

# AskALibrarian.org

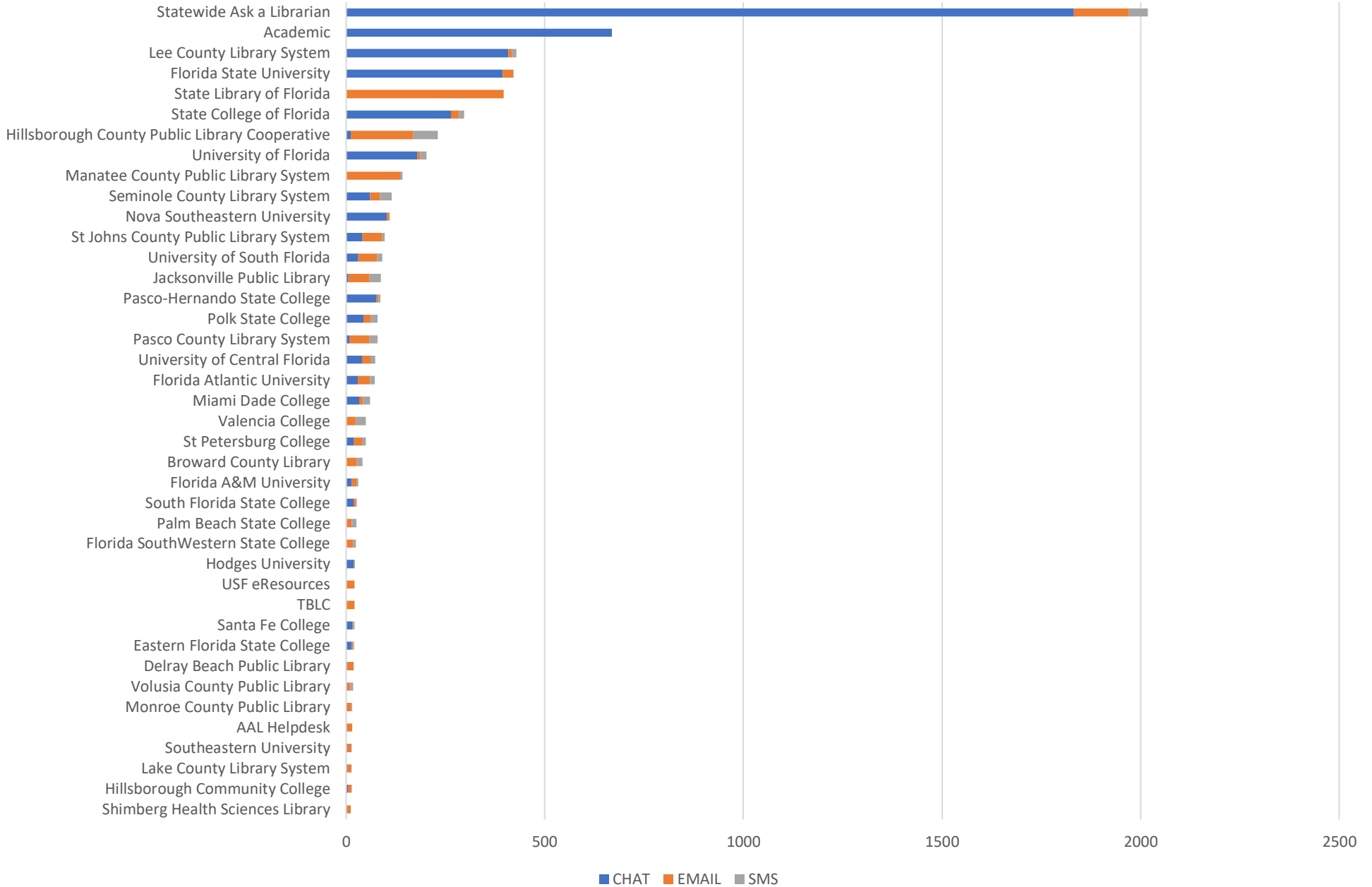
the Human Search Engine



## October 2019 Statistics

