April 2020 Statistics

Question Type	
SMS	789
Chat	8114
FAQ Views	143
Email	3332
Total	12378

Total Transactions by Entry Point

Bar chart showing total transactions by entry point, sorted from highest to lowest. Entry points listed top to bottom:

- Statewide Ask a Librarian
- University of Florida
- Tampa - Hillsborough Public Library
- Manatee County Public Library System
- Lee County Library System
- State College of Florida
- Academic
- Palm Beach County Library System
- Florida State University
- Pasco County Library System
- Florida A&M University
- Nova Southeastern University
- Valencia College
- Miami Dade College
- Broward County Library
- Indian River State College
- St Johns County Public Library System
- Seminole County Library System
- Polk State College
- Delray Beach Public Library
- Collier County Public Library
- St Petersburg College
- Palm Beach State College
- Palm Beach Atlantic University
- Florida Atlantic University
- University of Central Florida
- University of South Florida
- Eastern Florida State College
- Florida SouthWestern State College
- Pasco-Hernando State College
- AAL Helpdesk
- Hillsborough Community College
- St. Petersburg Public Library
- Tallahassee Community College
- Monroe County Public Library
- Jacksonville Public Library
- Southeastern University
- Santa Fe College
- State Library of Florida
- TBLC
- AAL Training
- USF eResources
- LeRoy Collins Leon County Public Library
- Shimberg Health Sciences Library
- Florida Gateway College
- College of Central Florida
- Volusia County Public Library
- Osceola Library System
- Sarasota County Library System
- Marion County Public Library System
- Hodges University

