

AskALibrarian.org

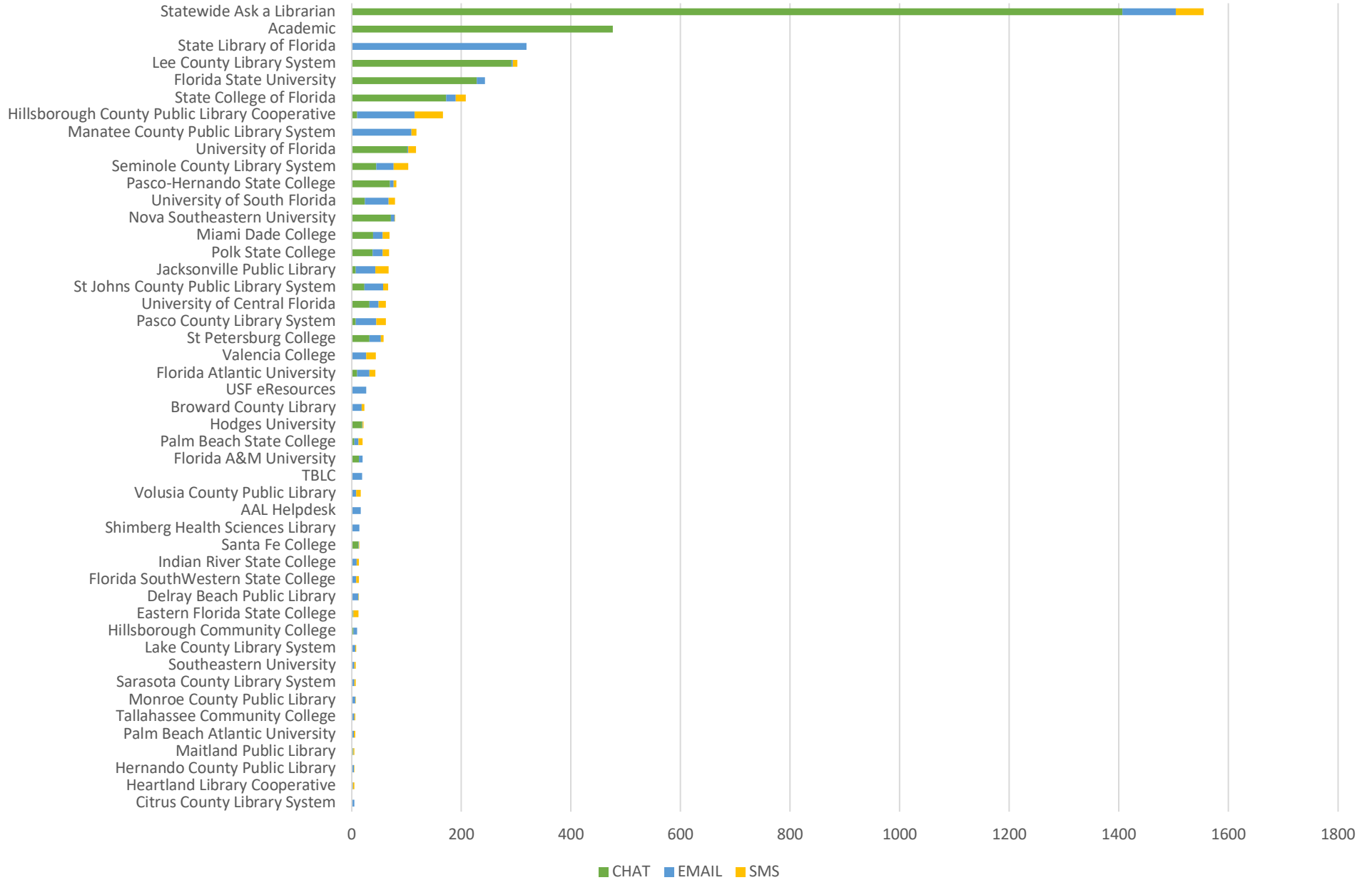
the Human Search Engine



November 2019 Statistics