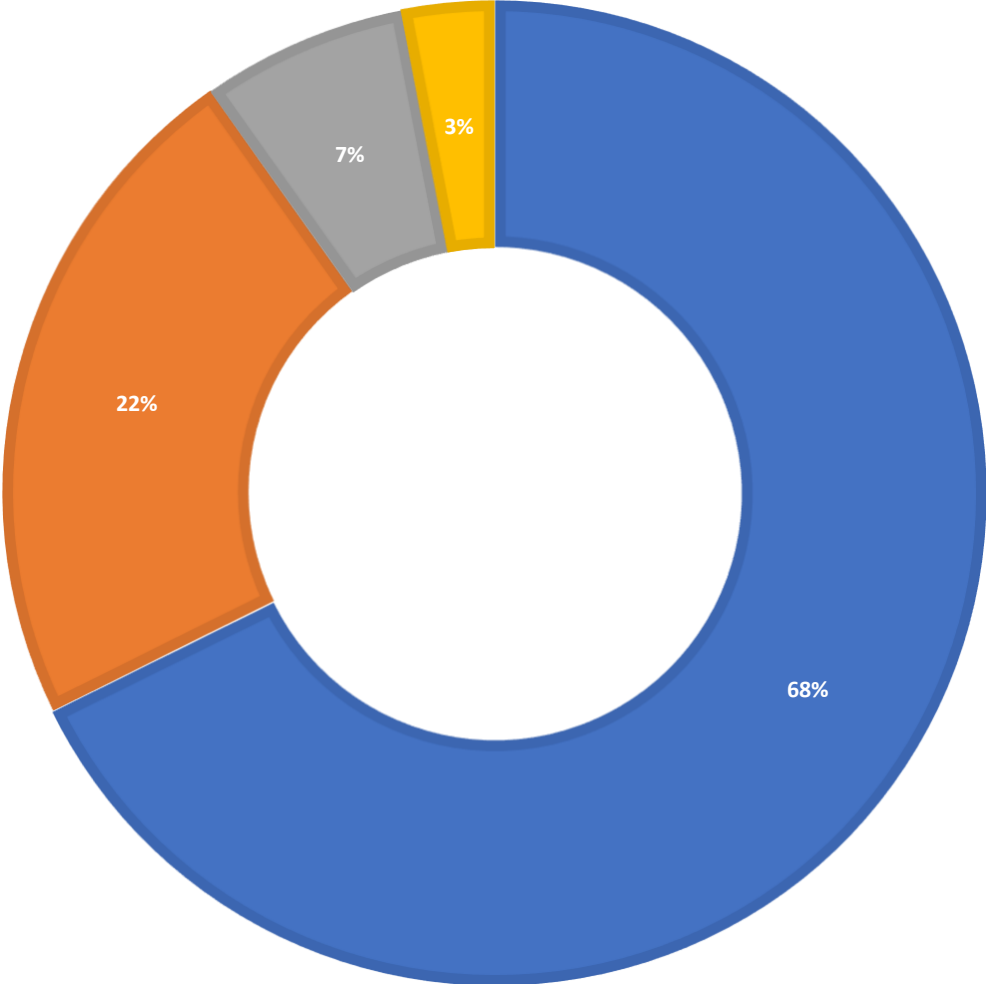
Question Type	
SMS	435
Chat	4365
FAQ Views	196
Email	1451
Total	6447

