

# AskALibrarian.org

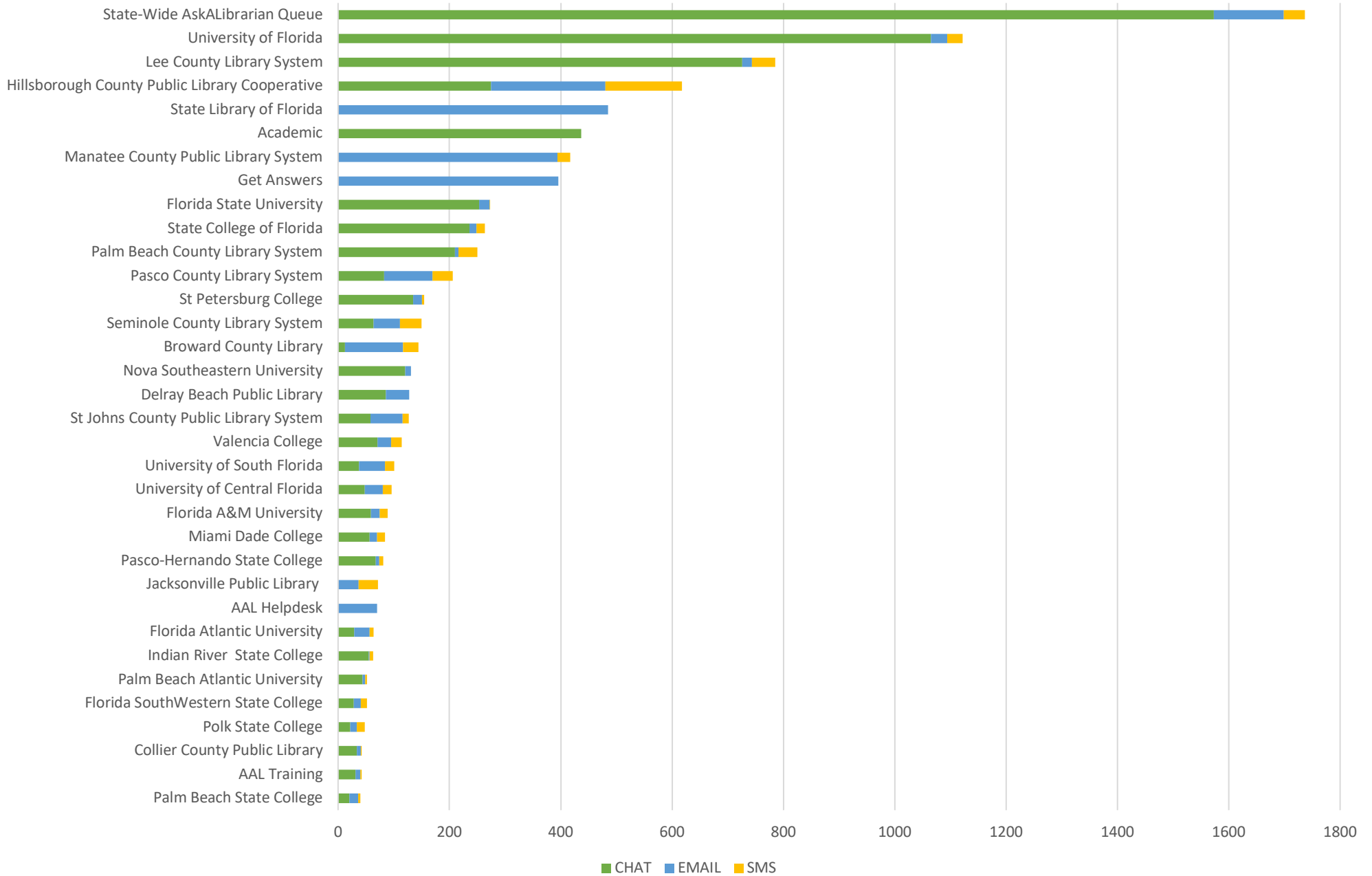
the Human Search Engine



## March 2020 Statistics

