

AskALibrarian.org

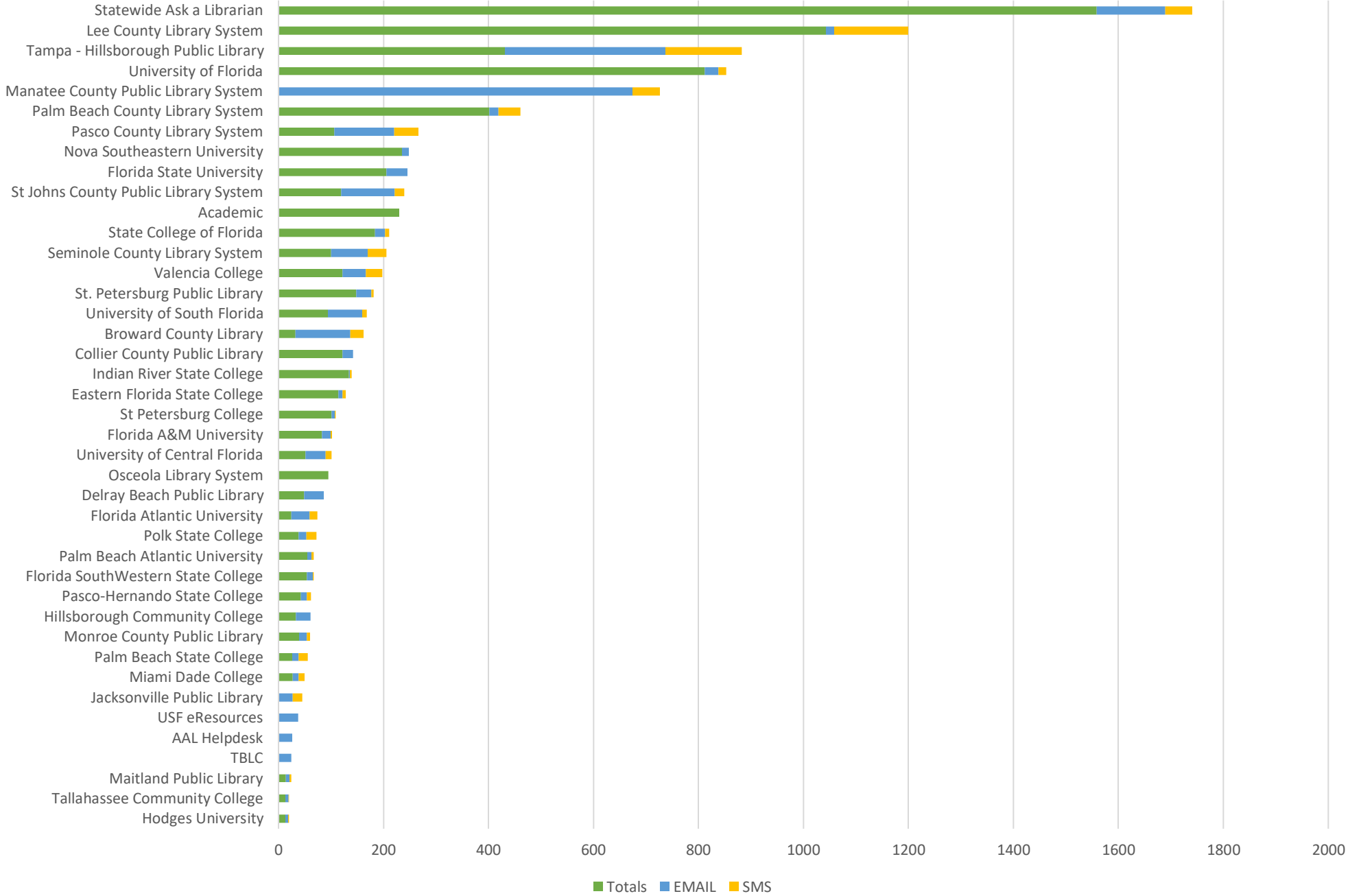
the Human Search Engine



May 2020 Statistics

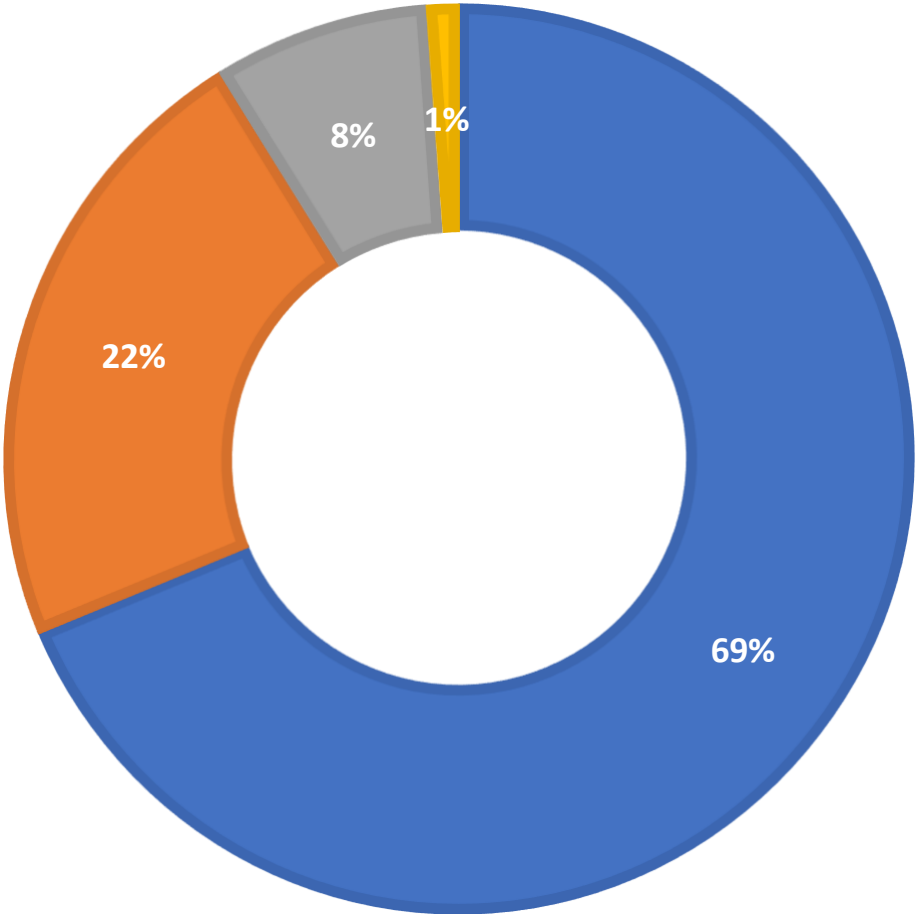
Question Type	
SMS	786
Chat	7,026
FAQ Views	117
Email	2,291
Total	10,220