# Total Transactions by Entry Point



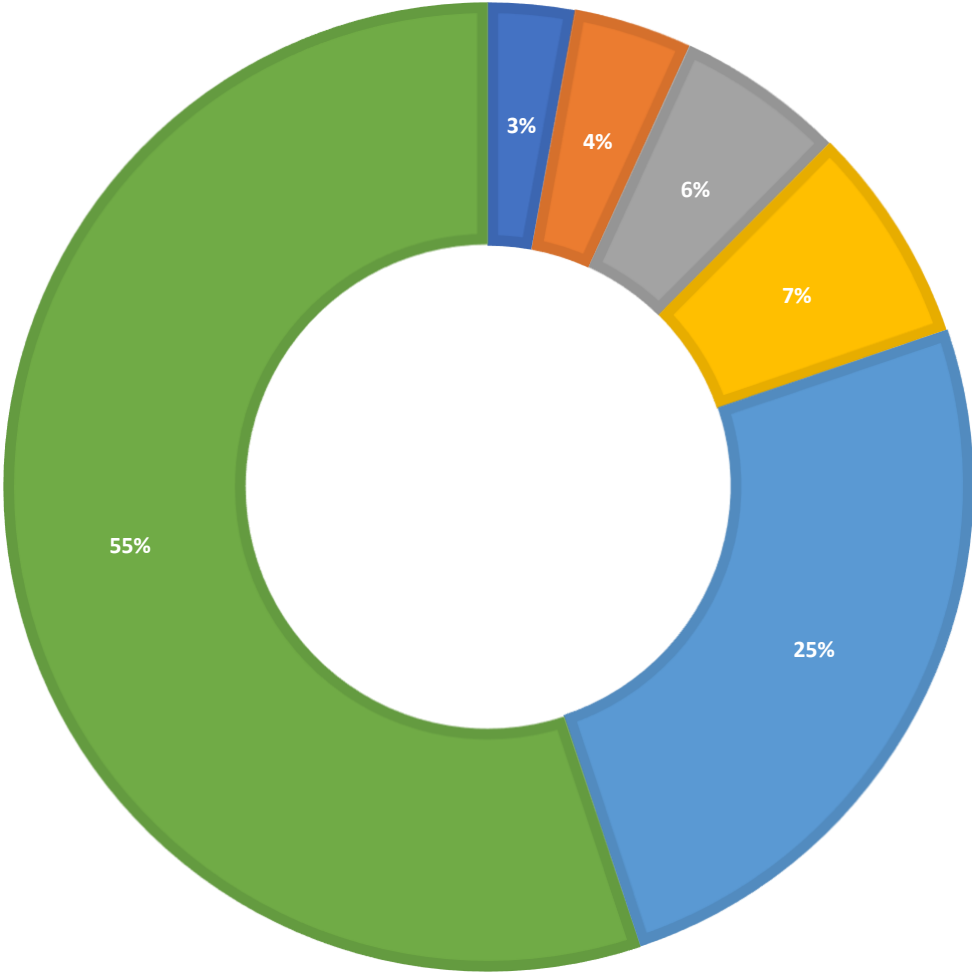
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