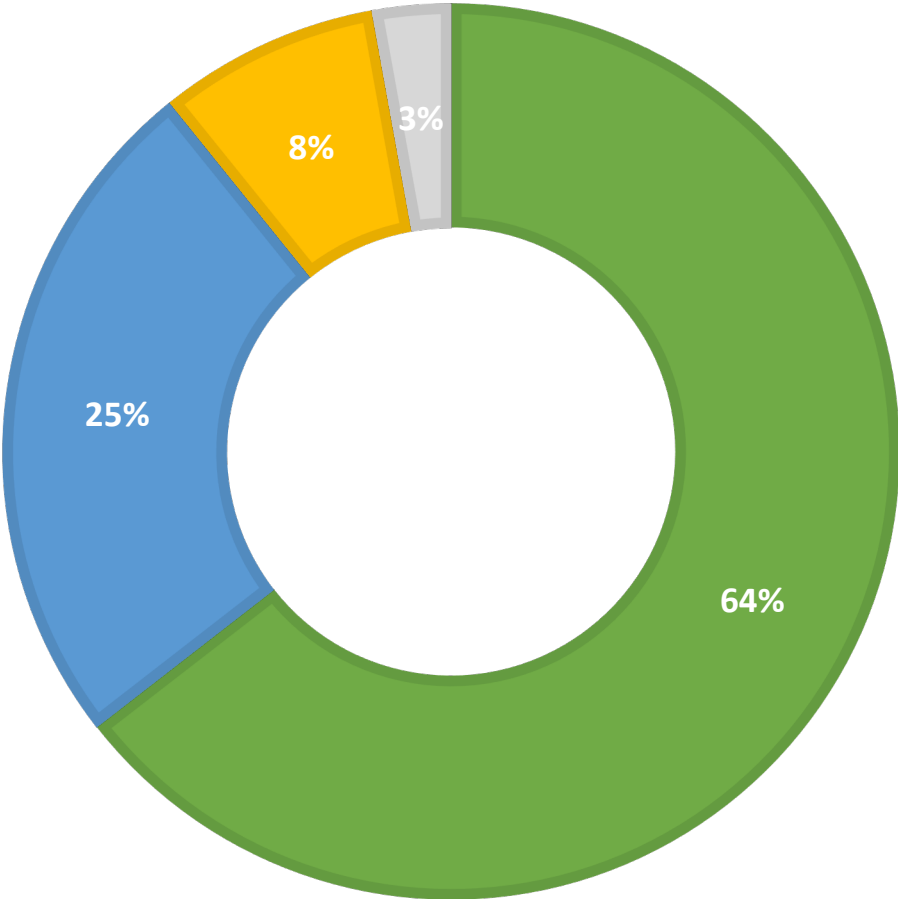
Question Type	
SMS	389
Chat	3148
FAQ Views	138
Email	1206
Total	4881

