

AskALibrarian.org

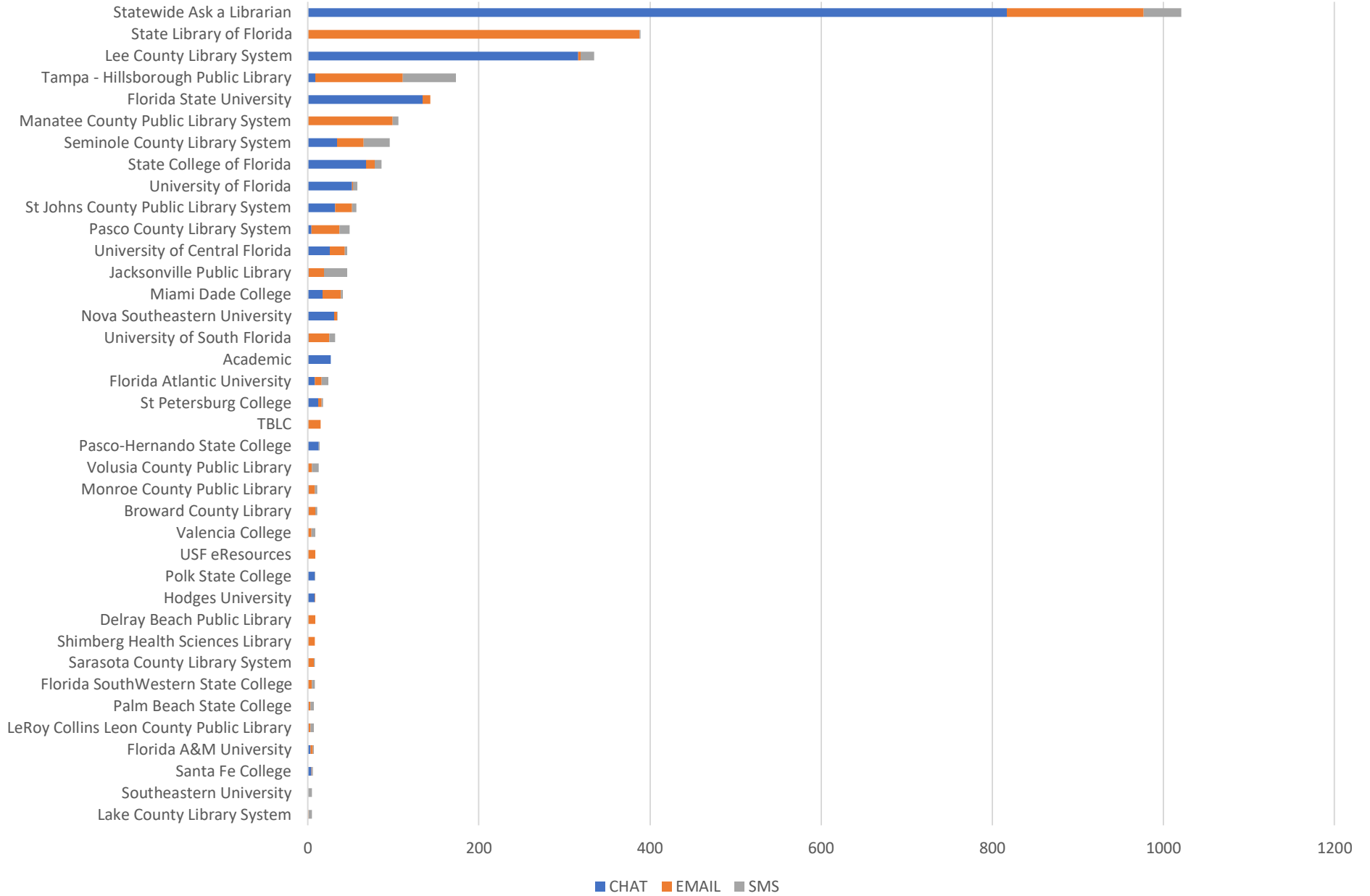
the Human Search Engine



December 2019 Statistics