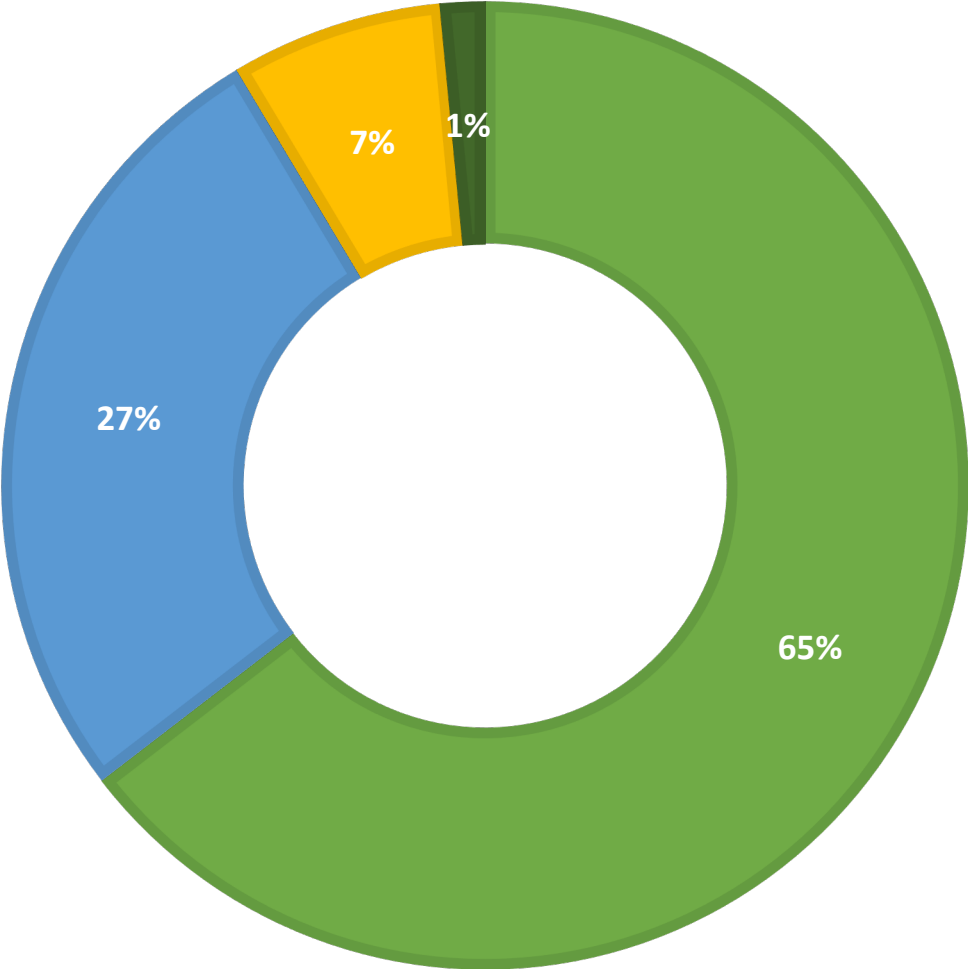
Question Type	
SMS	672
Chat	6131
FAQ Views	141
Email	2552
Total	9496