Total Transactions by Entry Point



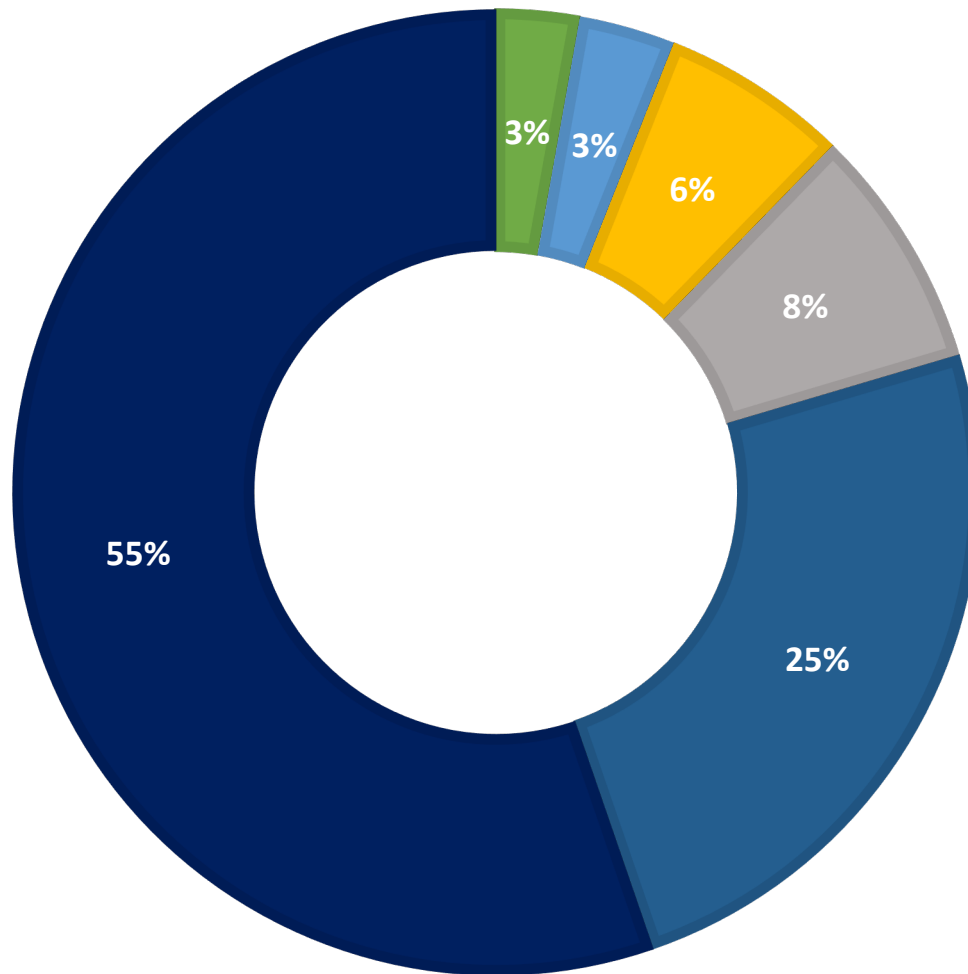
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