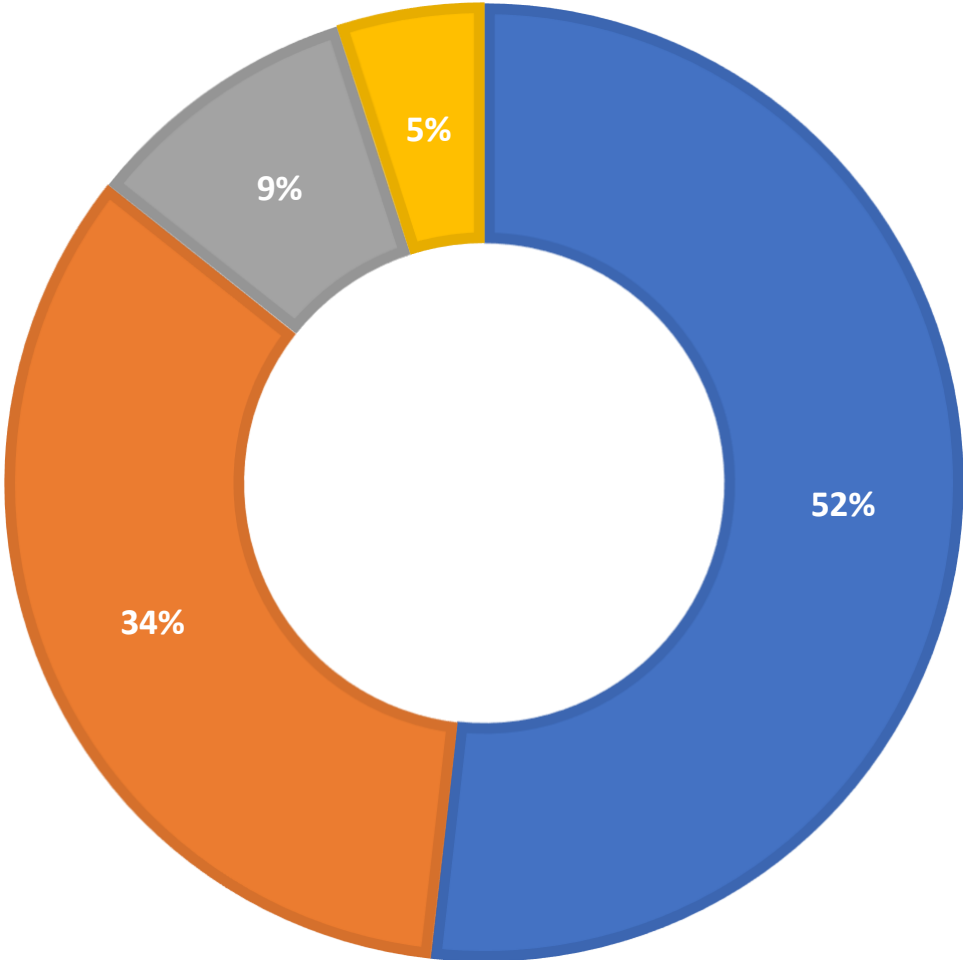
Question Type	
SMS	297
Chat	1640
FAQ Views	157
Email	1073
Total	3167

