

AskALibrarian.org

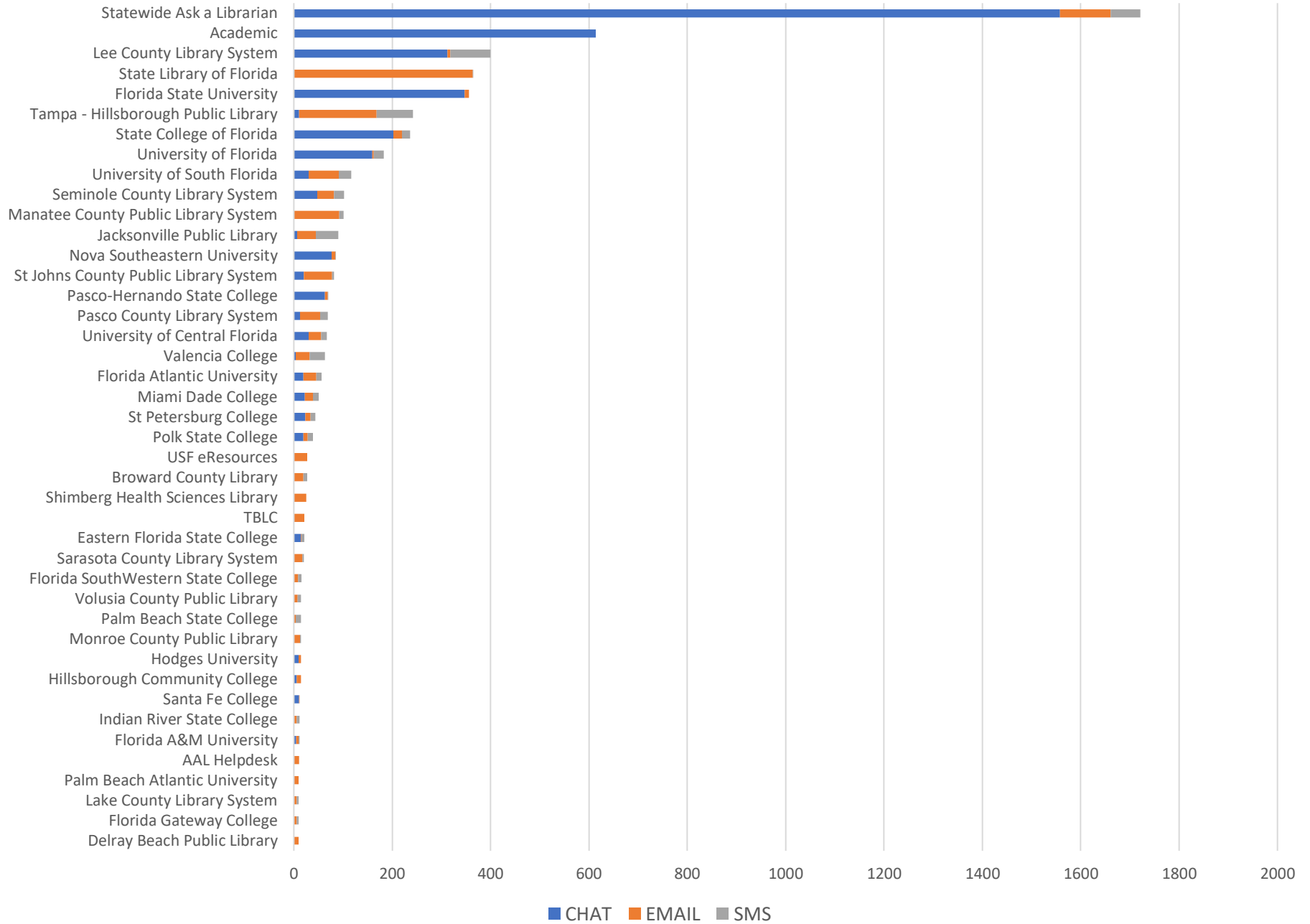
the Human Search Engine



September 2019 Statistics