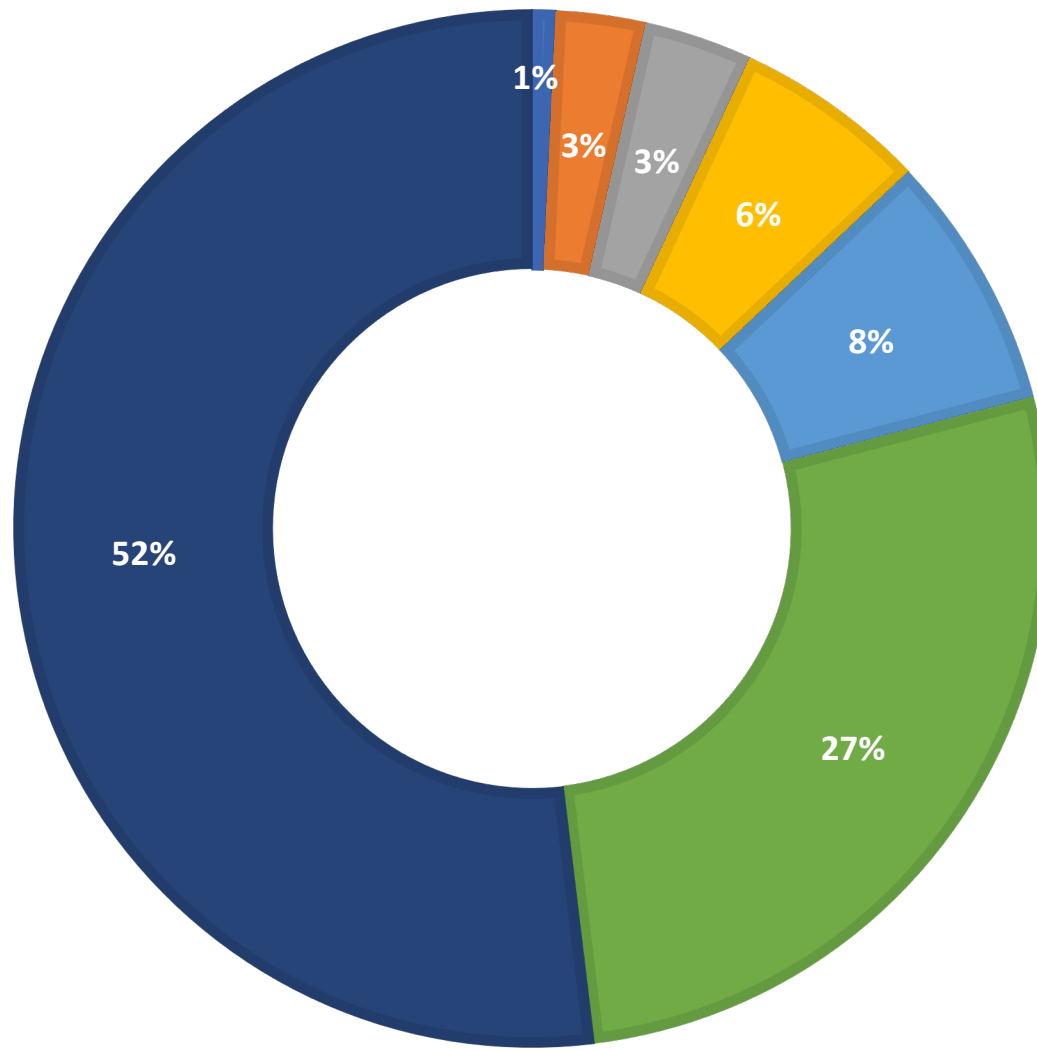Legend: CHAT, EMAIL, SMS

X-axis: 0 to 1800

What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ