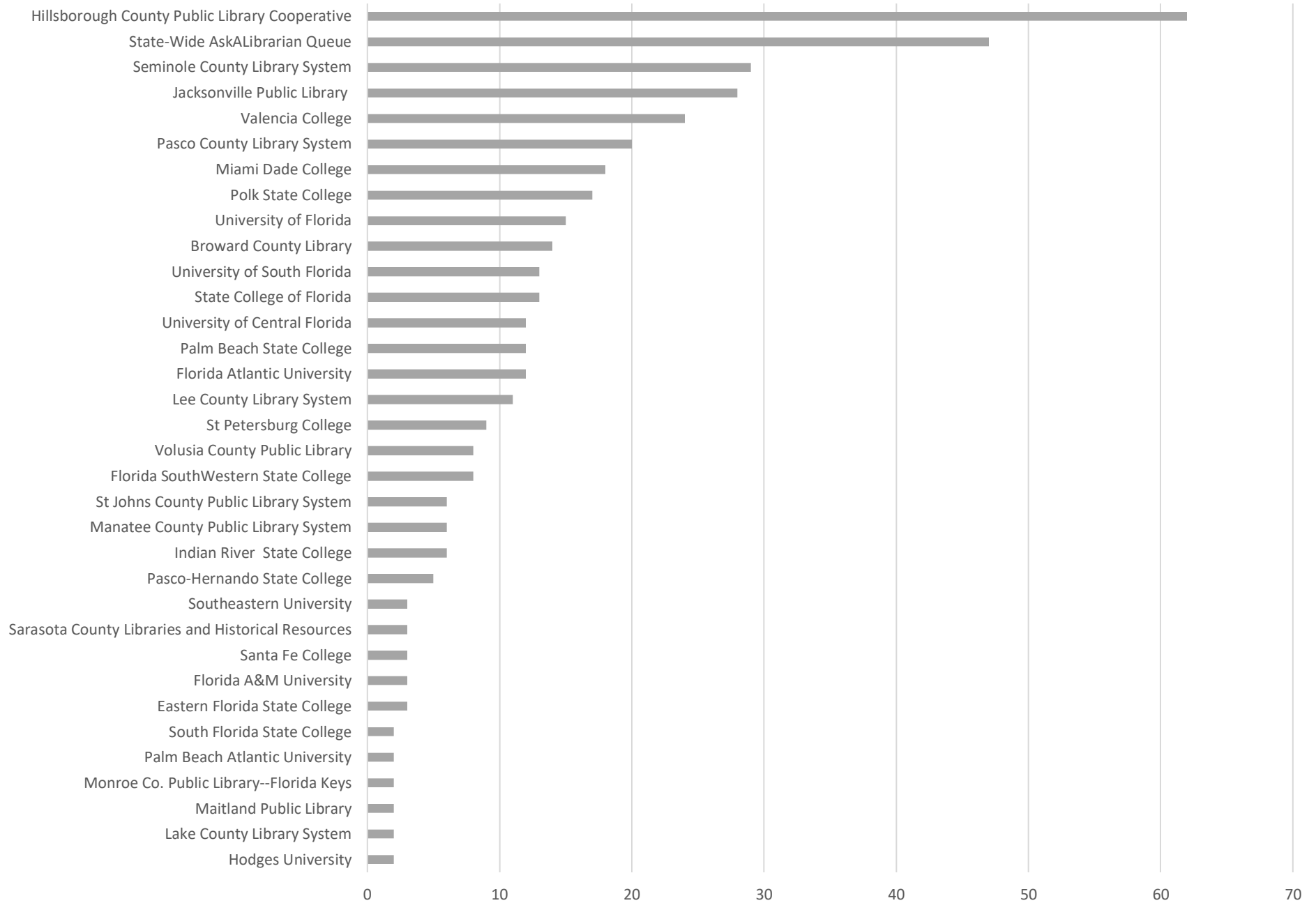
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