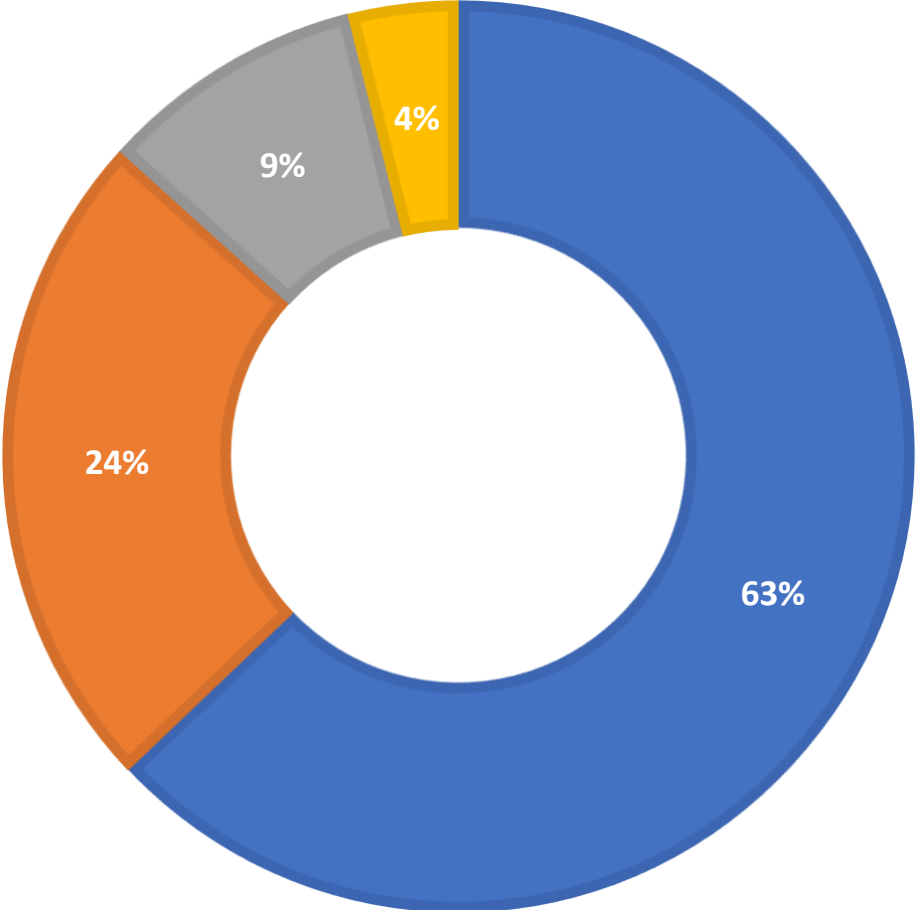
Question Type	
SMS	547
Chat	3651
FAQ Views	226
Email	1379
Total	5803