Total Transactions by Entry Point



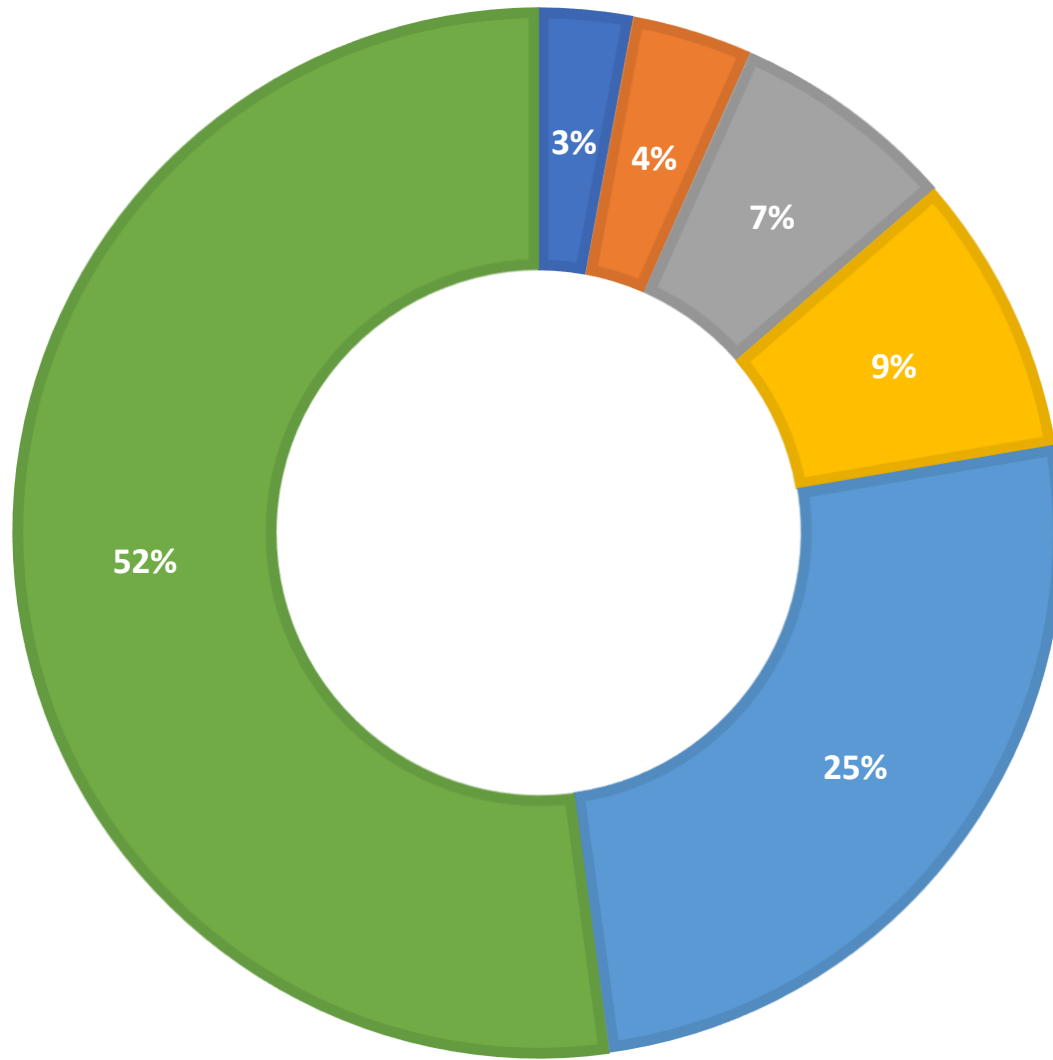
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