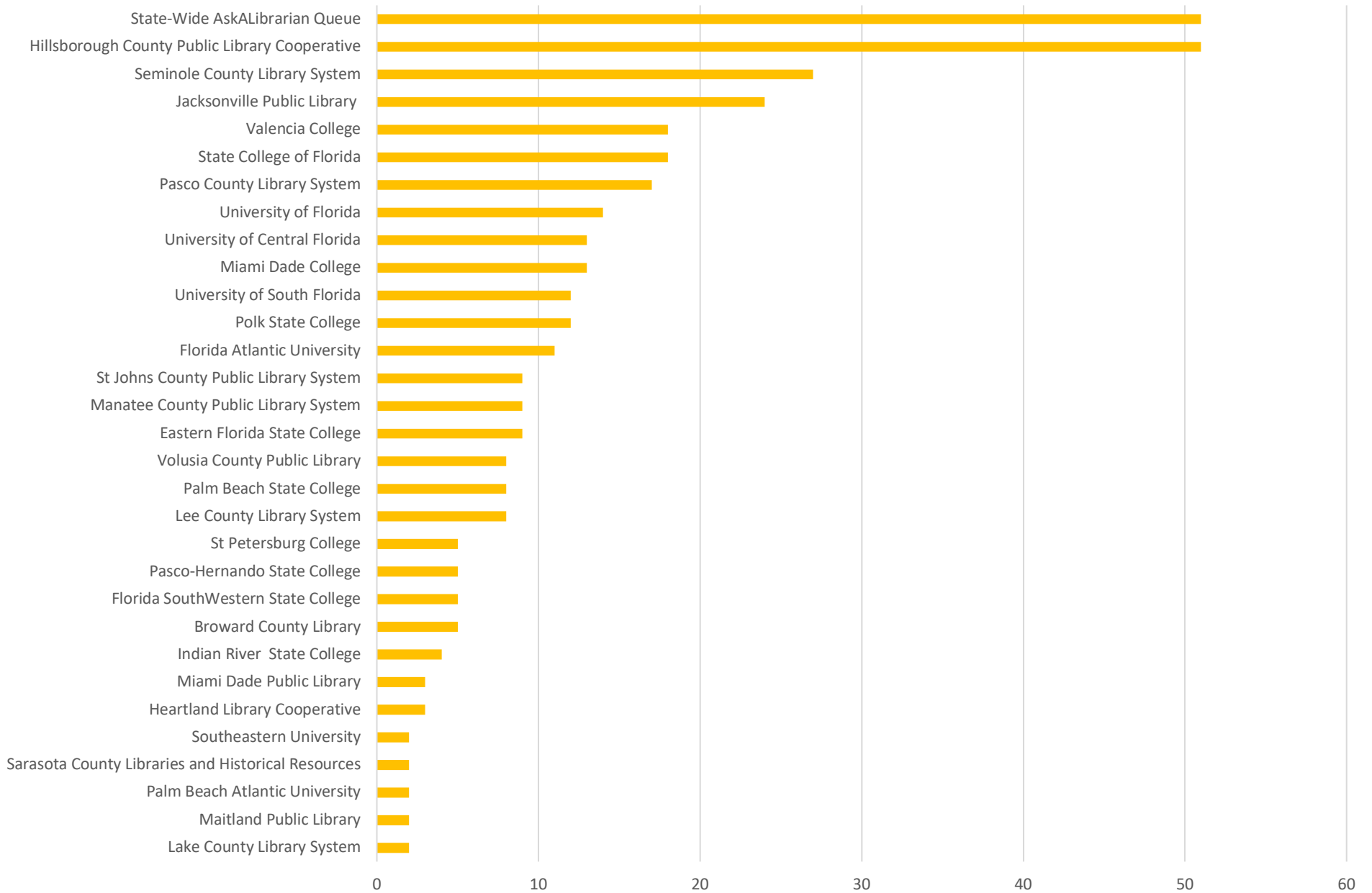
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