# SMS



# Total SMS by Library



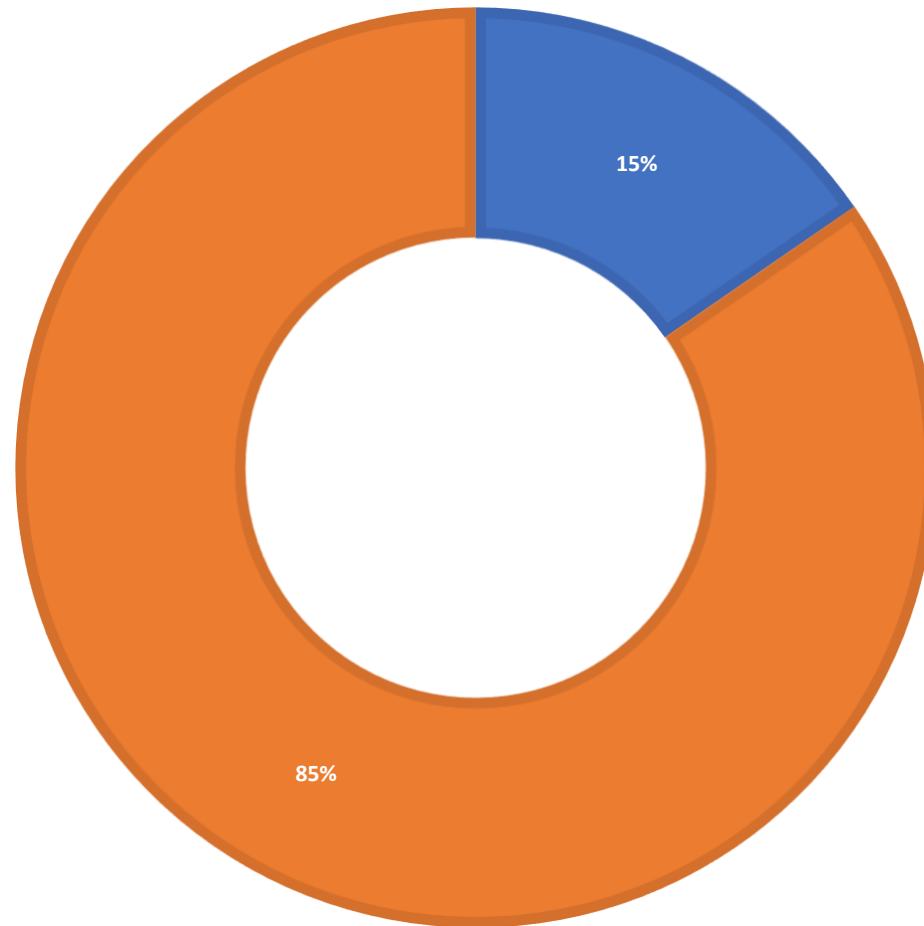
# Chat





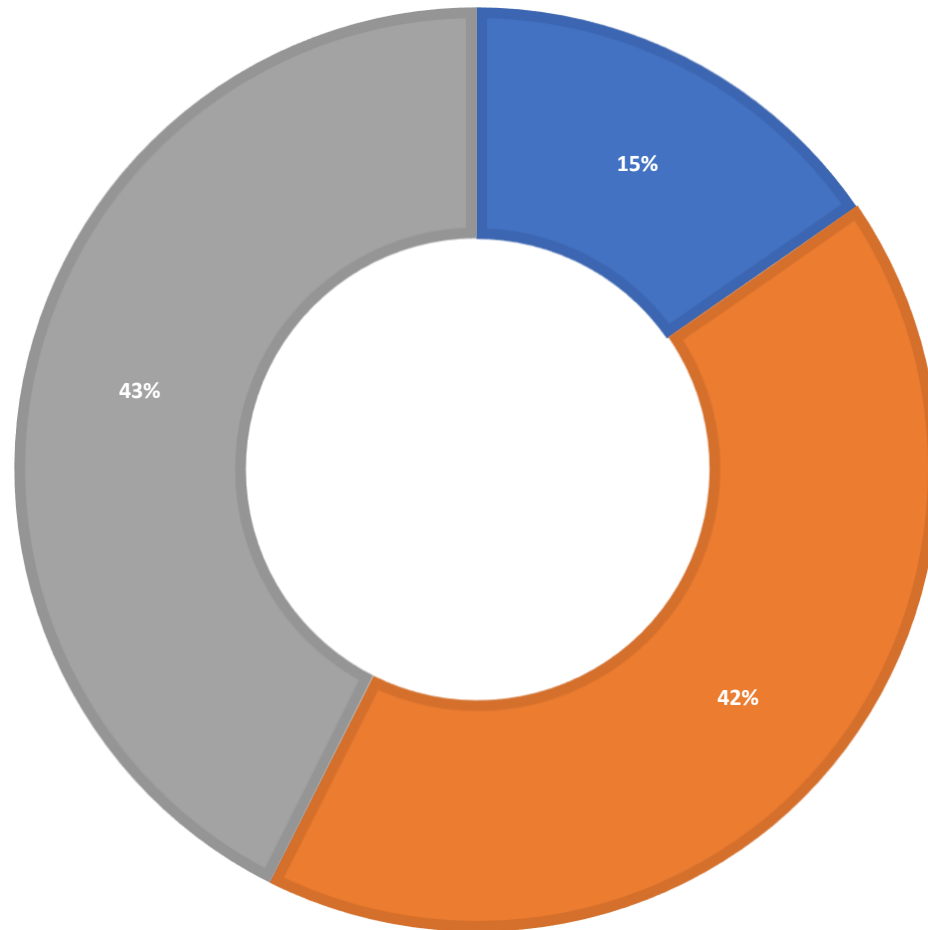
# What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