Total Transactions by Entry Point



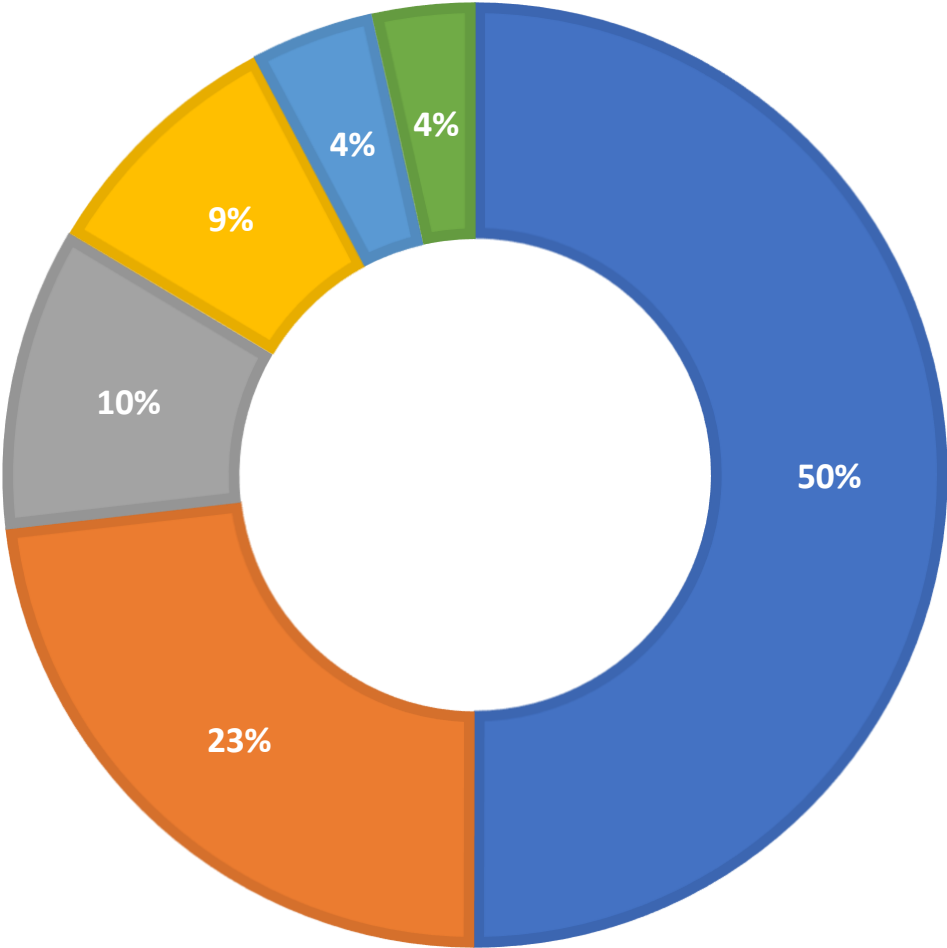
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

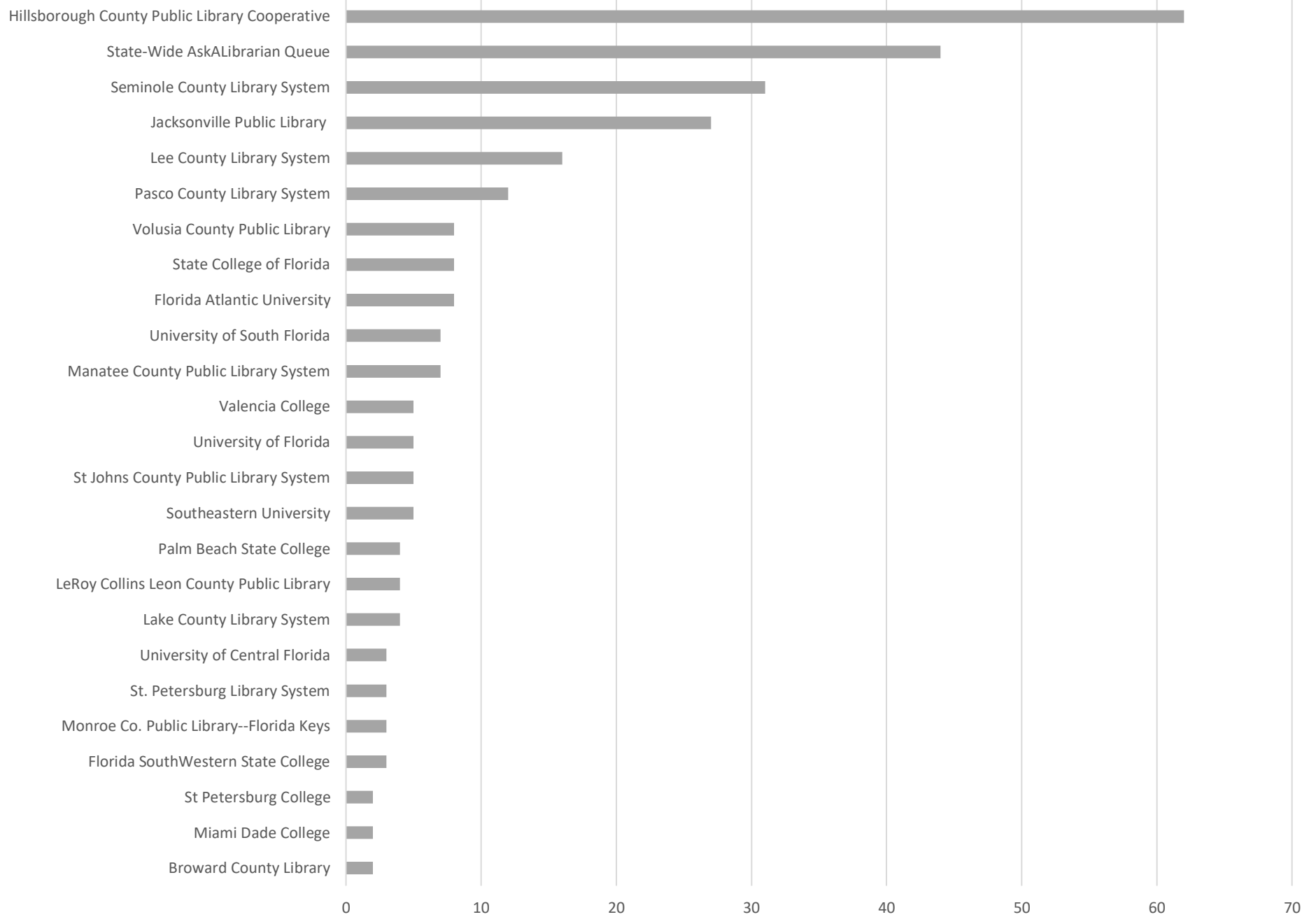
■ Windows ■ Macintosh ■ iPhone ■ Android ■ Chrome OS ■ iPad