# Total Transactions by Entry Point



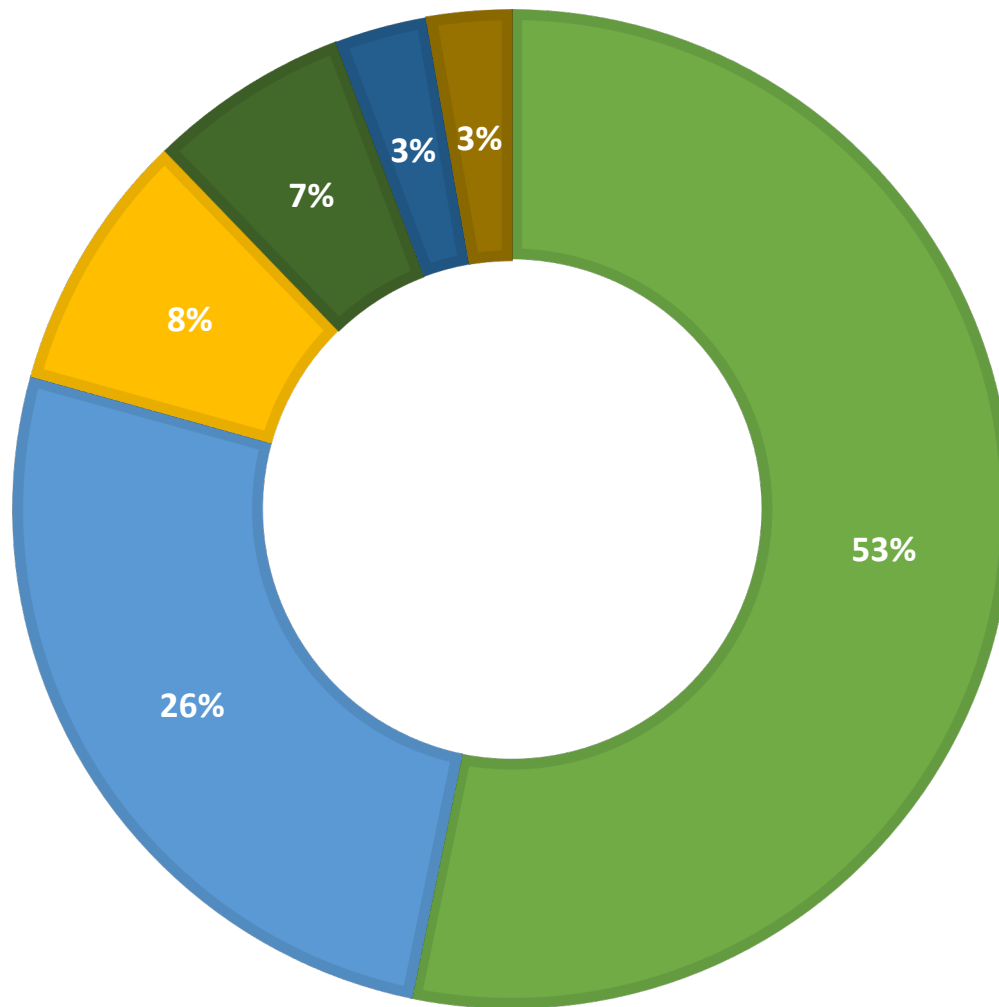
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