6% 1%

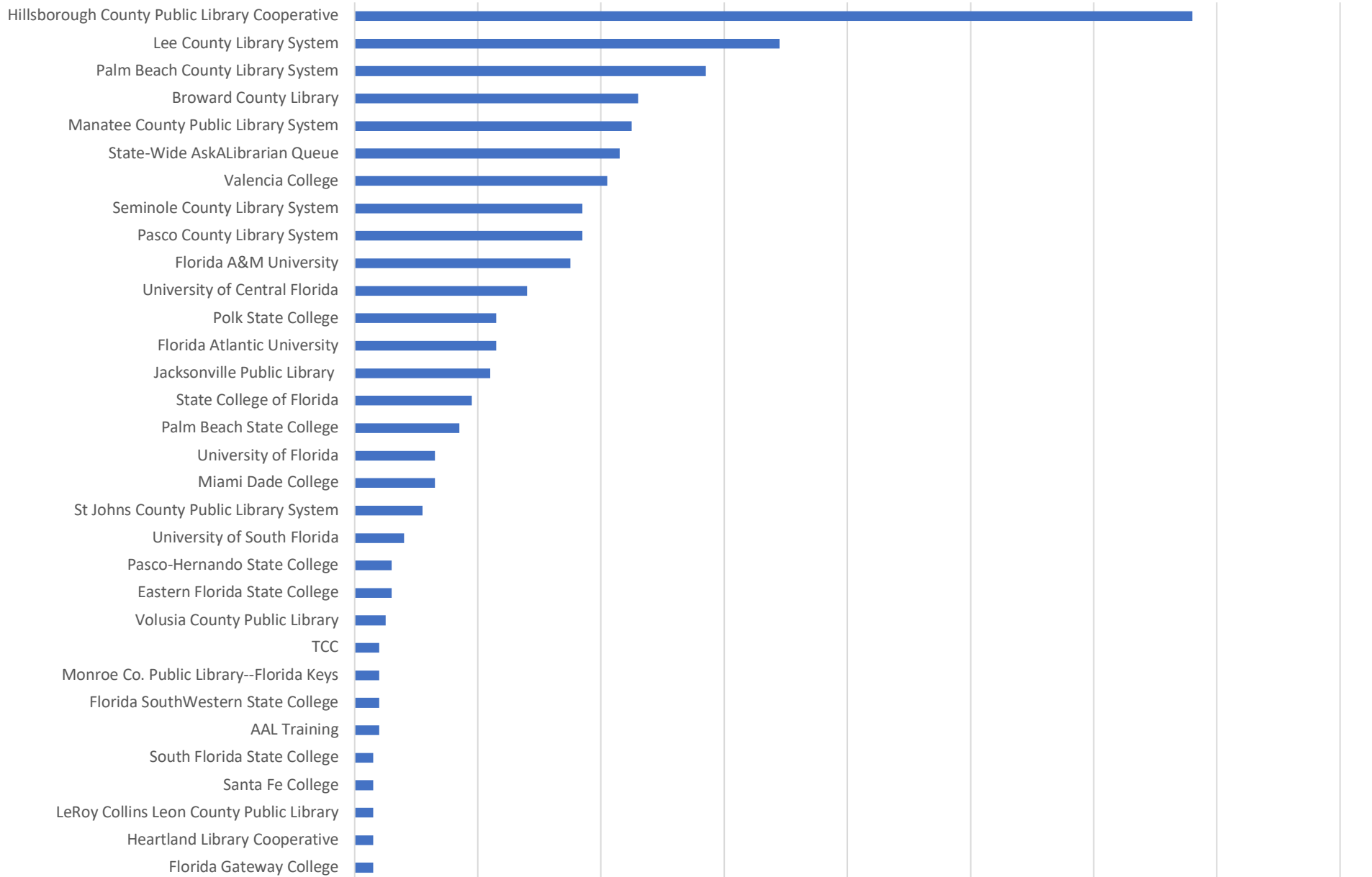27%

66%
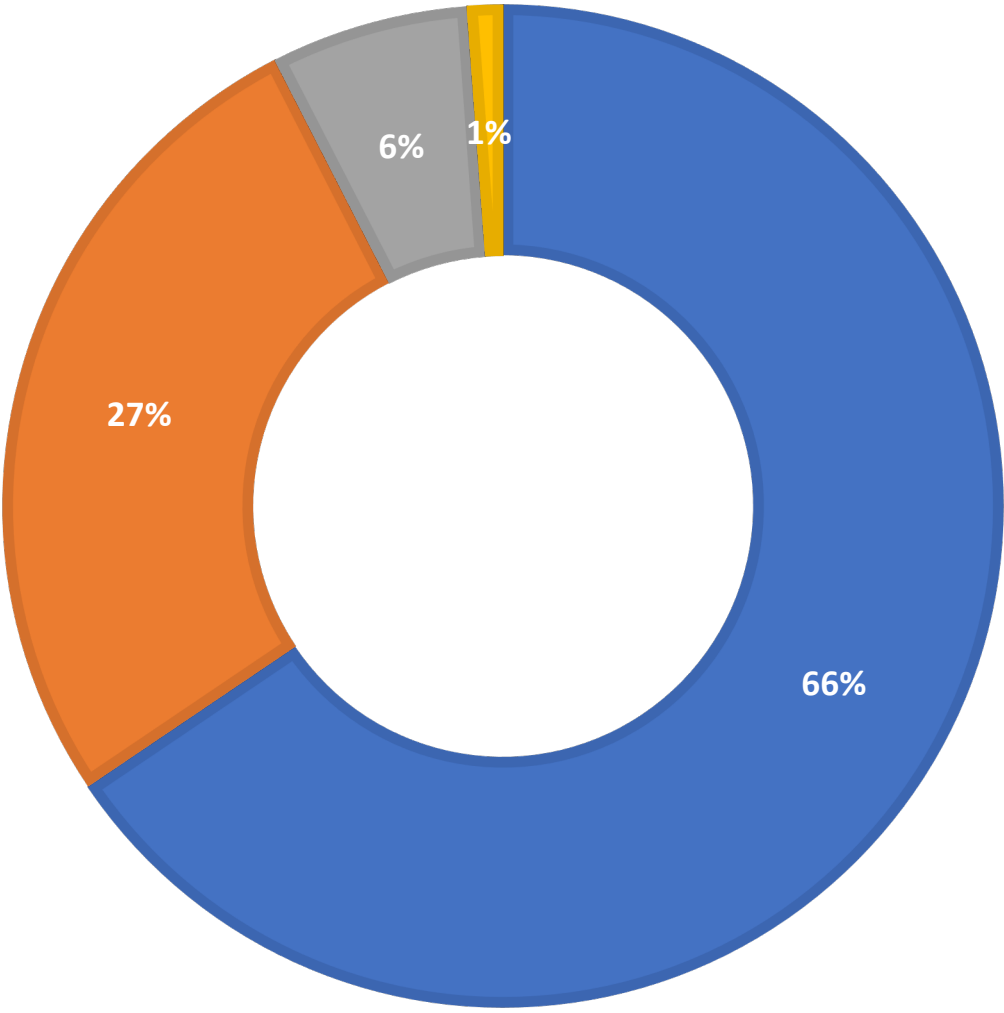
What Devices are Patrons Using to Ask Questions?

