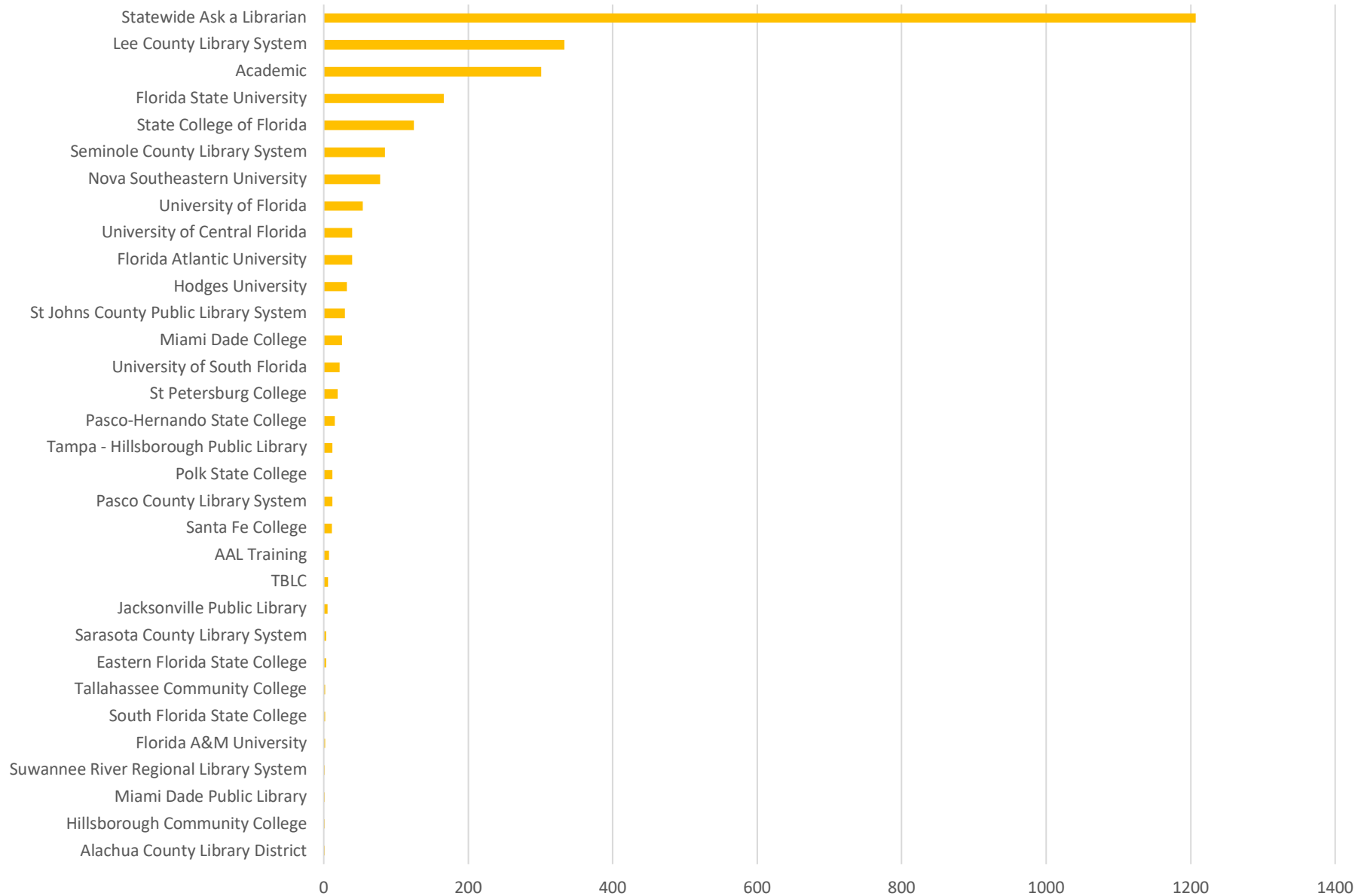


Which Departments Answered Chats (by type)?