Total Transactions by Entry Point



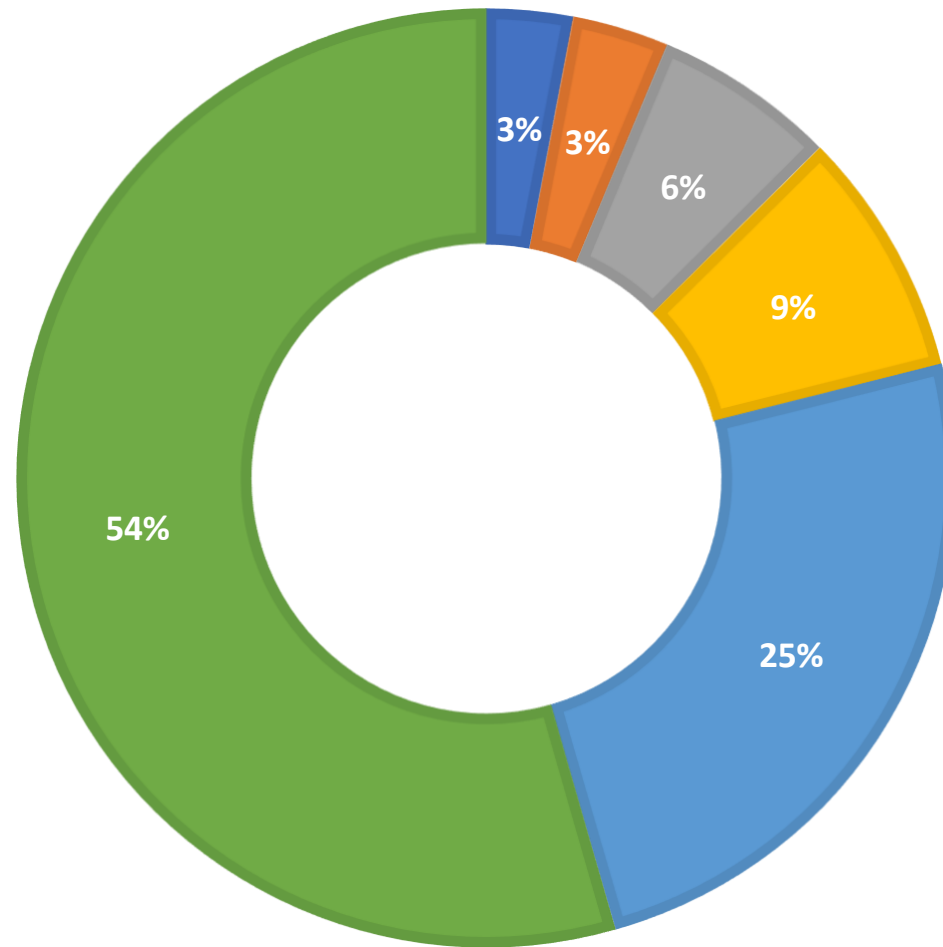
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