SMS



Total SMS by Library

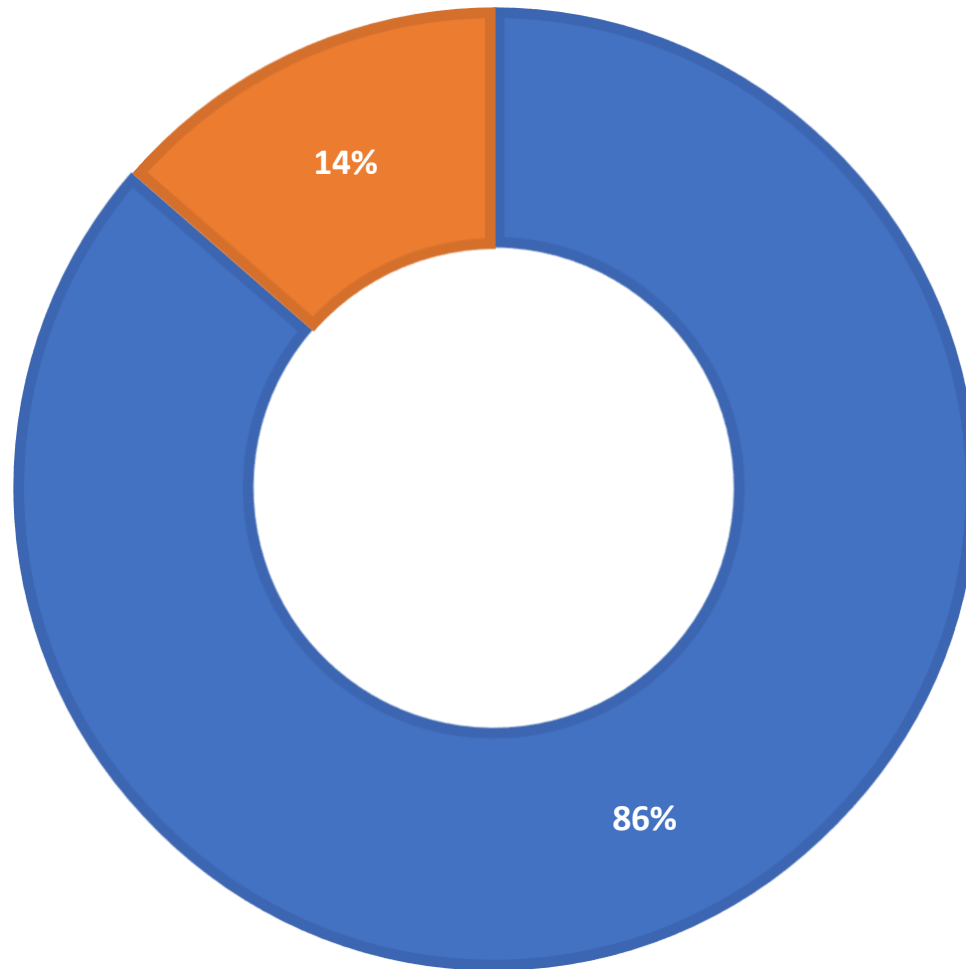


Chat