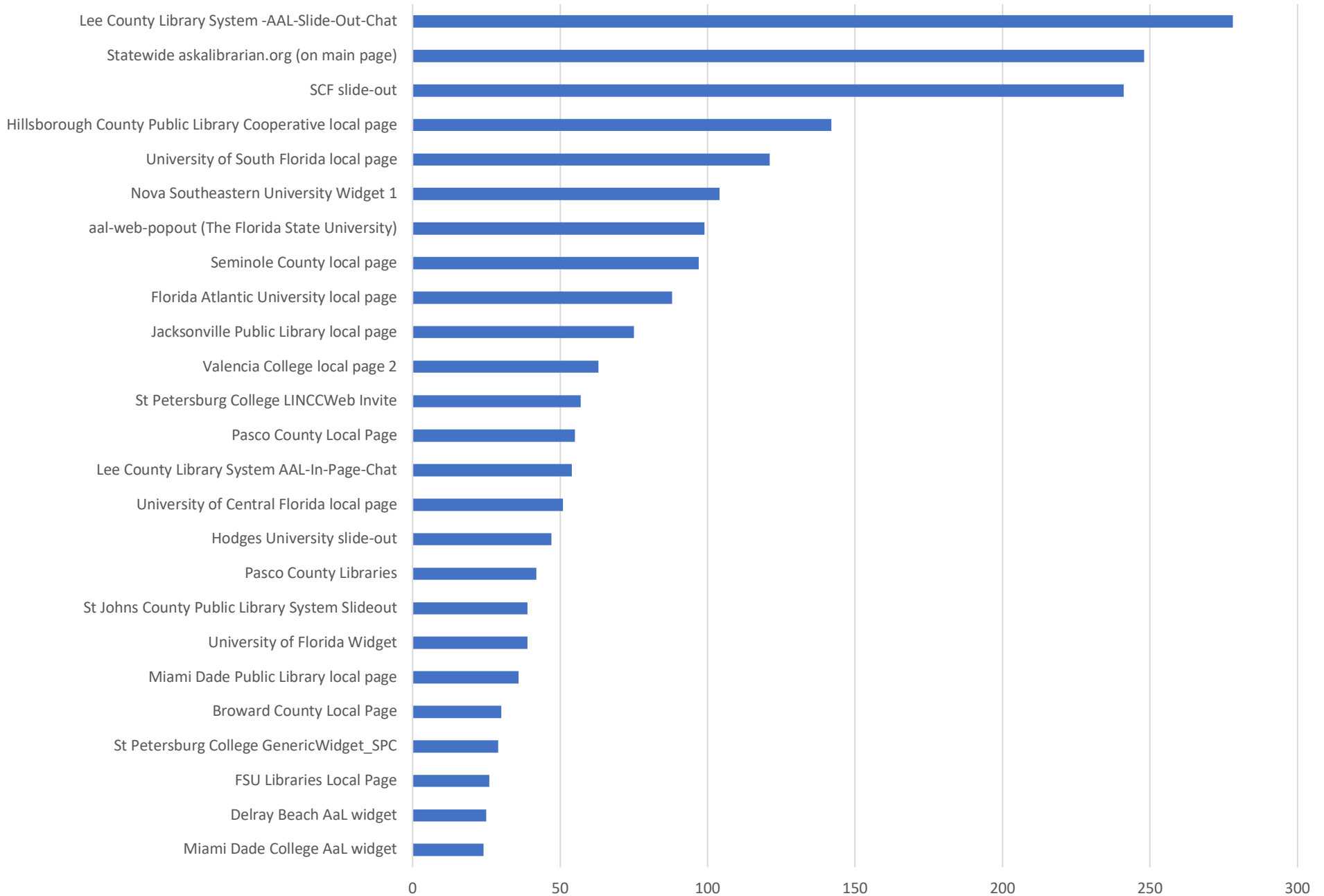
■ Statewide Ask a Librarian ■ Academic ■ Local



Which Department Answered Chats (by local library)?