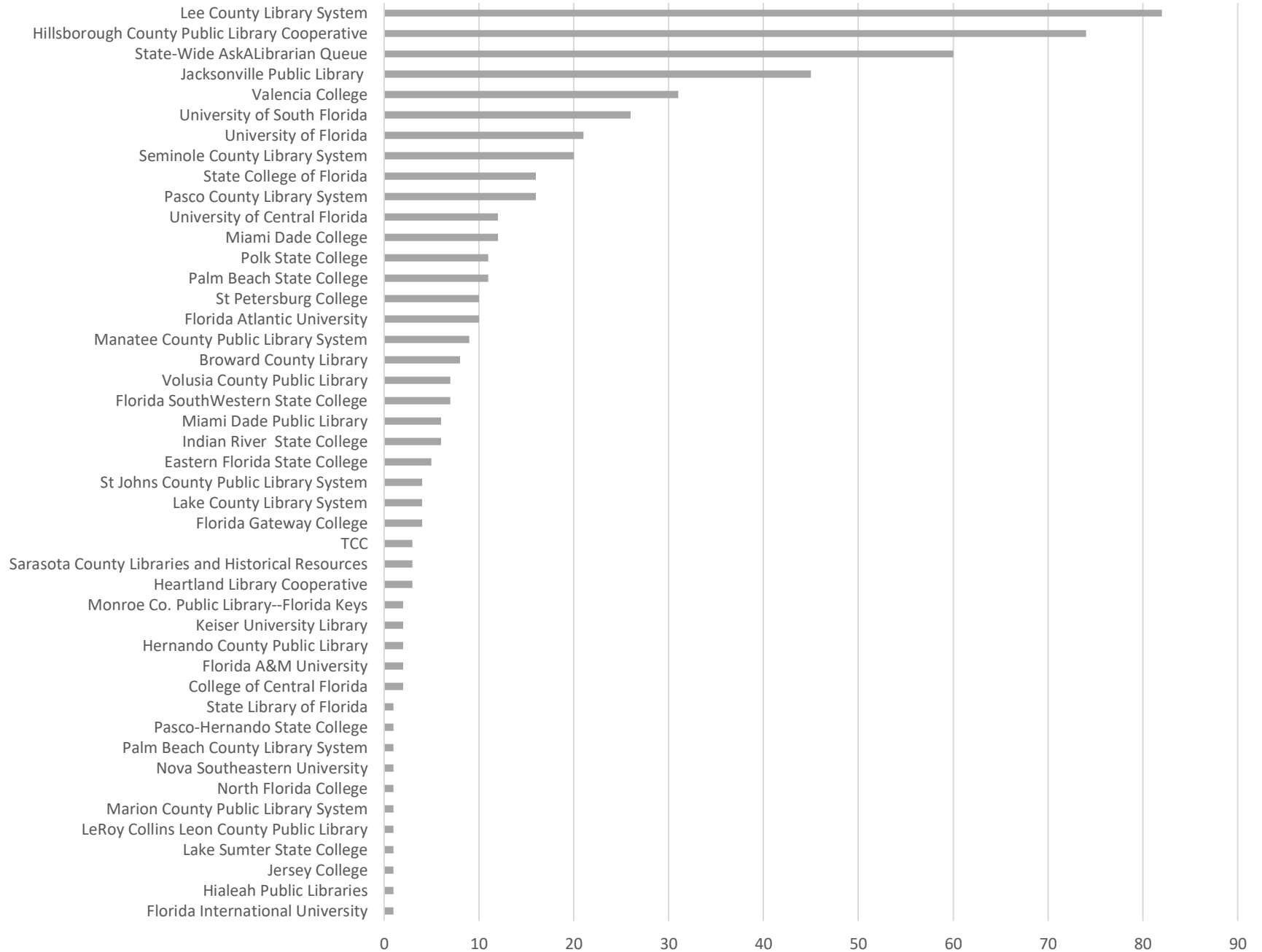
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