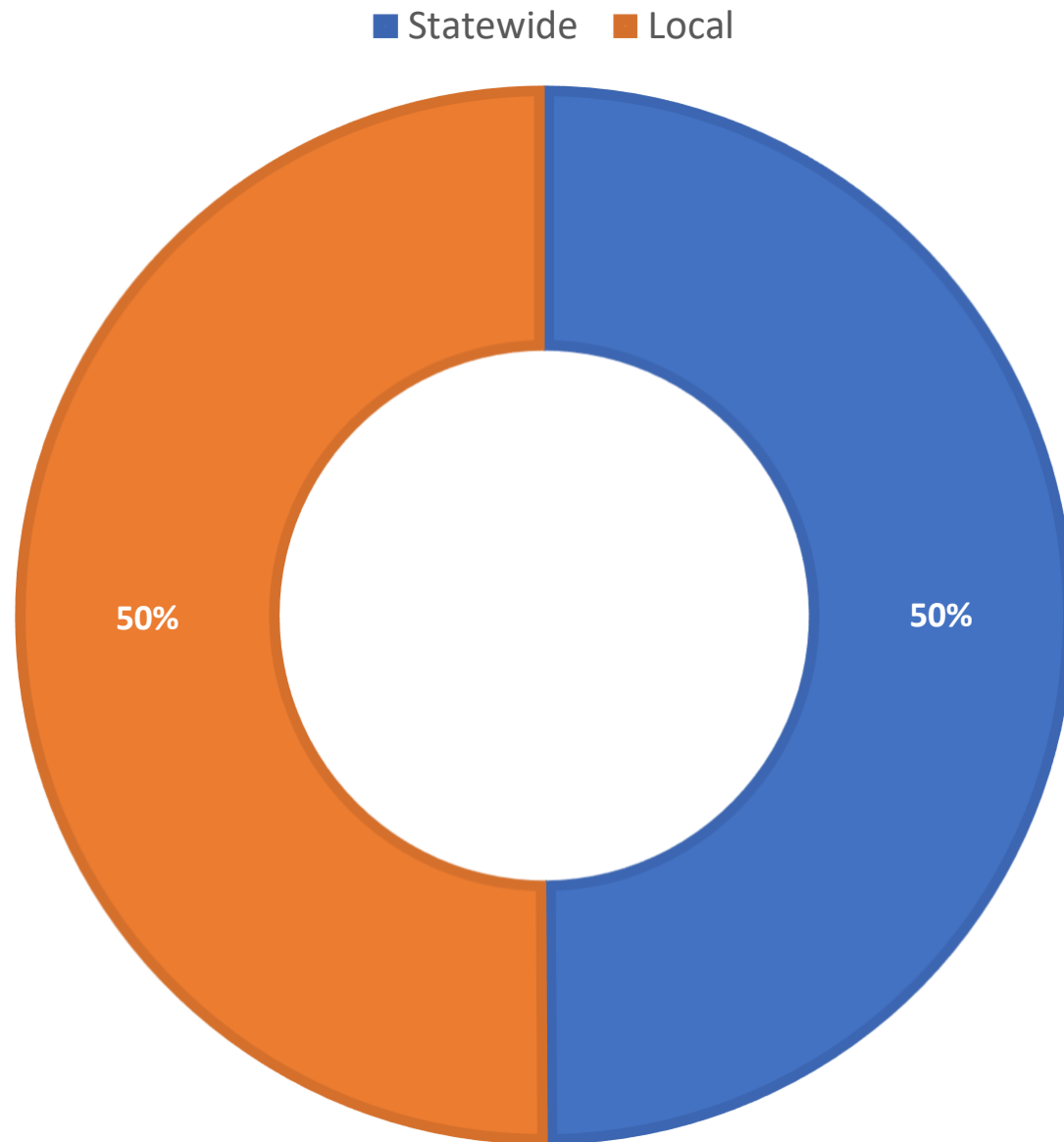
What Percent of Chats Were Answered/Missed?