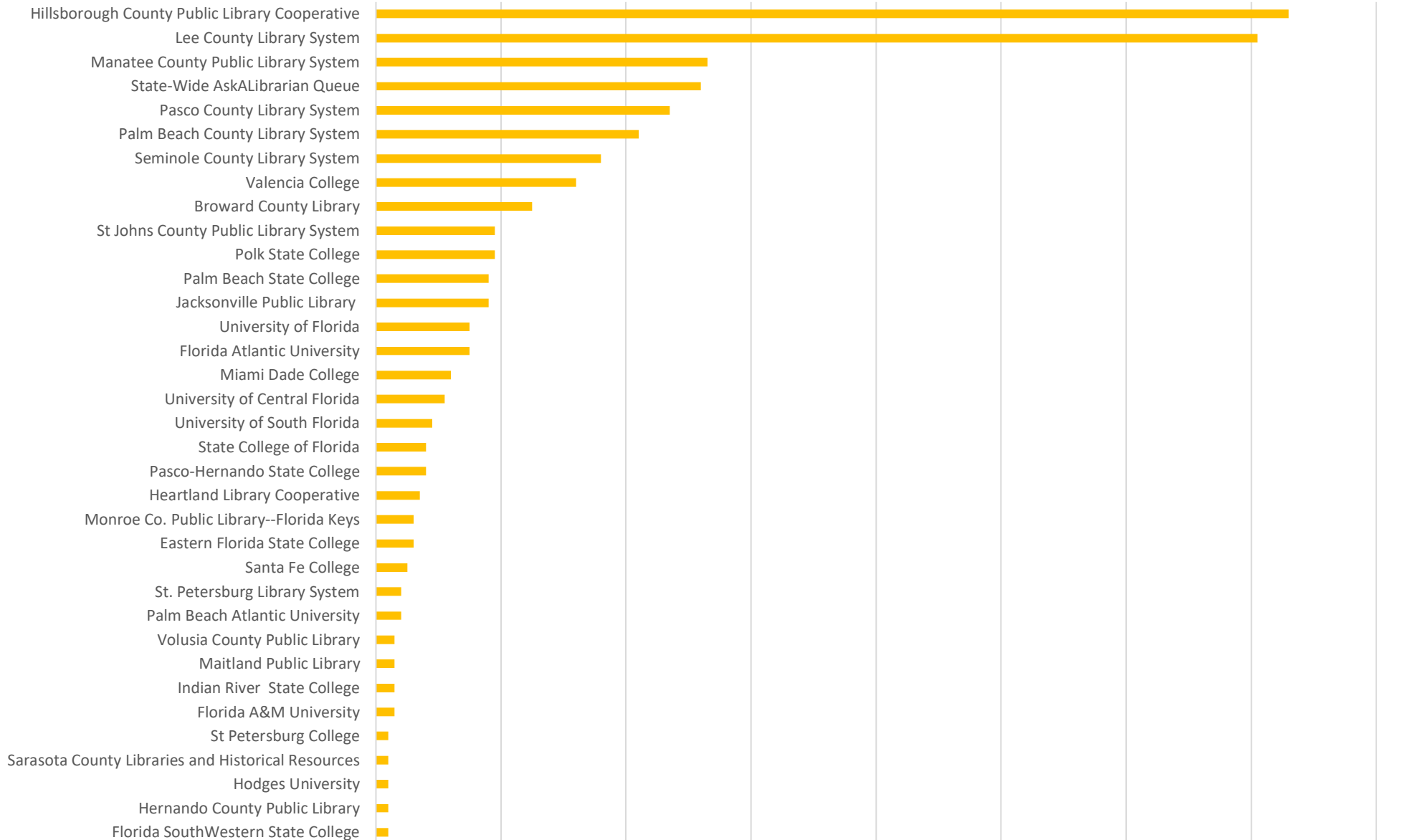
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