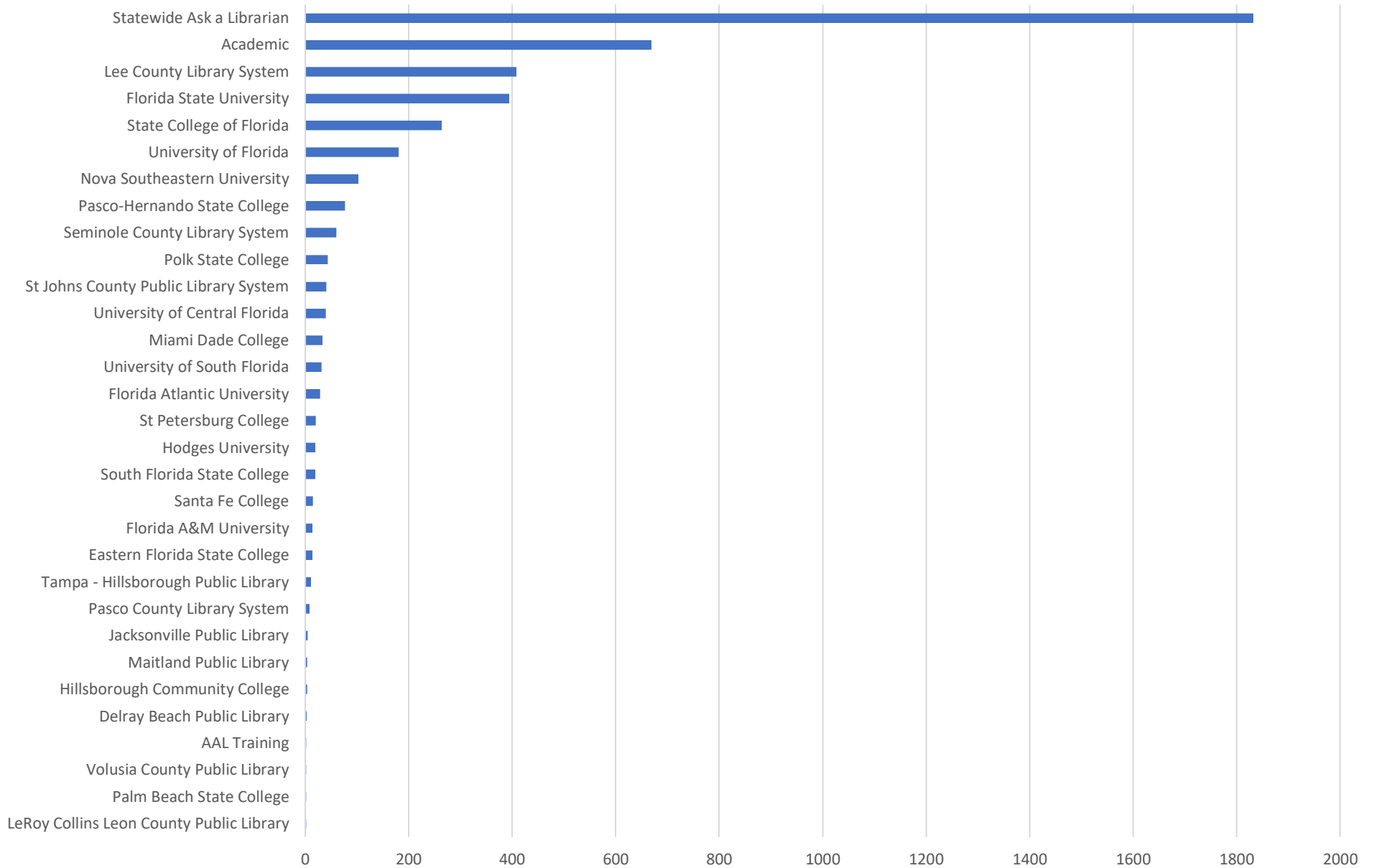


# Which Departments Answered Chats (by type)?

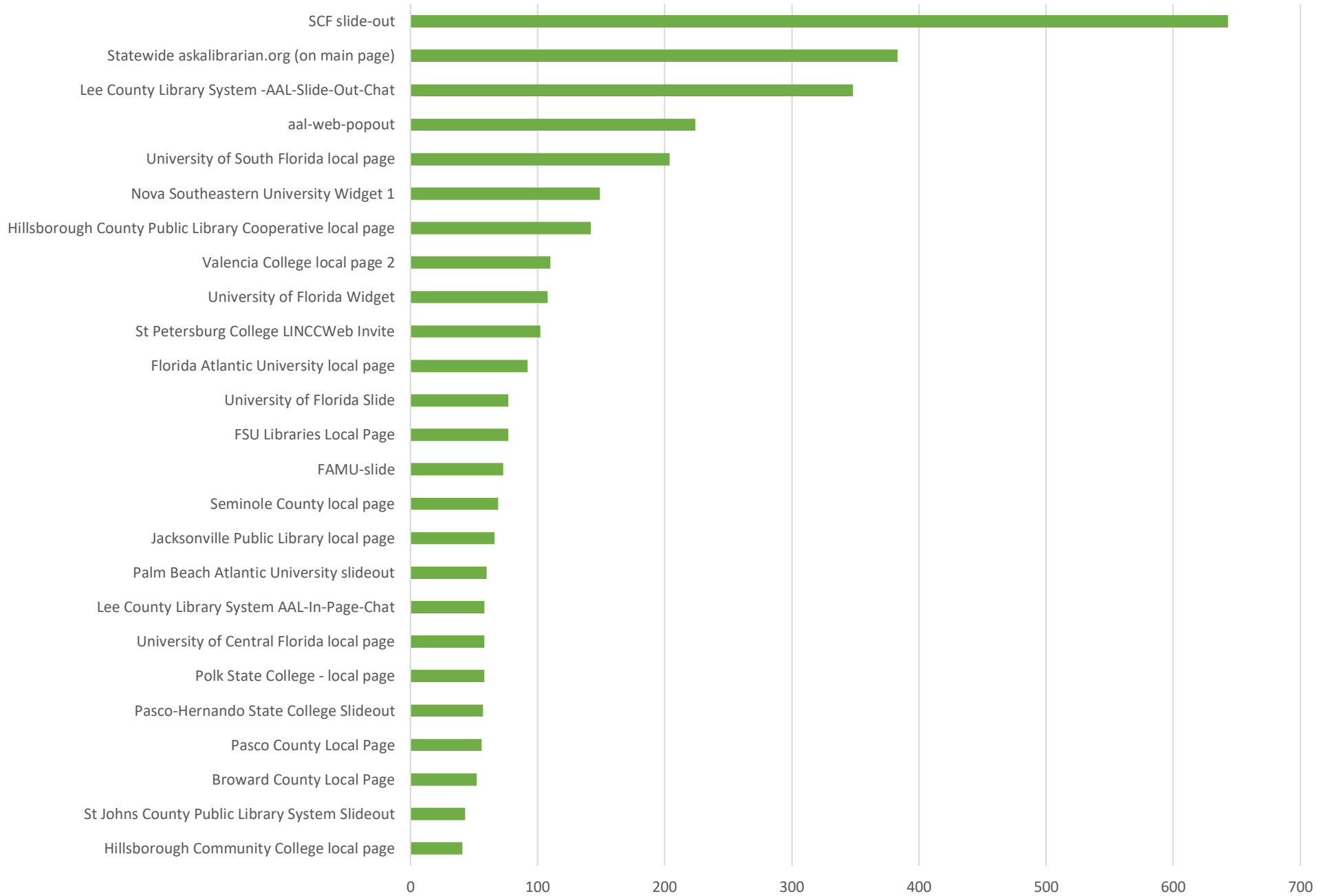
■ Academic ■ Statewide ■ Local



# Which Department Answered Chats (by local library)?