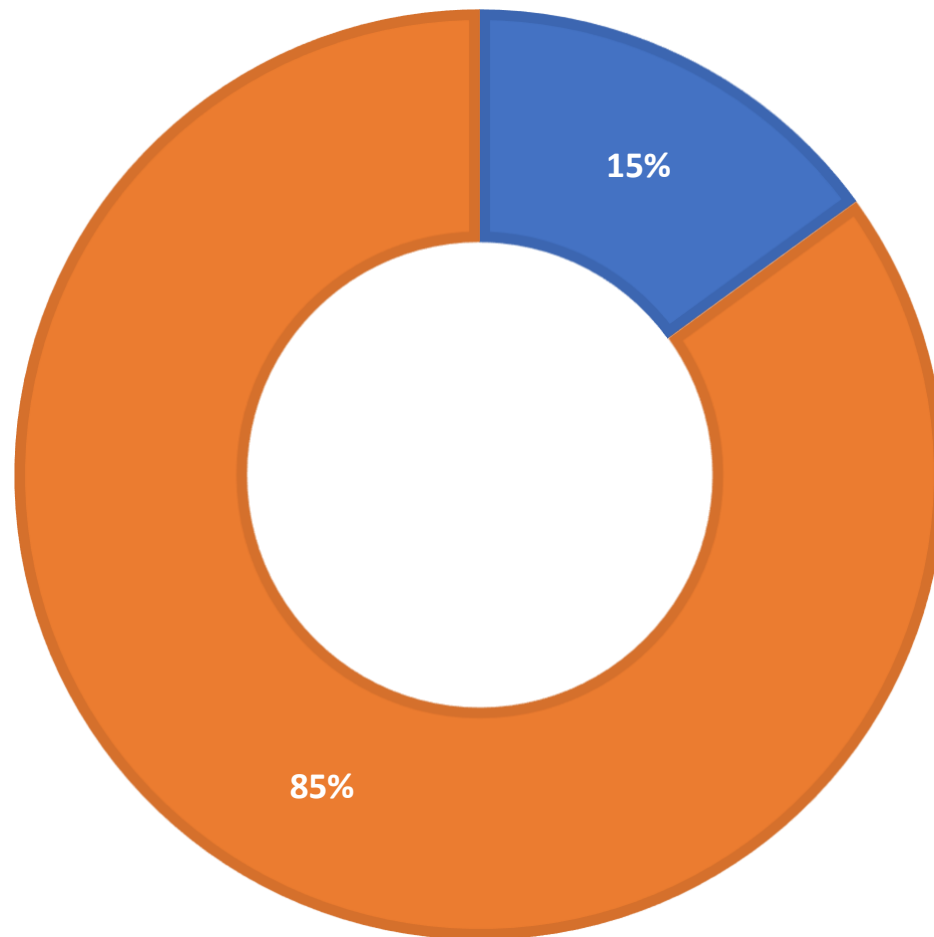


Chat



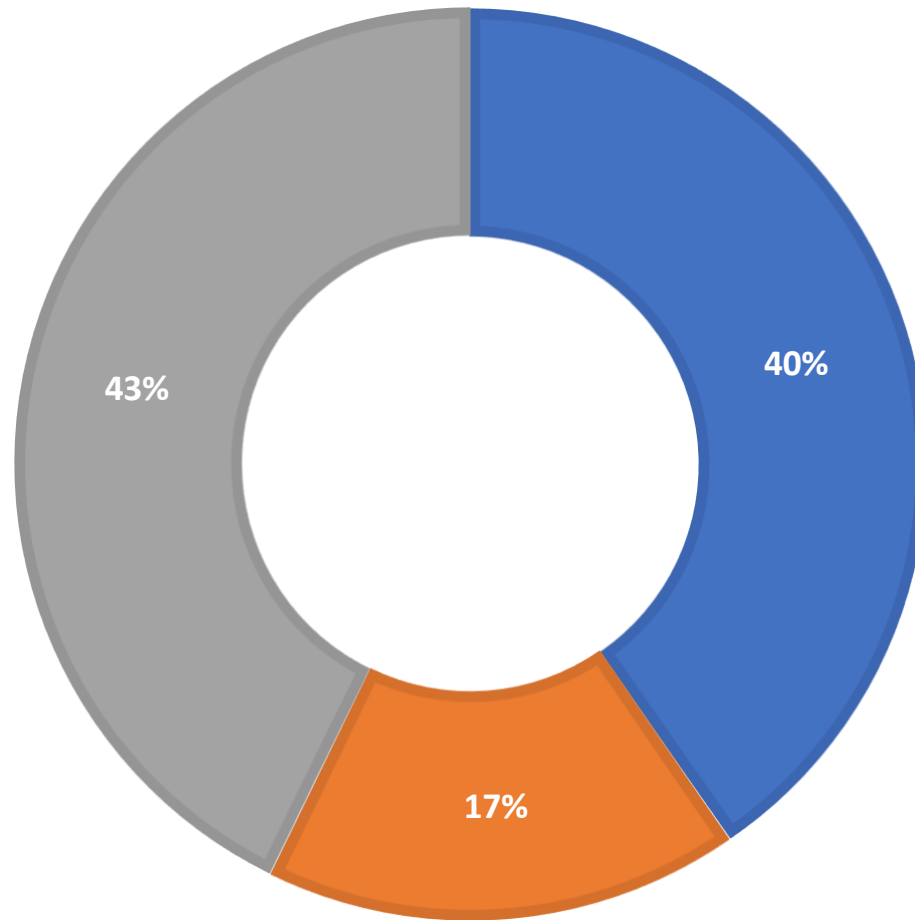
What Percent of Chats Were Answered/Missed?