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

1%

3%

3%

6%

8%

52%

27%

SMS

Total SMS by Library

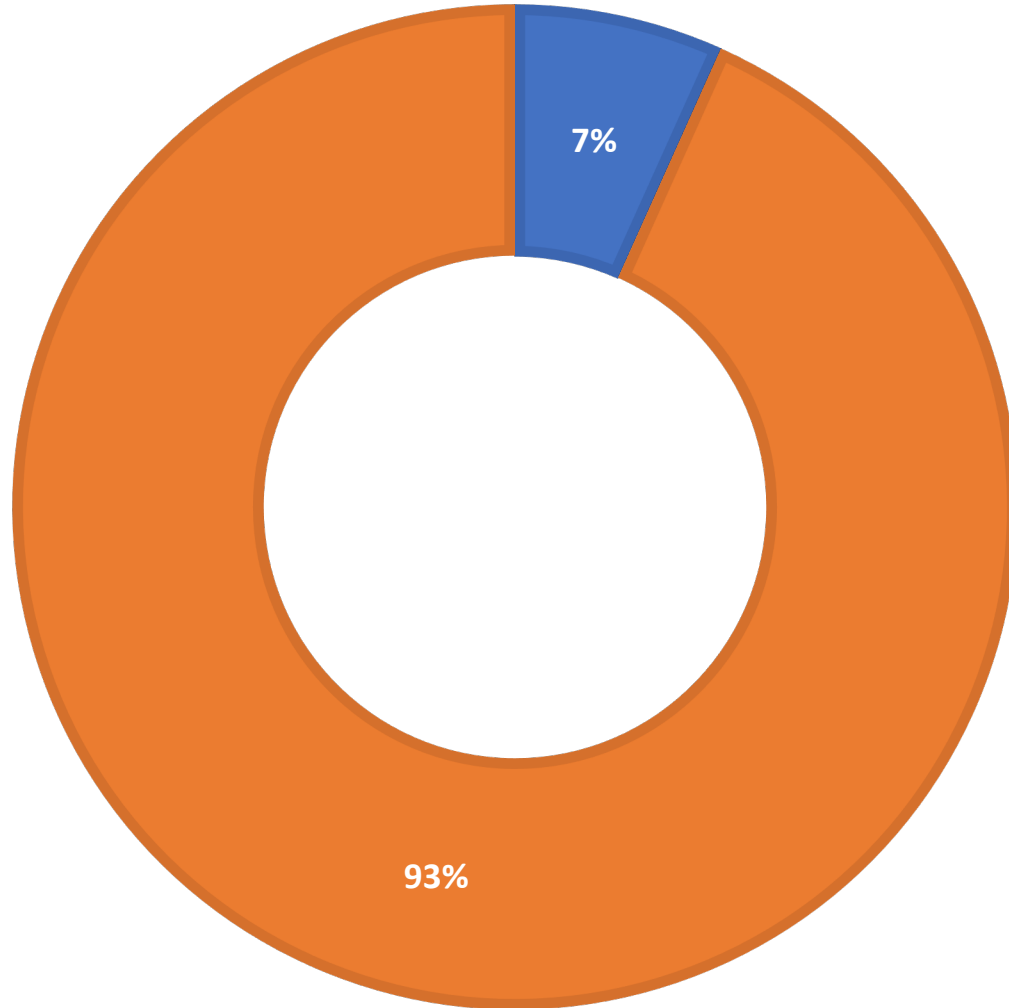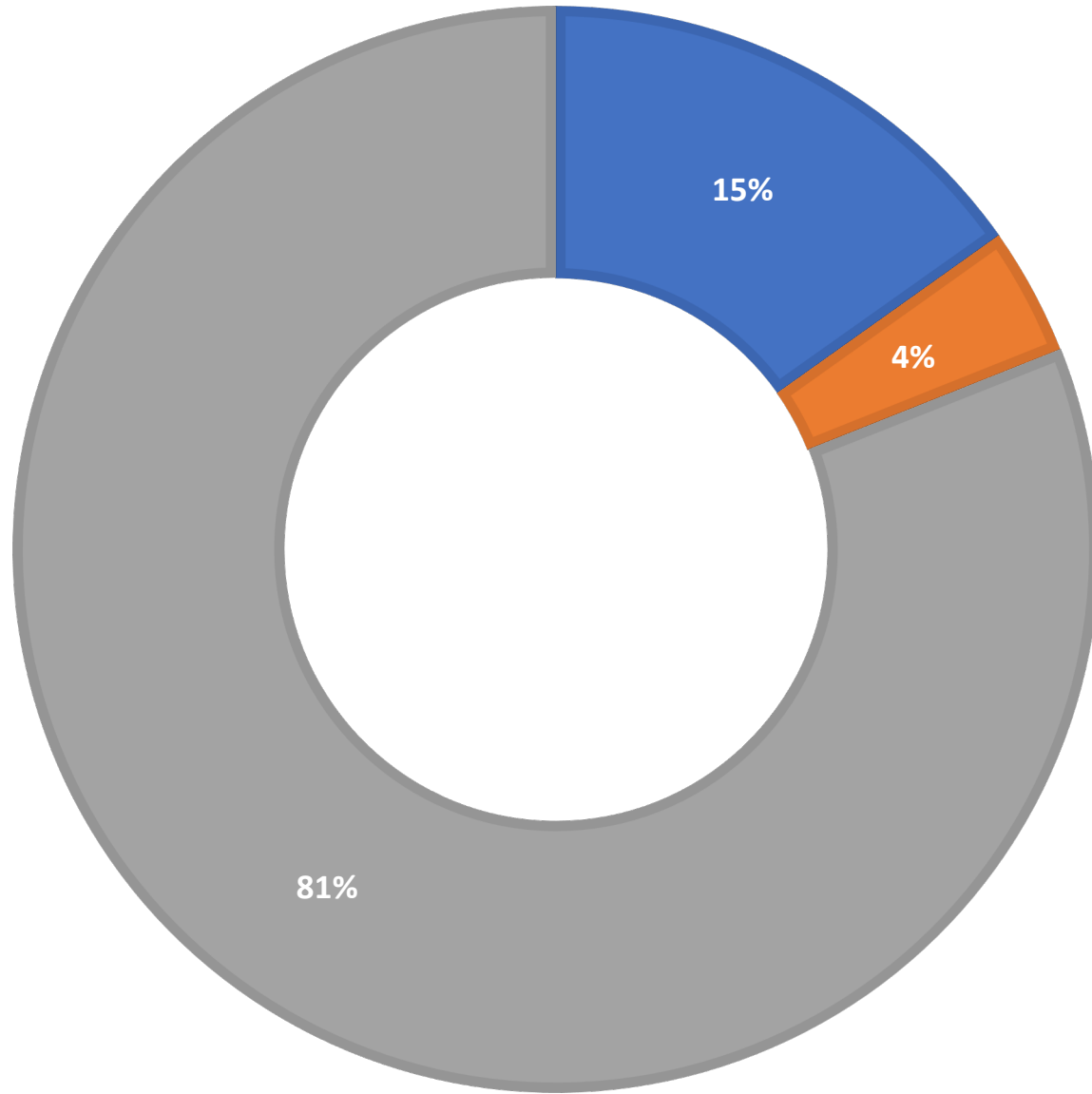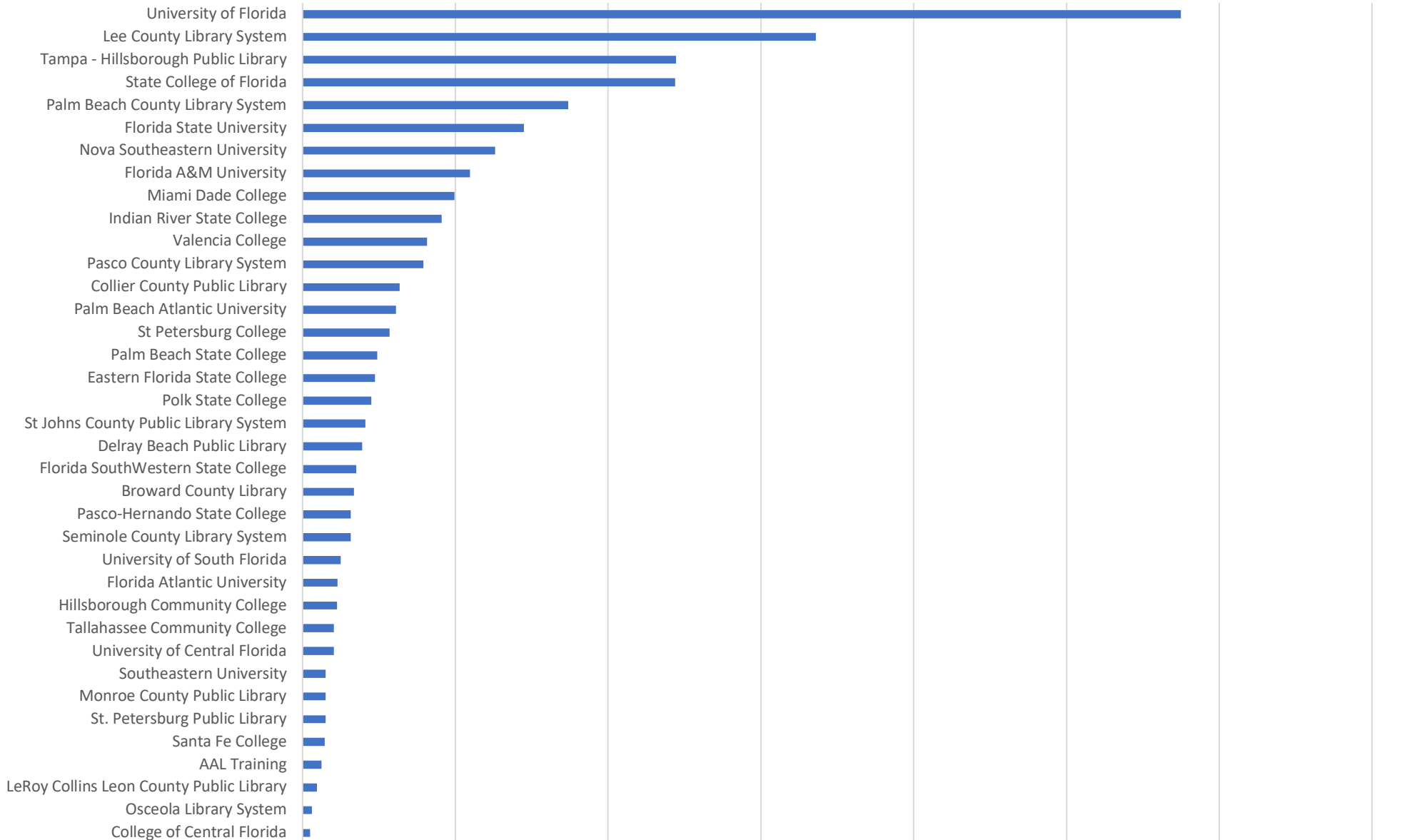| Library	Total SMS
Hillsborough County Public Library Cooperative	136
Lee County Library System	69
Palm Beach County Library System	57
Broward County Library	46
Manatee County Public Library System	45
State-Wide AskALibrarian Queue	43
Valencia College	41
Seminole County Library System	37
Pasco County Library System	37
Florida A&M University	35
University of Central Florida	28
Polk State College	23
Florida Atlantic University	23
Jacksonville Public Library	22
State College of Florida	19
Palm Beach State College	17
University of Florida	13
Miami Dade College	13
St Johns County Public Library System	11
University of South Florida	8
Pasco-Hernando State College	6
Eastern Florida State College	6
Volusia County Public Library	5
TCC	4
Monroe Co. Public Library--Florida Keys	4
Florida SouthWestern State College	4
AAL Training	4
South Florida State College	3
Santa Fe College	3
LeRoy Collins Leon County Public Library	3
Heartland Library Cooperative	3
Florida Gateway College	3