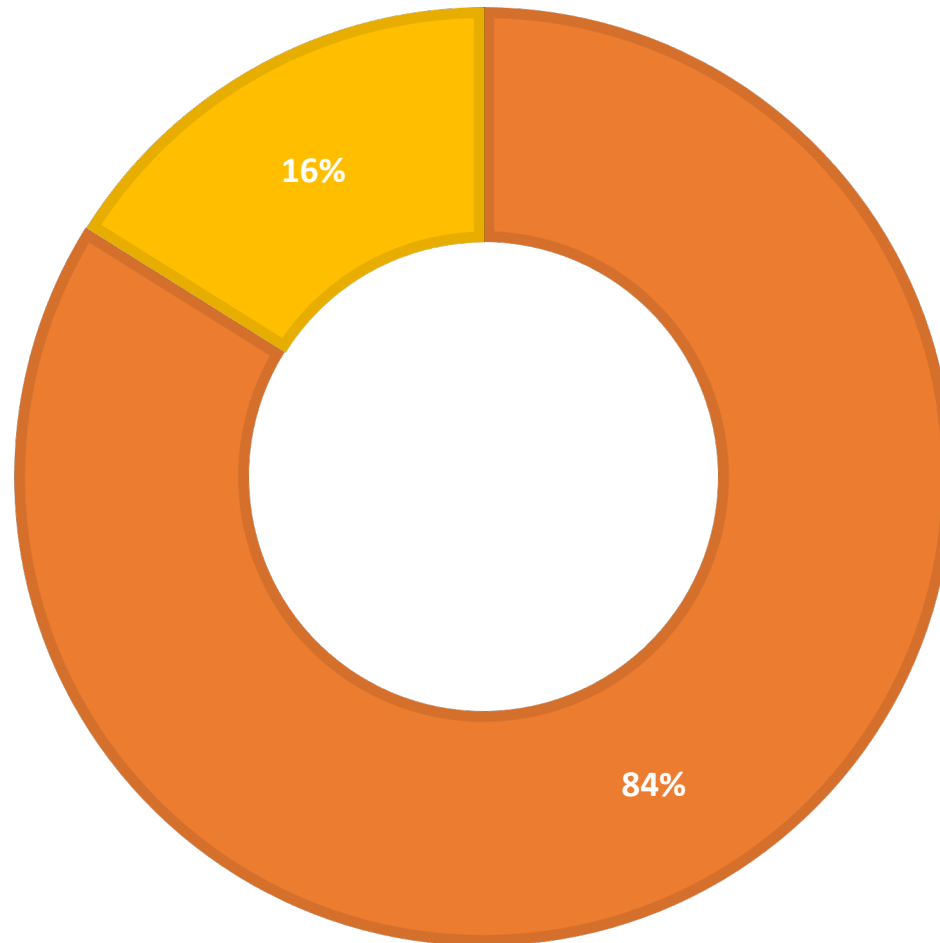


Chat



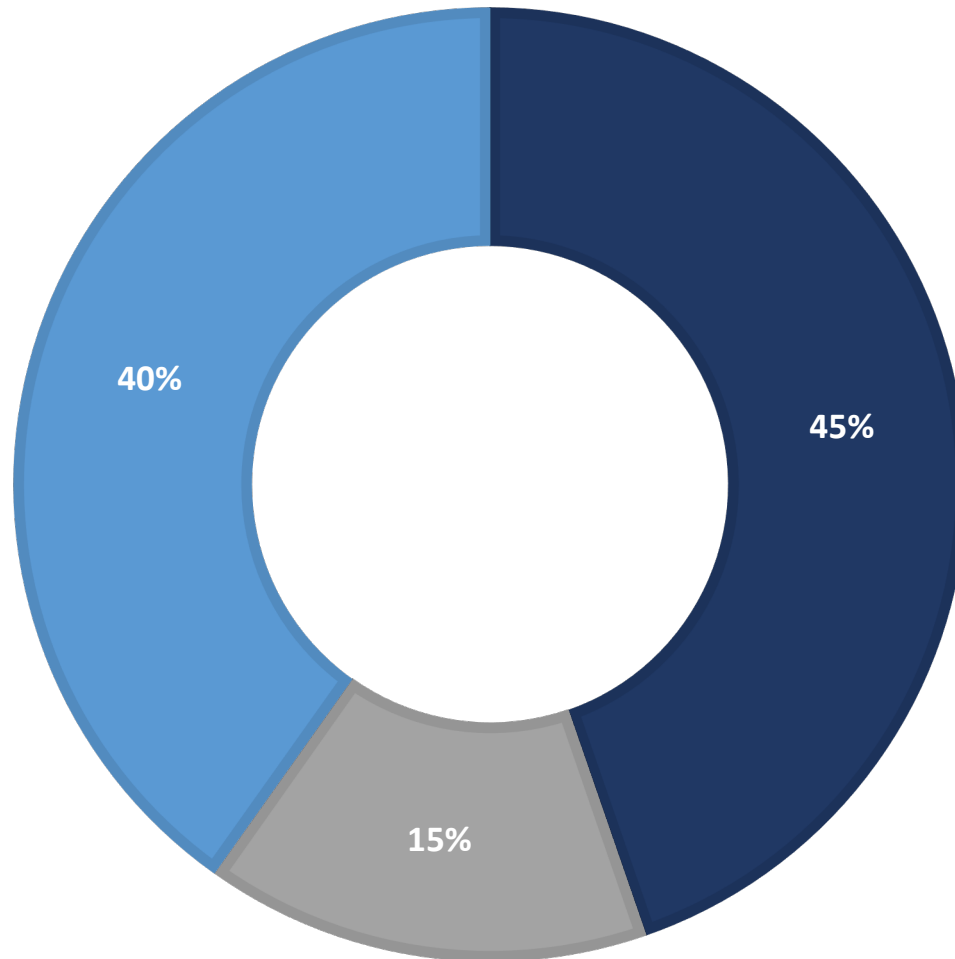
What Percent of Chats Were Answered/Missed?