■ Missed ■ Answered

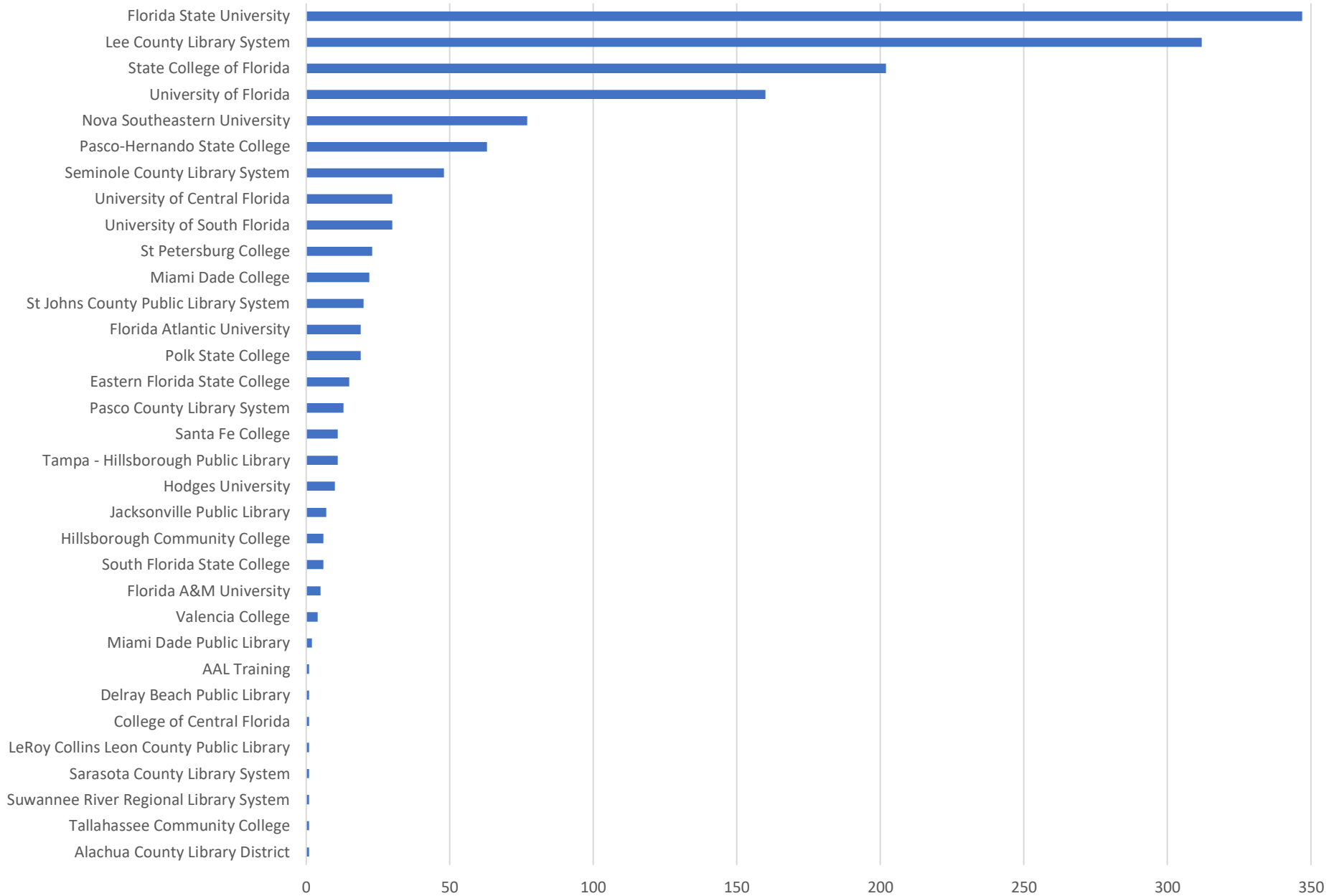


Which Departments Answered Chats (by type)?