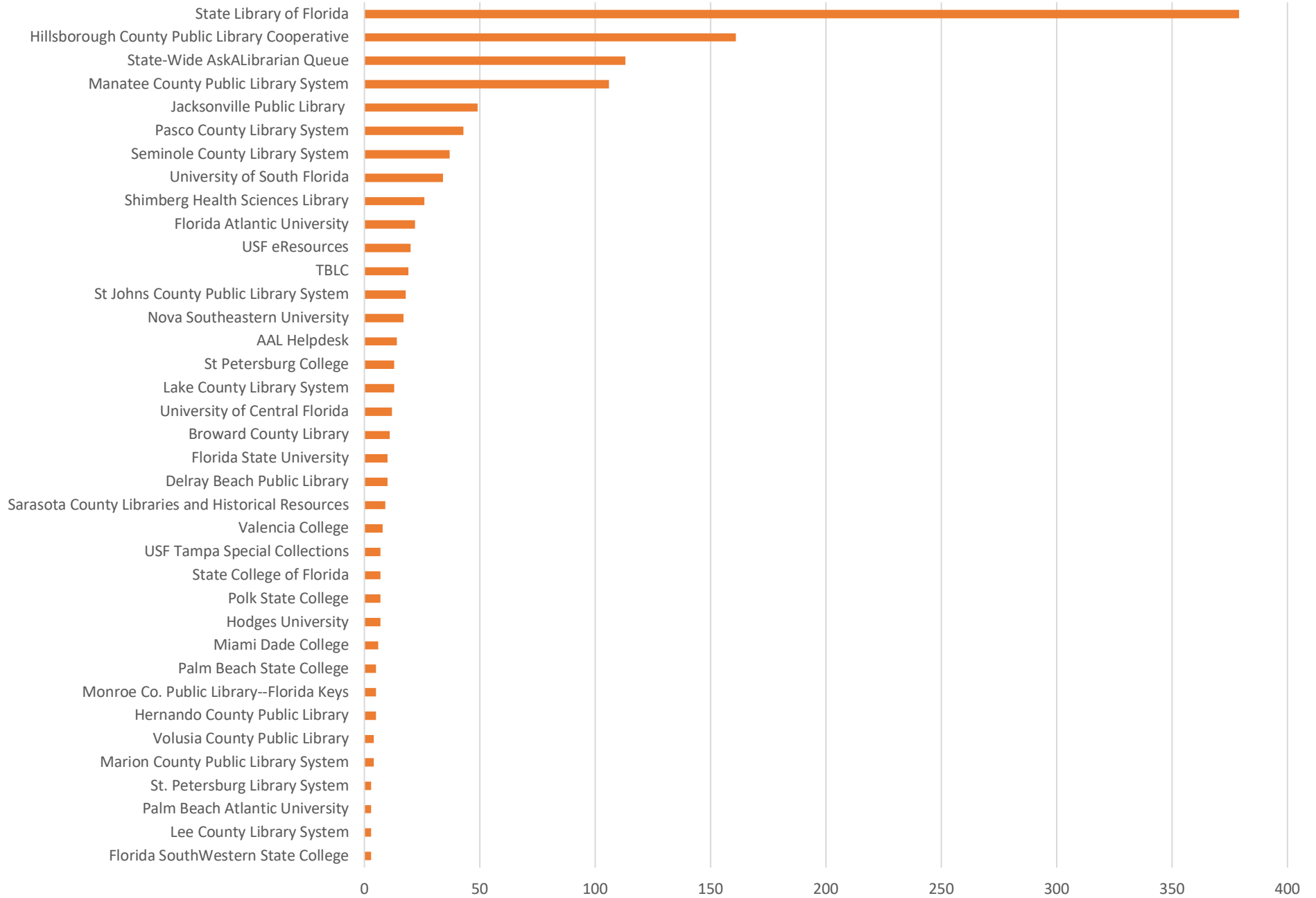
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

license	16	over	5
florida	15	child	5
need	9	mobile	5
state	9	book	5
library	8	home	5
new	7	own	4
business	7	mileage	4
two	7	address	4
title	7	money	4
out	6	llc	4
drivers	6	information	4
name	5	written	4
lost	5		