■ Answered ■ Missed

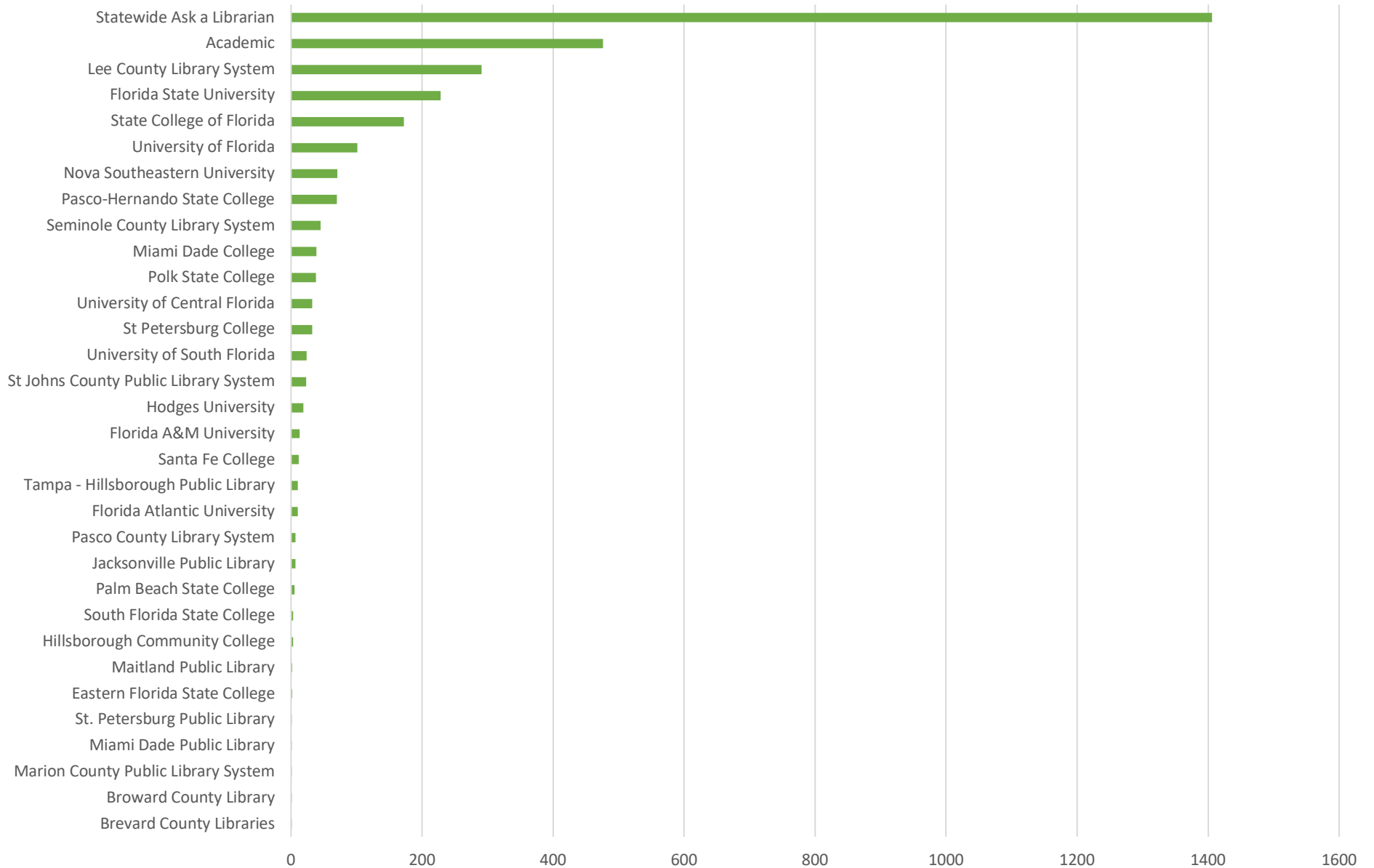


Which Departments Answered Chats (by type)?