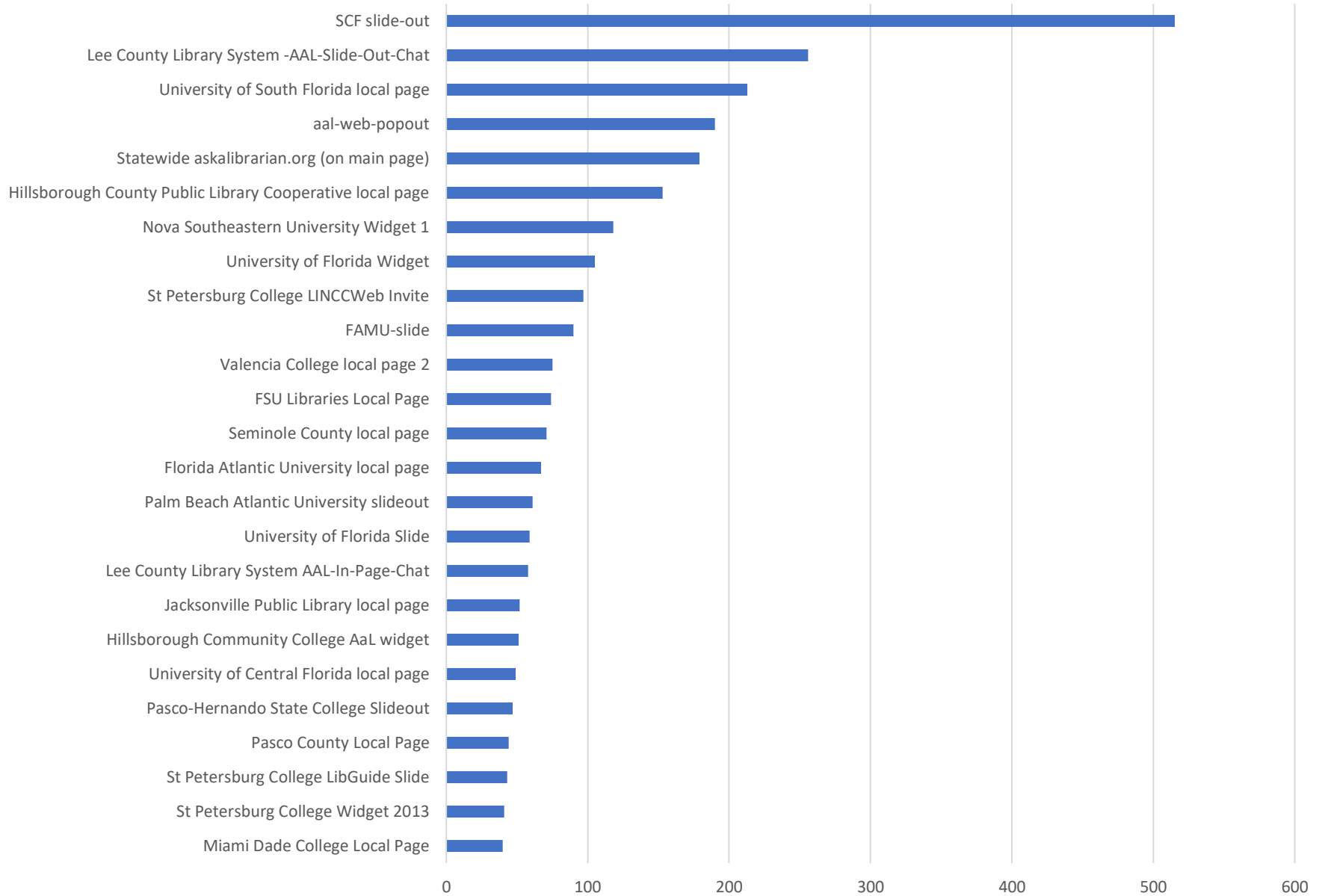
■ Local ■ Academic ■ Statewide Ask a Librarian



Which Department Answered Chats (by local library)?