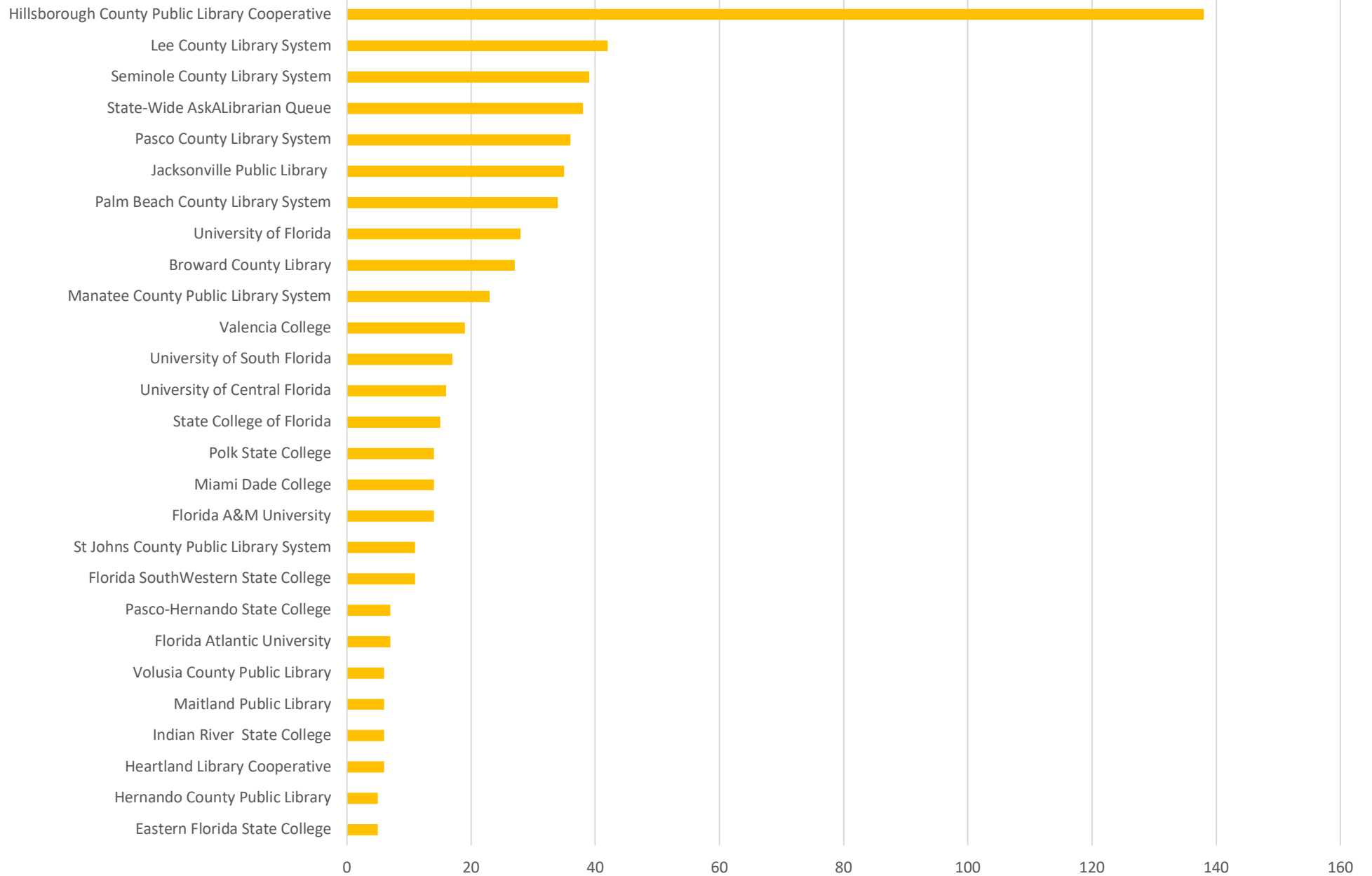
■ Windows ■ Macintosh ■ iPhone ■ Android ■ Chrome OS ■ iPad