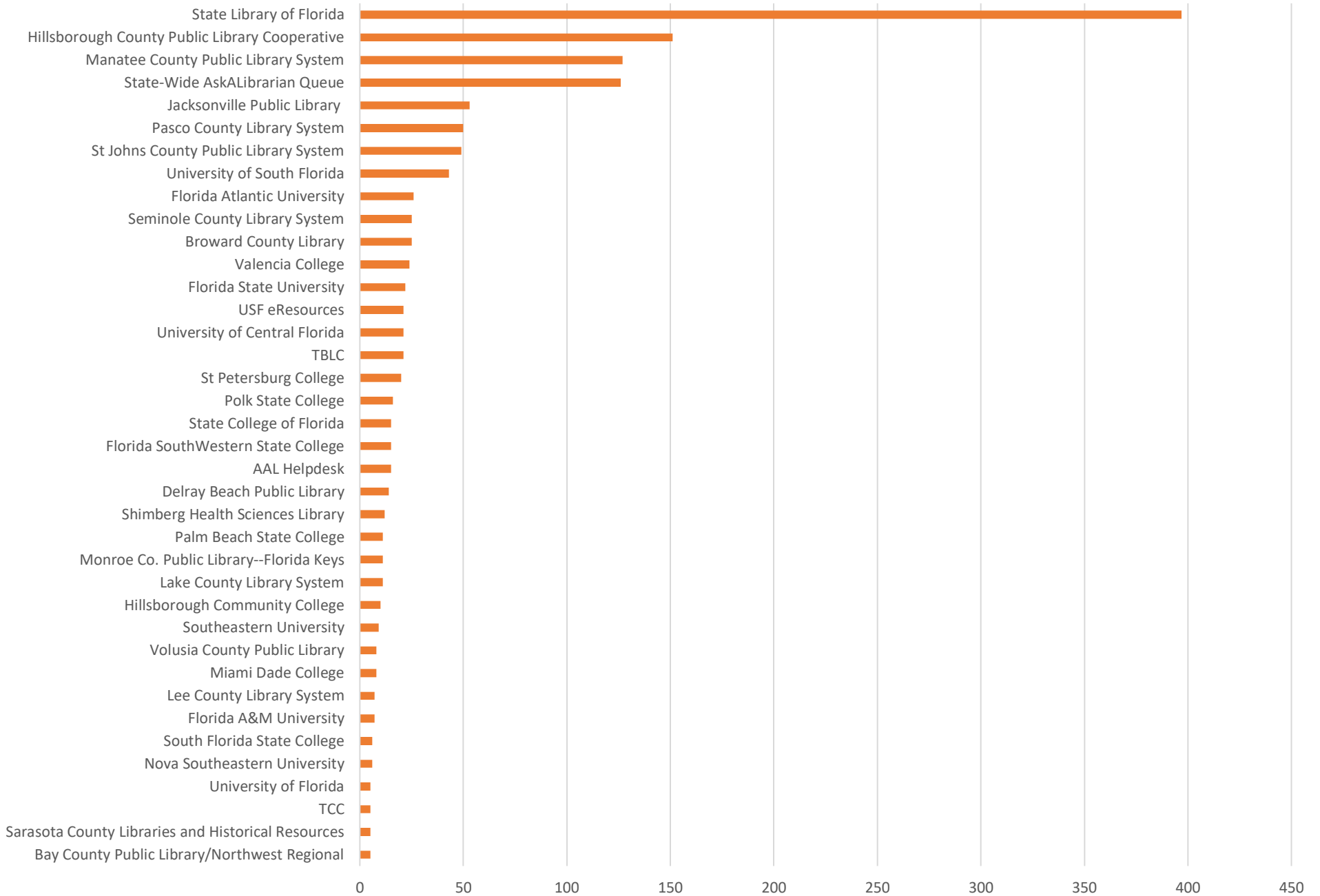
# Which Widgets Brought in the Most Chats (Top 25)?



# Email



# Total Emails by Library



## Top 25 FAQ Search Terms (Queries)

license	23	stolen	4
florida	11	miami	4
library	9	drivers	4
car	8	card	3
state	7	open	3
tag	6	need	3
board	6	tax	3
registration	5	form	3
title	4	college	3
online	4	agency	3
want	4	cost	3
system	4	dade	3
reported	4		