Chat

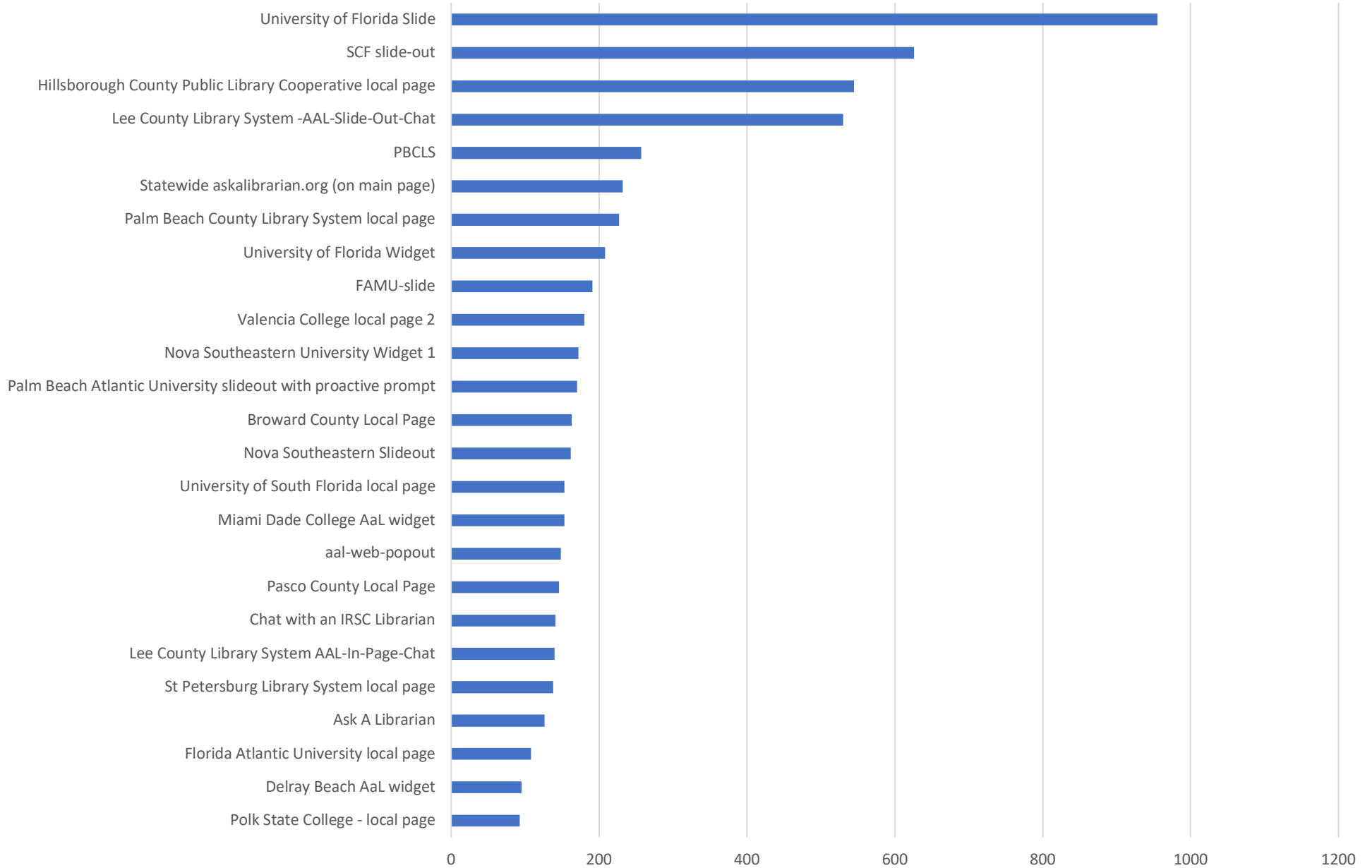# What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