# SMS



# Total SMS by Library



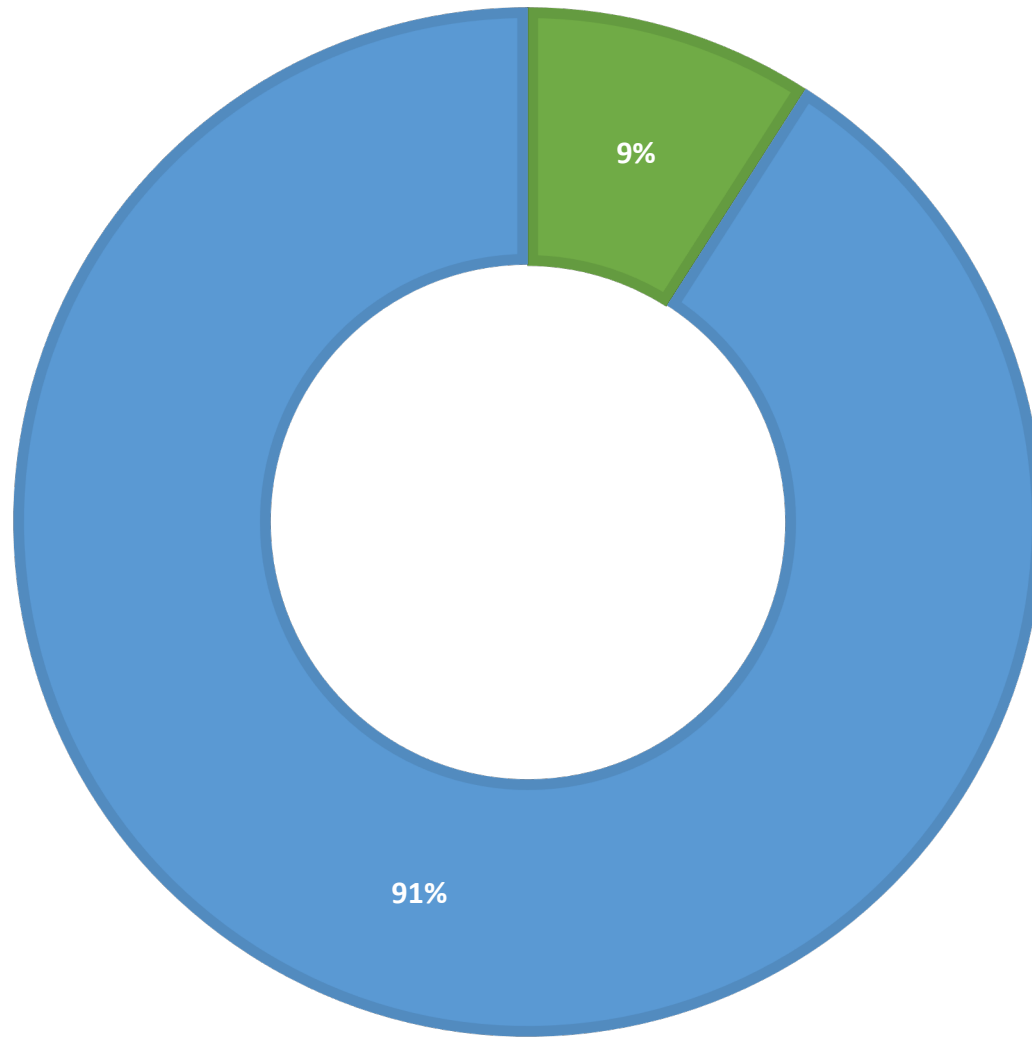
# Chat





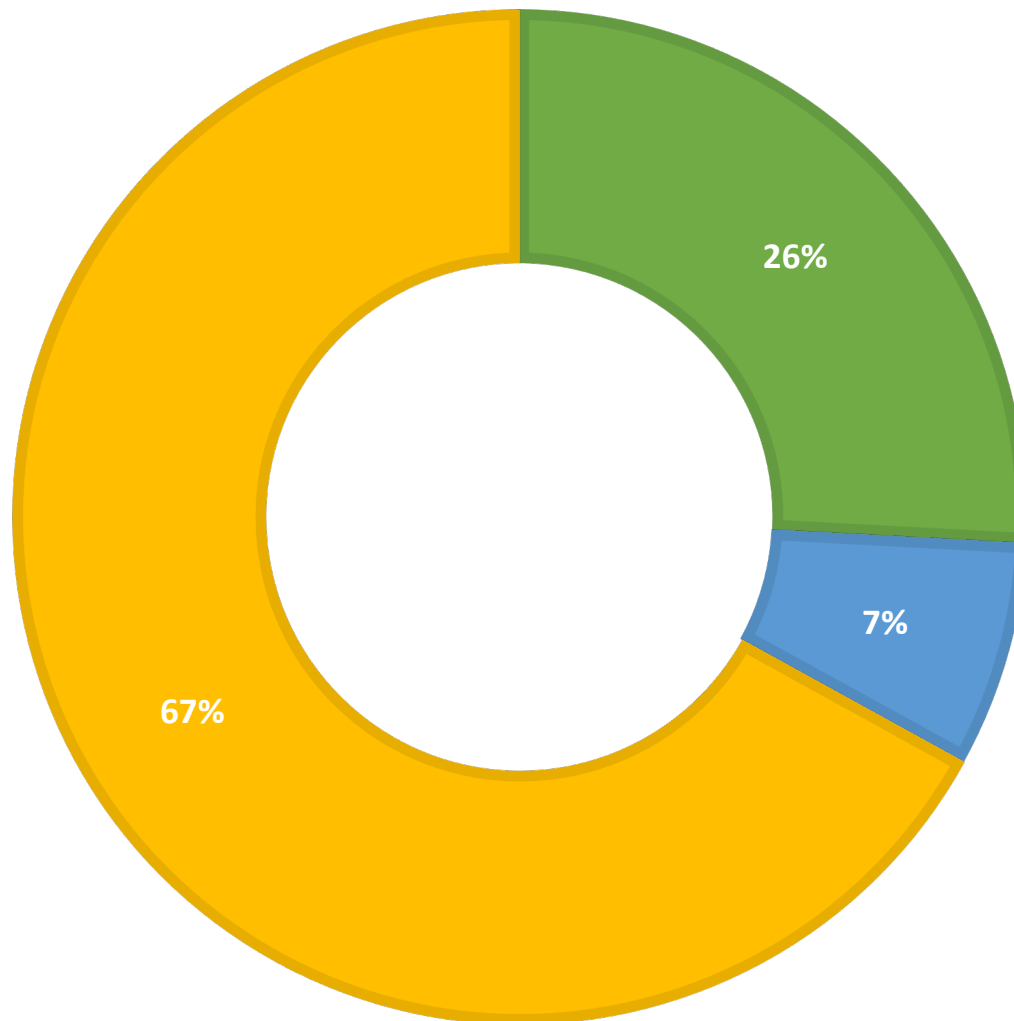
# What Percent of Chats Were Answered/Missed?