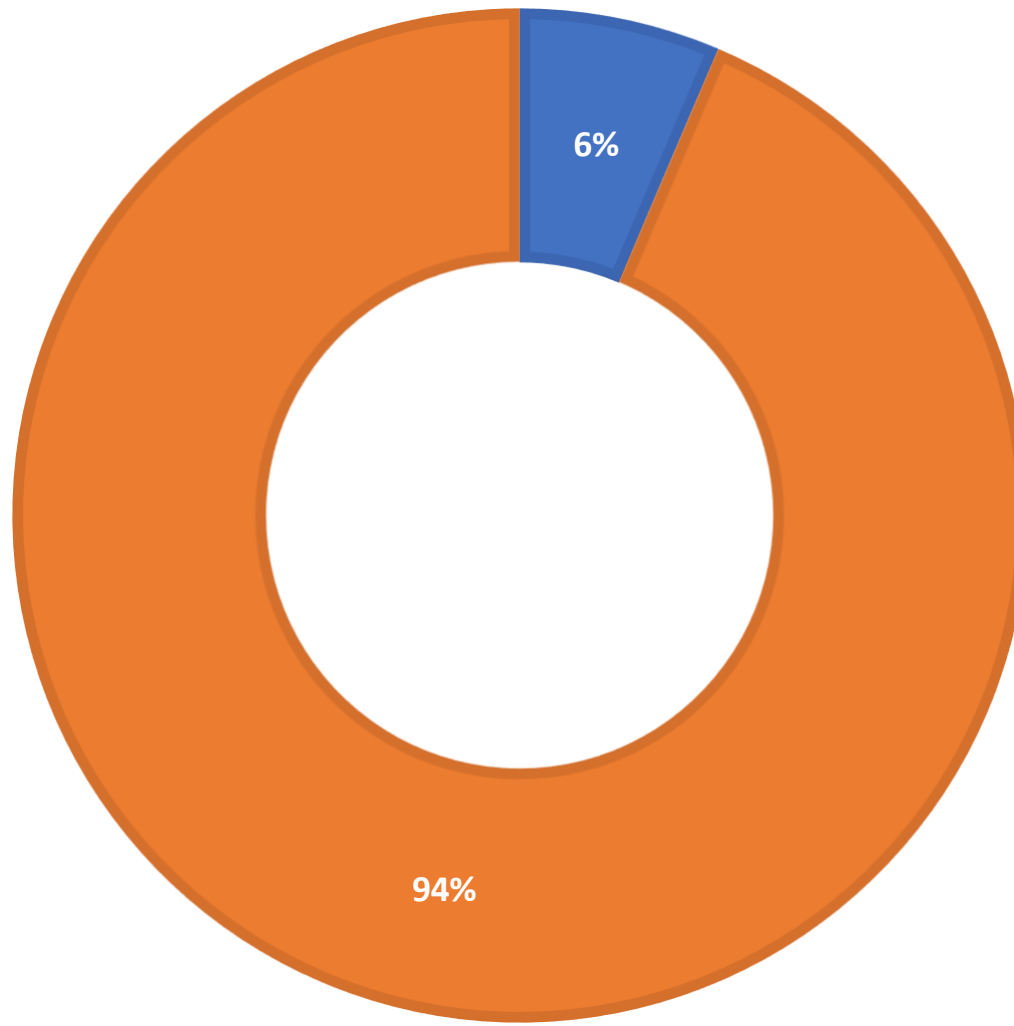


Chat



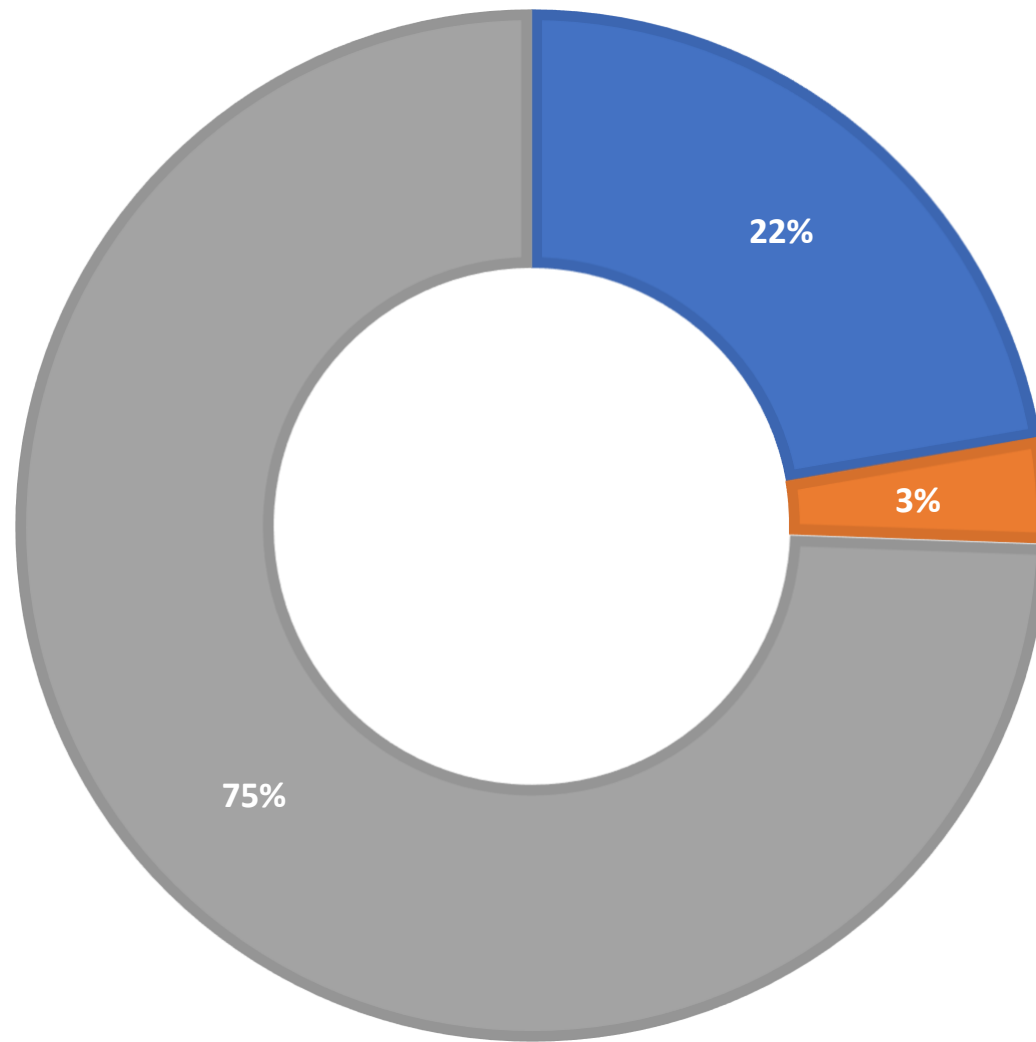
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