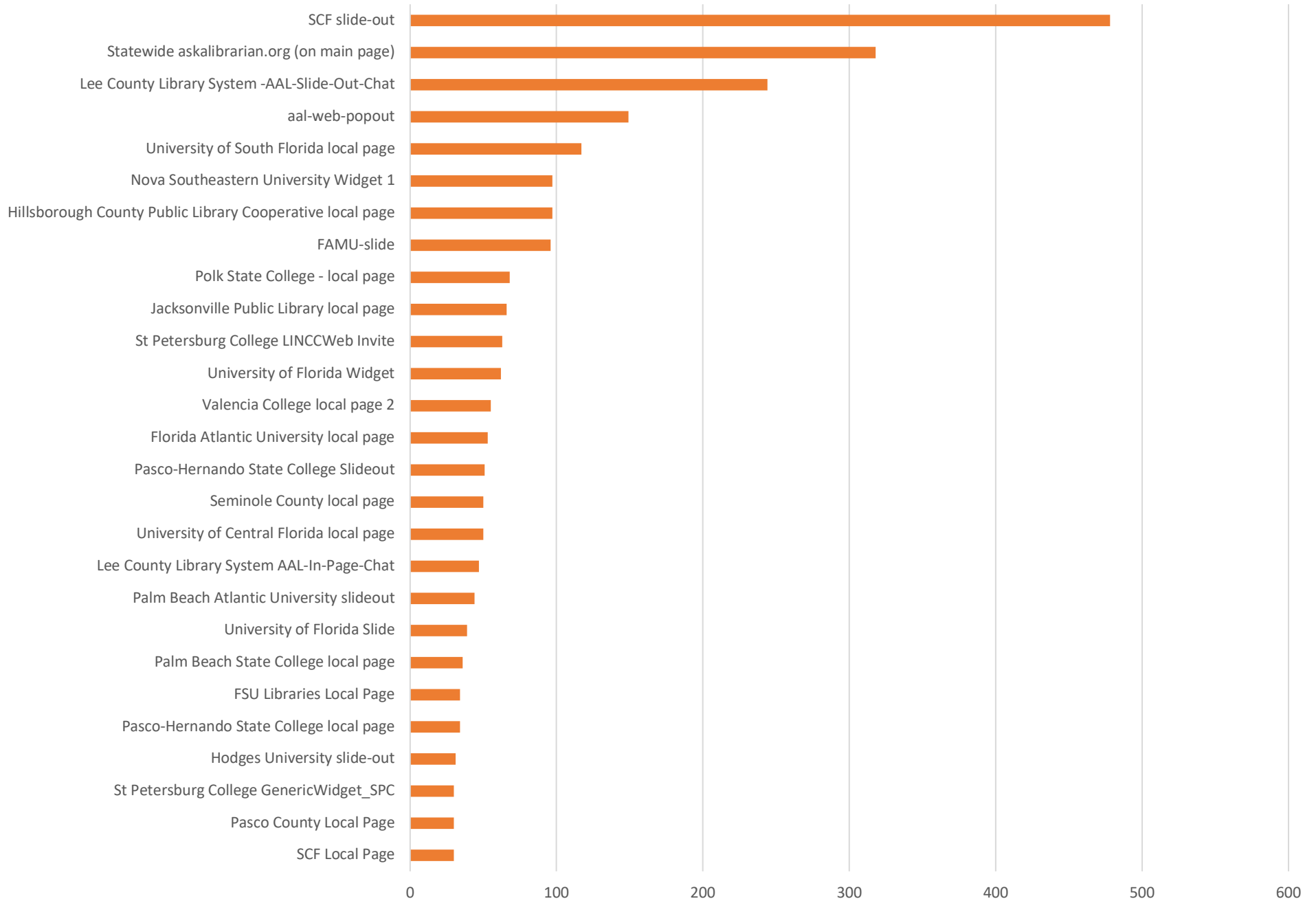
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