MISSED ANSWERED

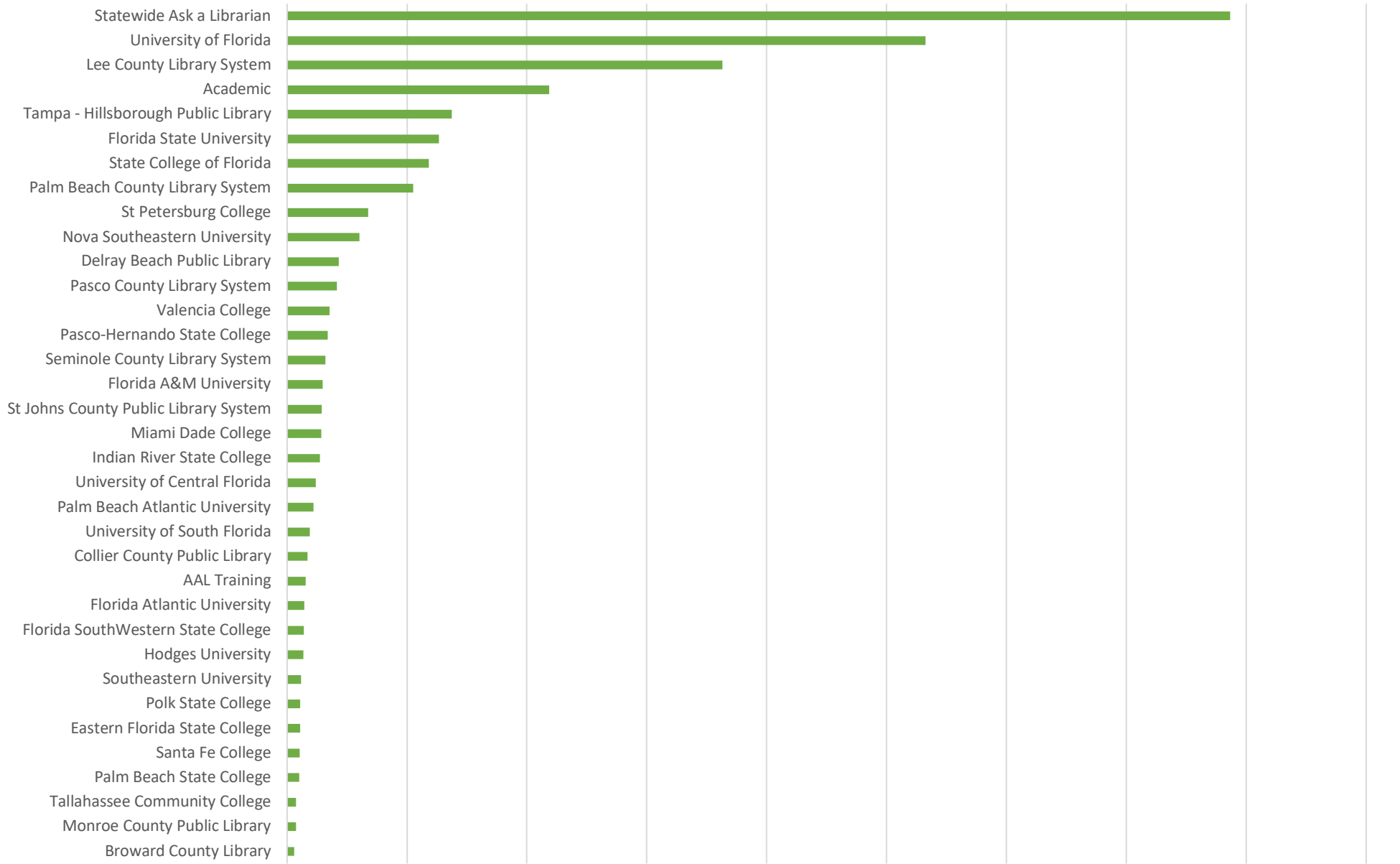


# Which Departments Answered Chats (by type)?

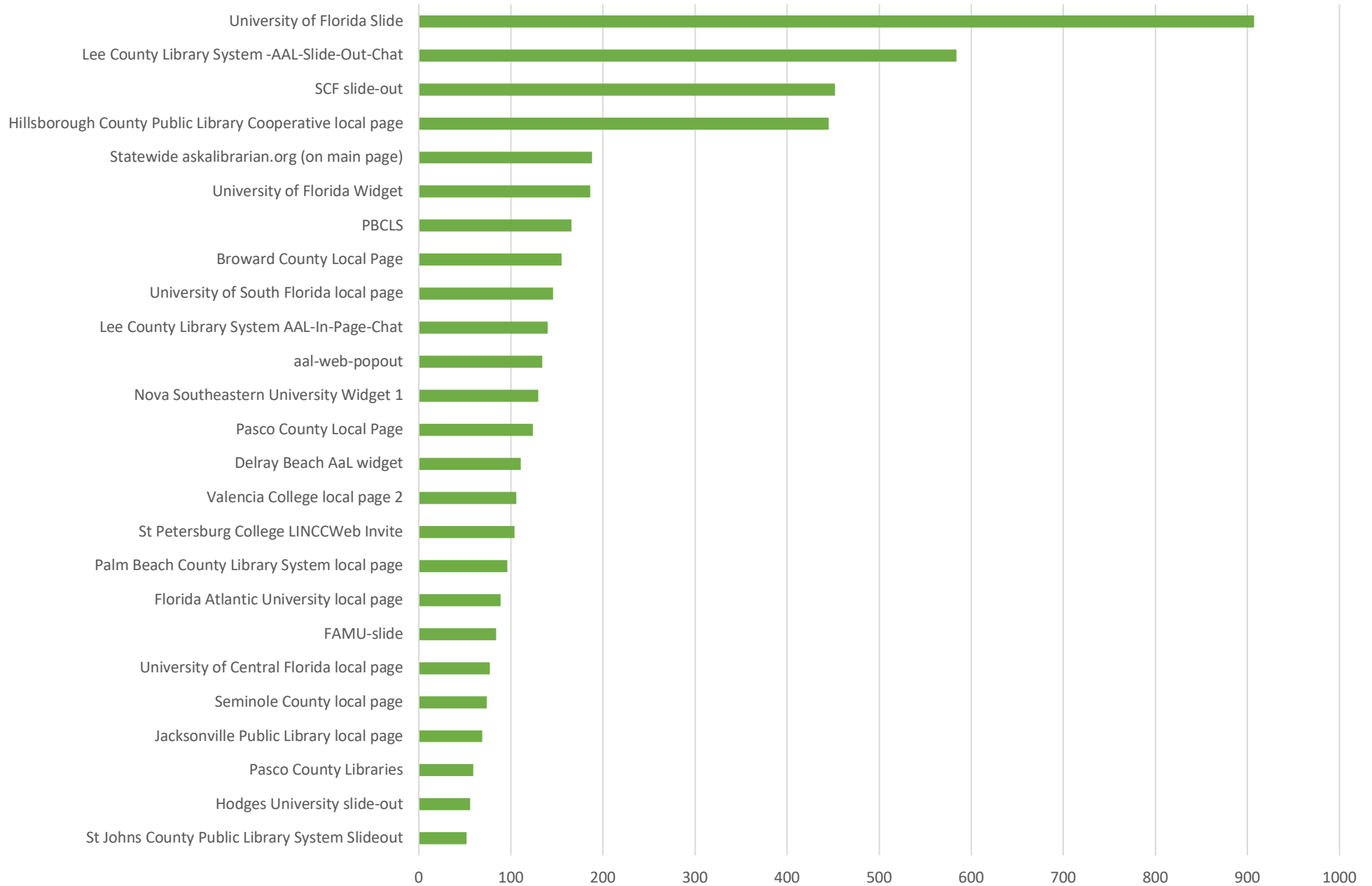
Statewide Academic Local



# Which Department Answered Chats (by local library)?