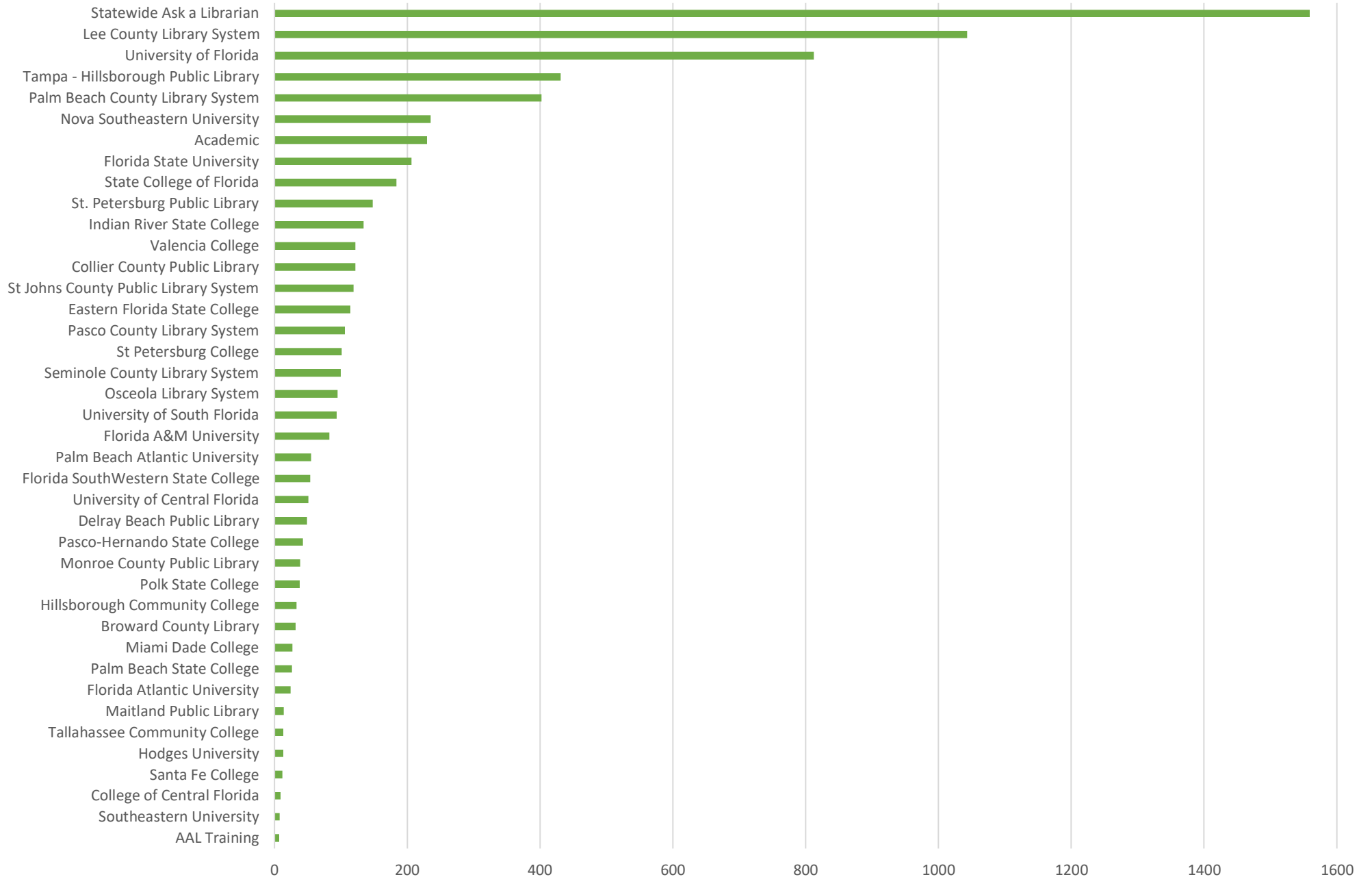


Which Departments Answered Chats (by type)?