■ ANSWERED ■ MISSED

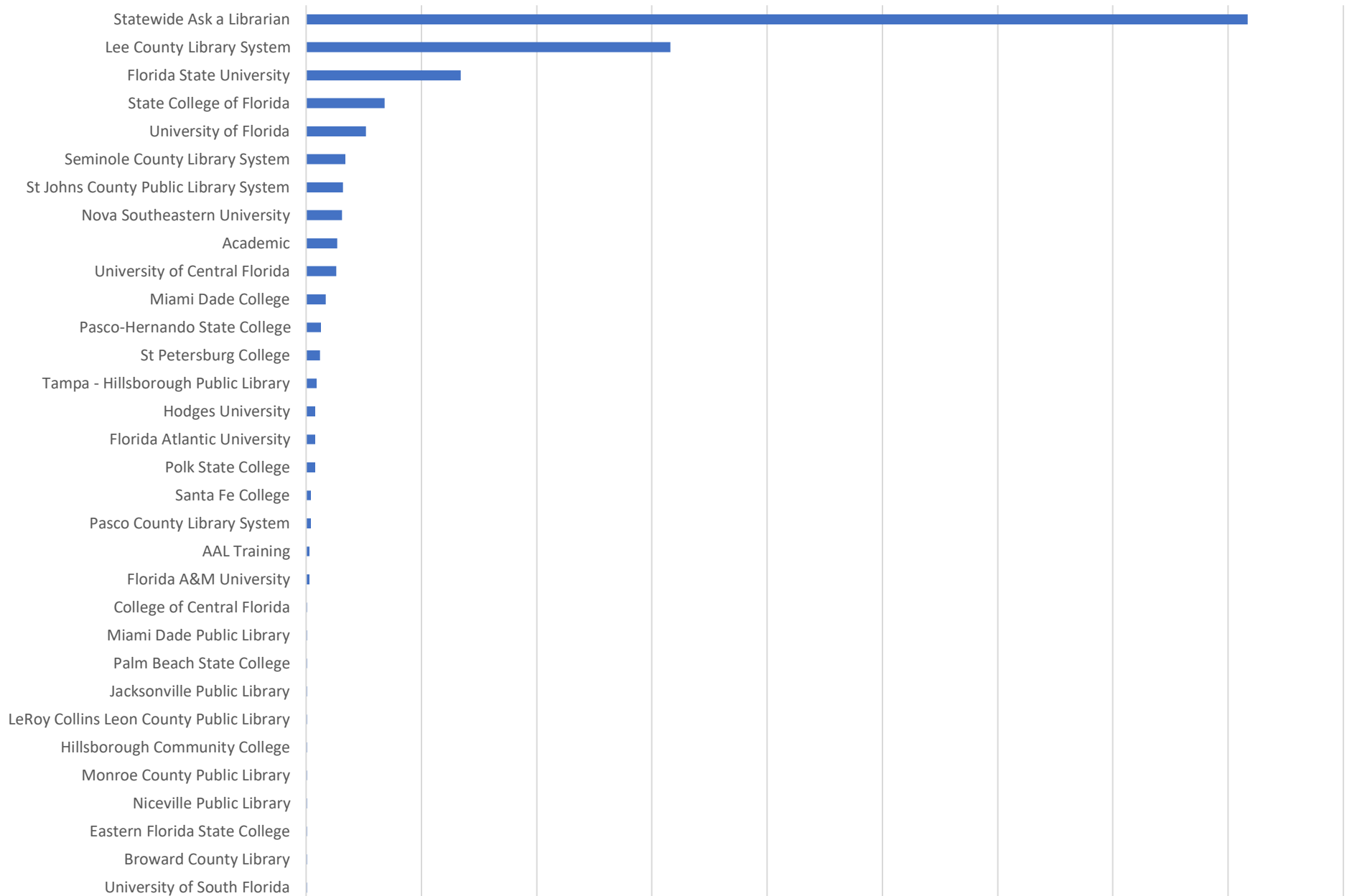


Which Departments Answered Chats (by type)?