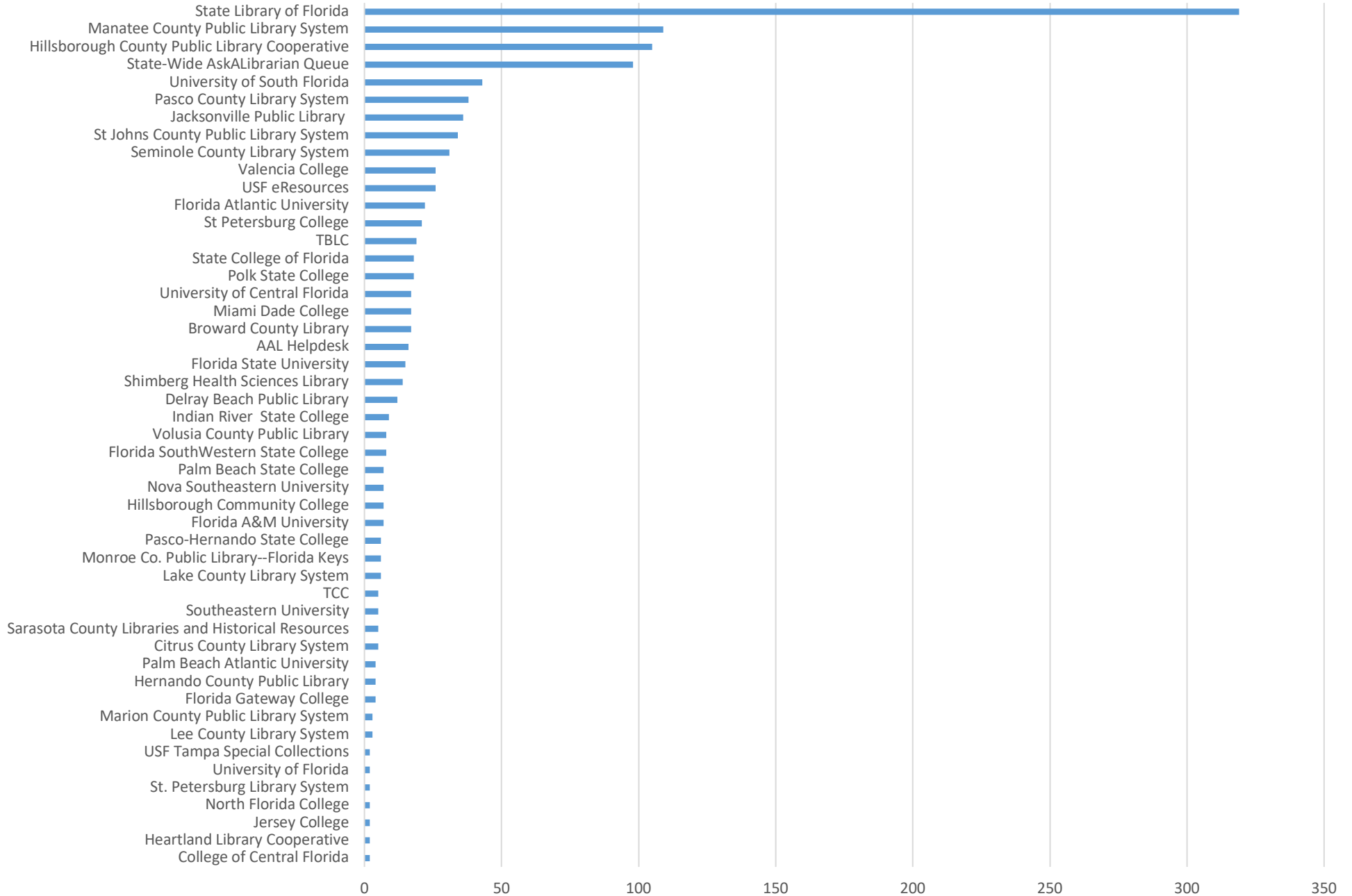
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

license	18	fair	4
business	11	drivers	4
florida	7	certificate	4
address	6	joshua	3
find	6	wilson	3
plate	6	out	3
change	5	returning	3
library	5	books	3
sales	5	needed	3
state	5	tax	3
need	4	licence	3
art	4	thomas	3
card	4		