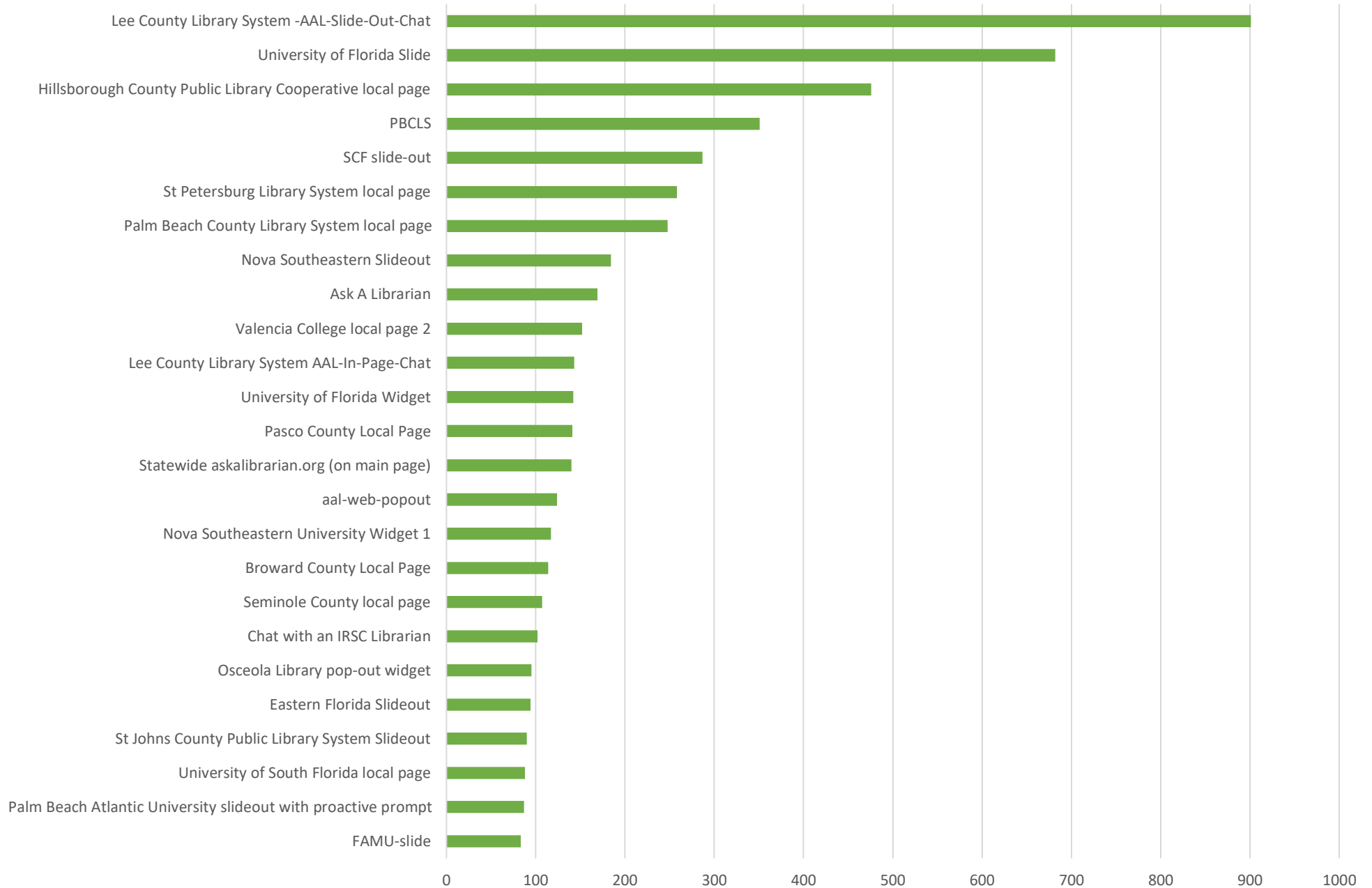
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