7%

93%

Which Department Answered Chats (by local library)?

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

Widget	Chats
University of Florida Slide	~955
SCF slide-out	~625
Hillsborough County Public Library Cooperative local page	~545
Lee County Library System -AAL-Slide-Out-Chat	~530
PBCLS	~255
Statewide askalibrarian.org (on main page)	~235
Palm Beach County Library System local page	~225
University of Florida Widget	~210
FAMU-slide	~190
Valencia College local page 2	~180
Nova Southeastern University Widget 1	~175
Palm Beach Atlantic University slideout with proactive prompt	~170
Broward County Local Page	~160
Nova Southeastern Slideout	~160
University of South Florida local page	~150
Miami Dade College AaL widget	~150
aal-web-popout	~150
Pasco County Local Page	~145
Chat with an IRSC Librarian	~140
Lee County Library System AAL-In-Page-Chat	~140
St Petersburg Library System local page	~135
Ask A Librarian	~125
Florida Atlantic University local page	~110
Delray Beach AaL widget	~95
Polk State College - local page	~90

Email

Total Emails by Library

Library	Emails
Manatee County Public Library System	~790
Hillsborough County Public Library Cooperative	~245
State-Wide AskALibrarian Queue	~185
Broward County Library	~115
Pasco County Library System	~112
St Johns County Public Library System	~85
AAL Helpdesk	~65
Valencia College	~65
Delray Beach Public Library	~63
Florida Atlantic University	~57
Seminole County Library System	~57
University of South Florida	~50
University of Central Florida	~45
Polk State College	~35
Florida A&M University	~35
University of Florida	~34
TBLC	~33
State Library of Florida	~33
USF eResources	~28
Jacksonville Public Library	~25
St. Petersburg Library System	~23
Shimberg Health Sciences Library	~23
Miami Dade College	~21
State College of Florida	~20
St Petersburg College	~19
Palm Beach State College	~19
Nova Southeastern University	~18
Monroe Co. Public Library--Florida Keys	~17
Lee County Library System	~17
Hillsborough Community College	~17
Florida State University	~17
Palm Beach County Library System	~10
Florida SouthWestern State College	~9
Collier County Public Library	~9

Top 25 FAQ Search Terms (Queries)

library	31		leaving	7
books	15		number	5
book	13		collier	5
card	12		view	5
need	12		still	5
return	11		will	4
cloud	10		there	4
closed	10		textbook	4
ebooks	9		reserves	4
find	9		county	4
online	7		because	4
libraries	7		virus	4
help	7			