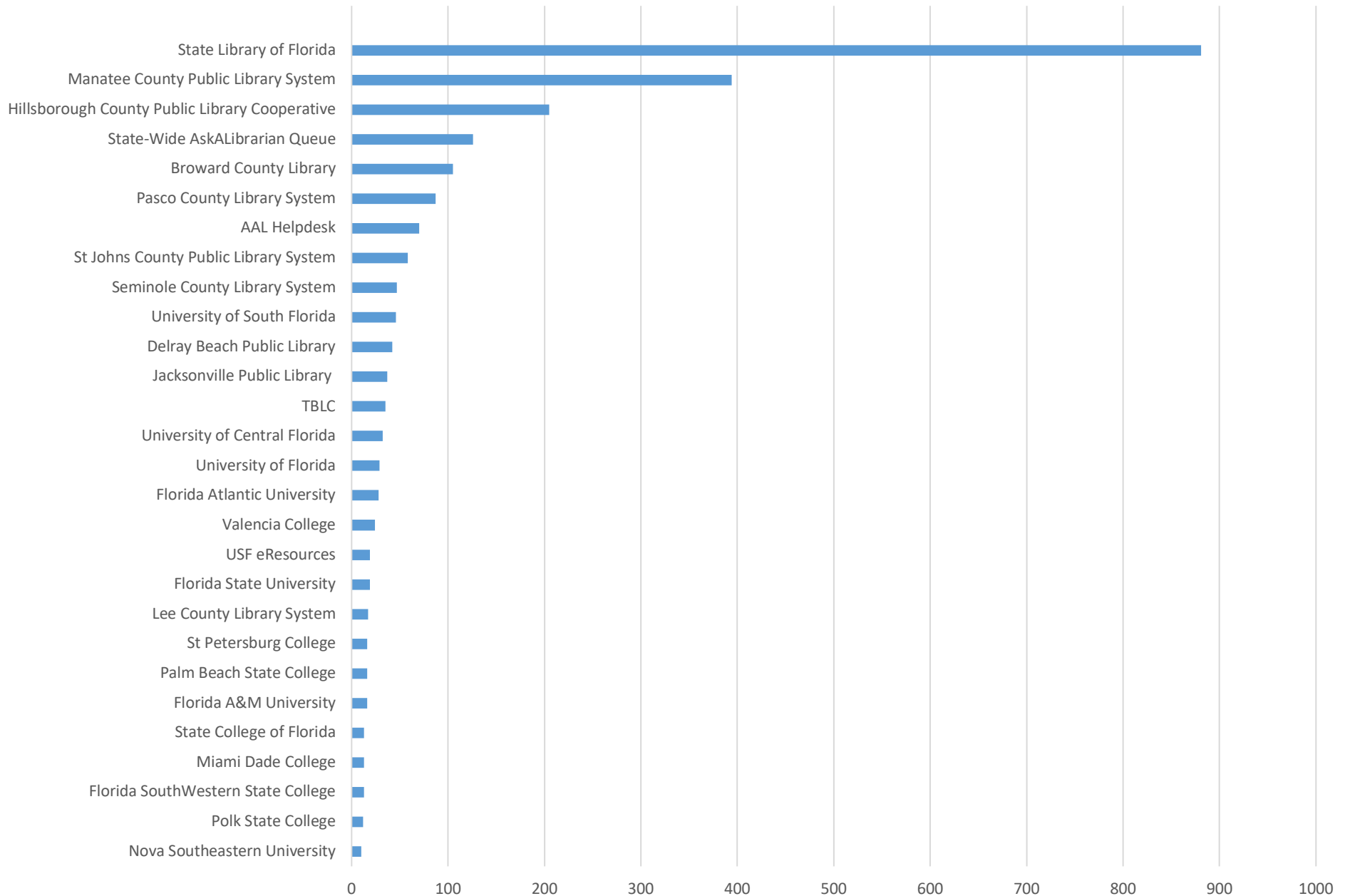
# Which Widgets Brought in the Most Chats (Top 25)?



# Email



# Total Emails by Library



## Top 25 FAQ Search Terms (Queries)

florida	15	small	6
need	12	dvd	6
closed	11	log	6
unemployment	11	county	5
license	11	back	5
vehicle	10	tag	5
title	9	find	5
being	8	real	5
name	7	library	5
apply	7	online	5
libraries	7	access	5
state	7	incorrect	4
ebooks	6		