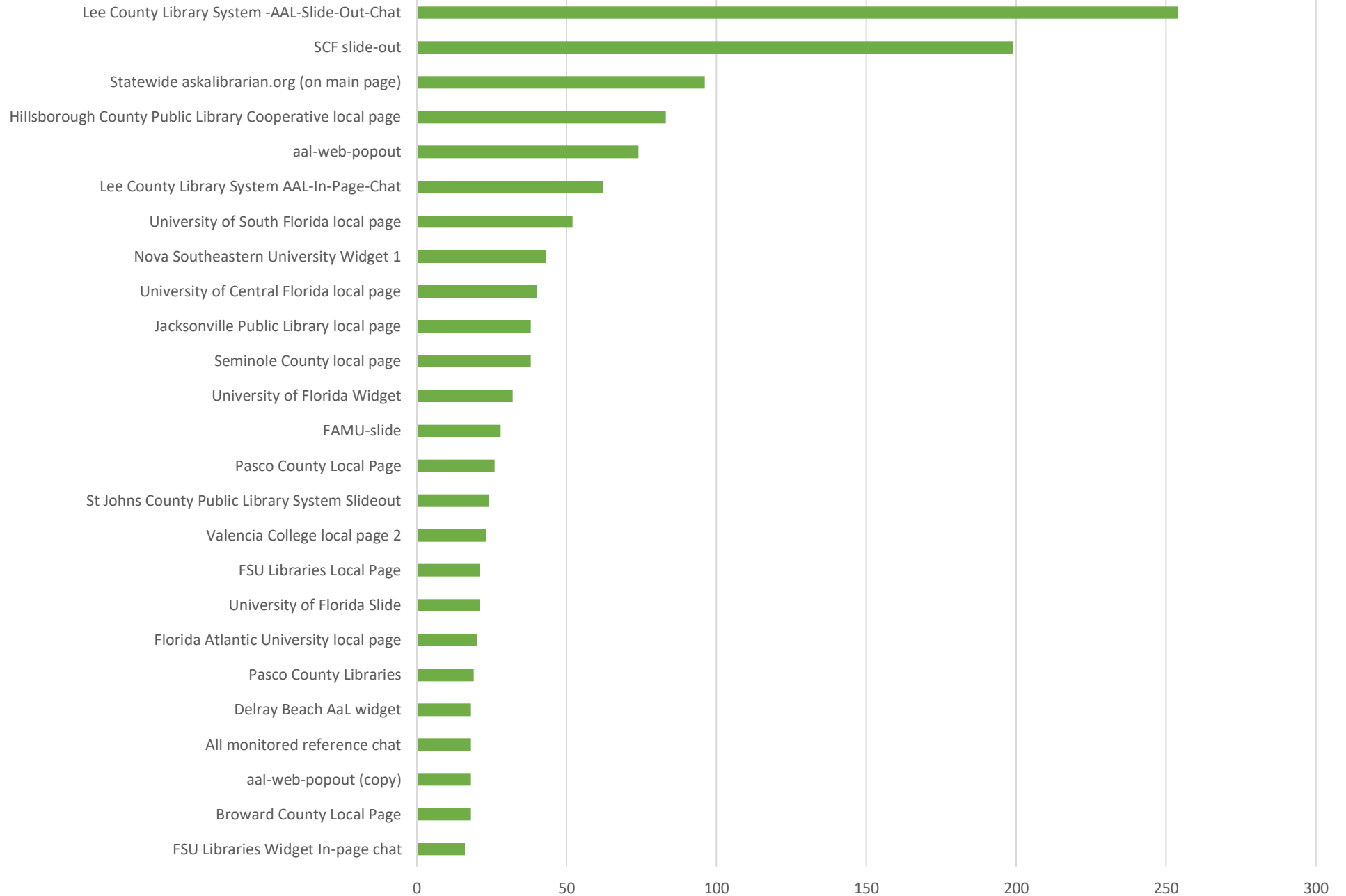
The Academic desk was closed during this time



Which Department Answered Chats (by local library)?