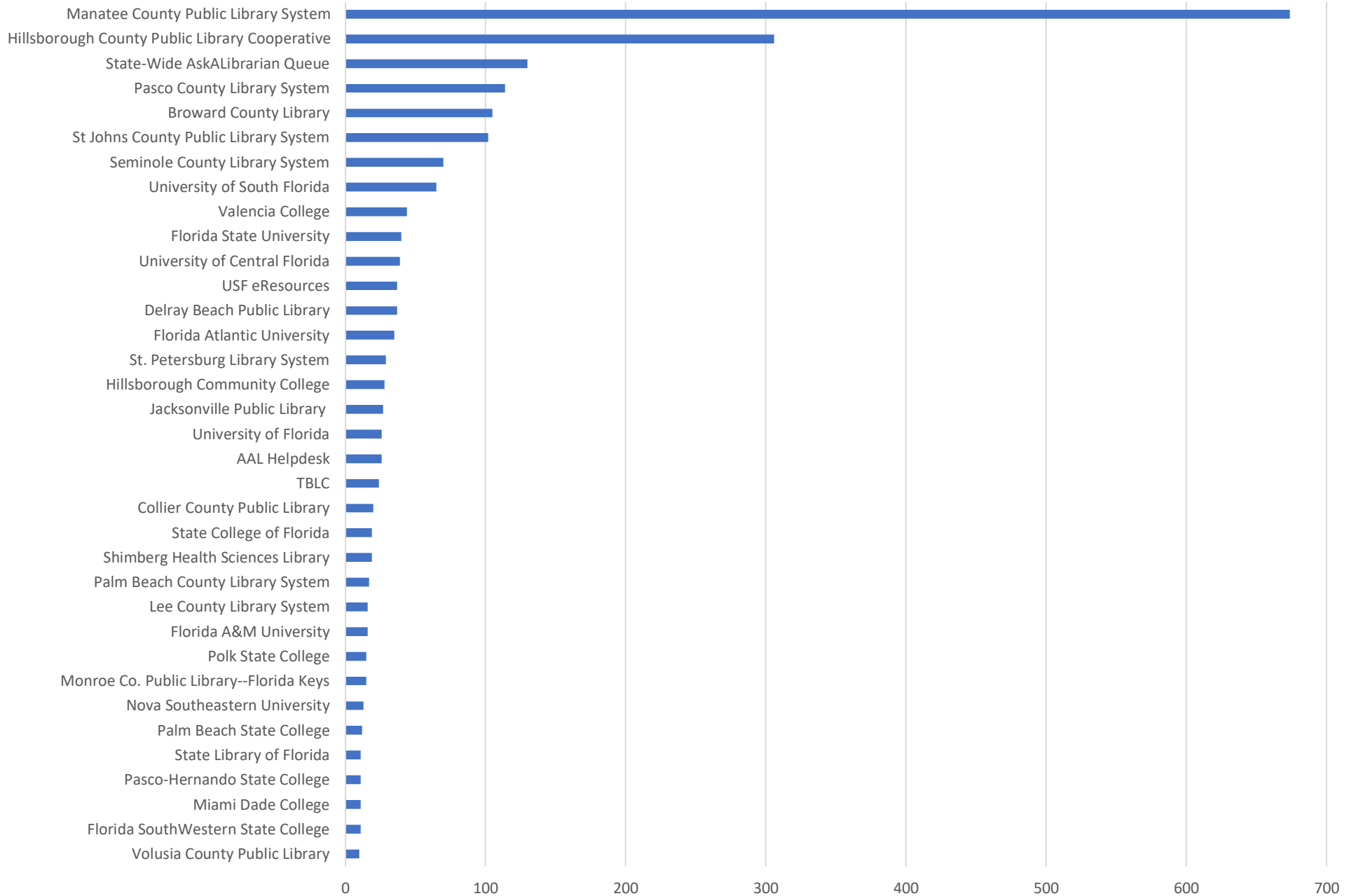
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

library	21	number	4
books	14	out	4
book	13	ebook	4
find	7	closed	4
download	7	phone	4
open	7	being	4
kindle	7	pick	3
county	6	reopen	3
libraries	5	access	3
will	5	due	3
interlibrary	4	branch	3
return	4	cloud	3
loan	4		