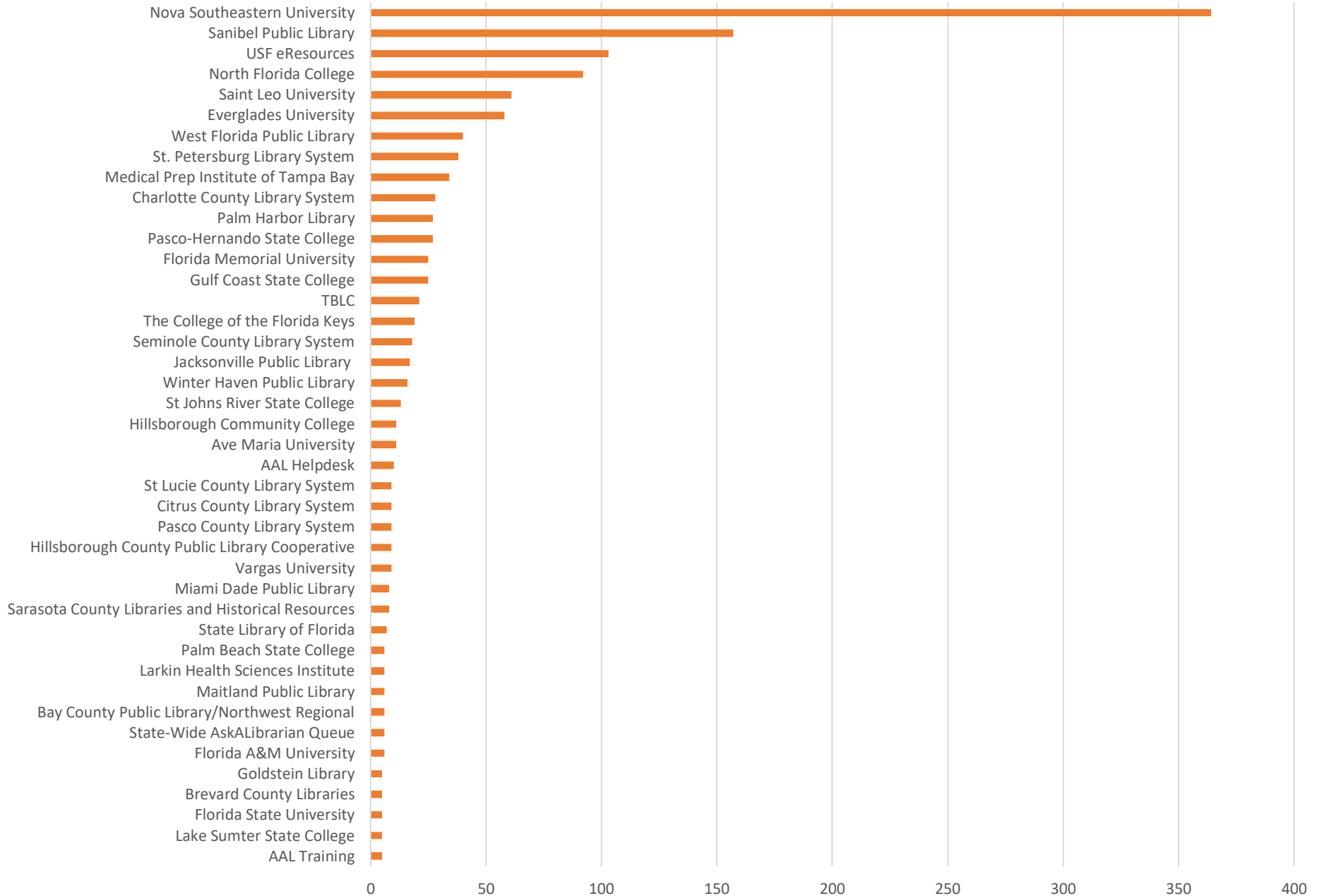
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

health	25	coaching	6
license	17	business	5
diet	11	address	5
need	10	public	5
number	9	obtain	4
nutrition	9	hyderabad	4
florida	9	copy	4
driver	8	find	4
look	8	staying	4
effects	7	indian	4
real	6	state	4
healthy	6	study	4
estate	6		