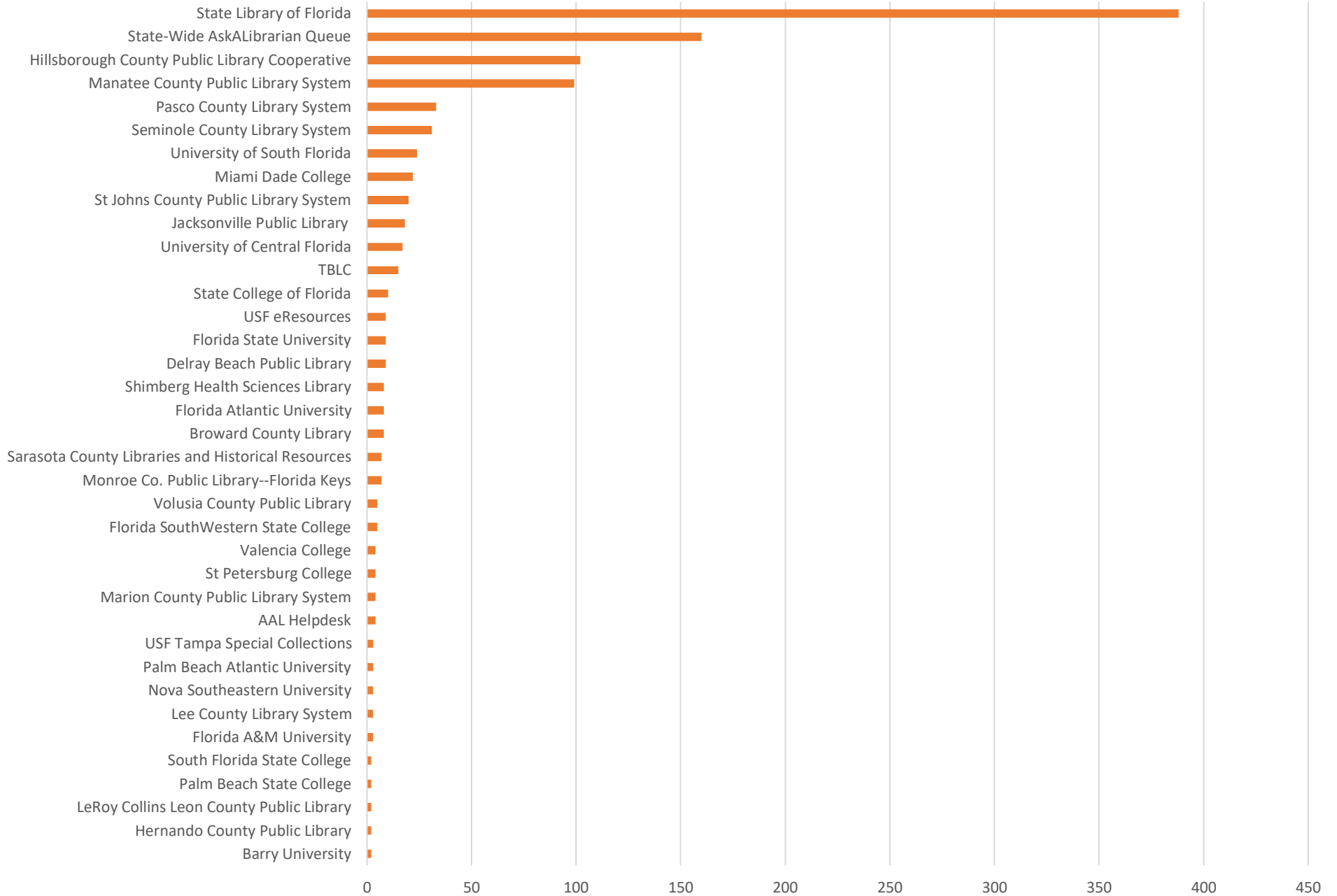
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

license	35	lost	5
drivers	17	card	5
renew	12	find	5
florida	11	registration	4
need	11	turn	4
tag	9	online	4
business	8	moving	3
number	8	tax	3
vehicle	7	line	3
moved	6	send	3
address	6	estate	3
library	6	renewal	3
change	5		