

AskALibrarian.org

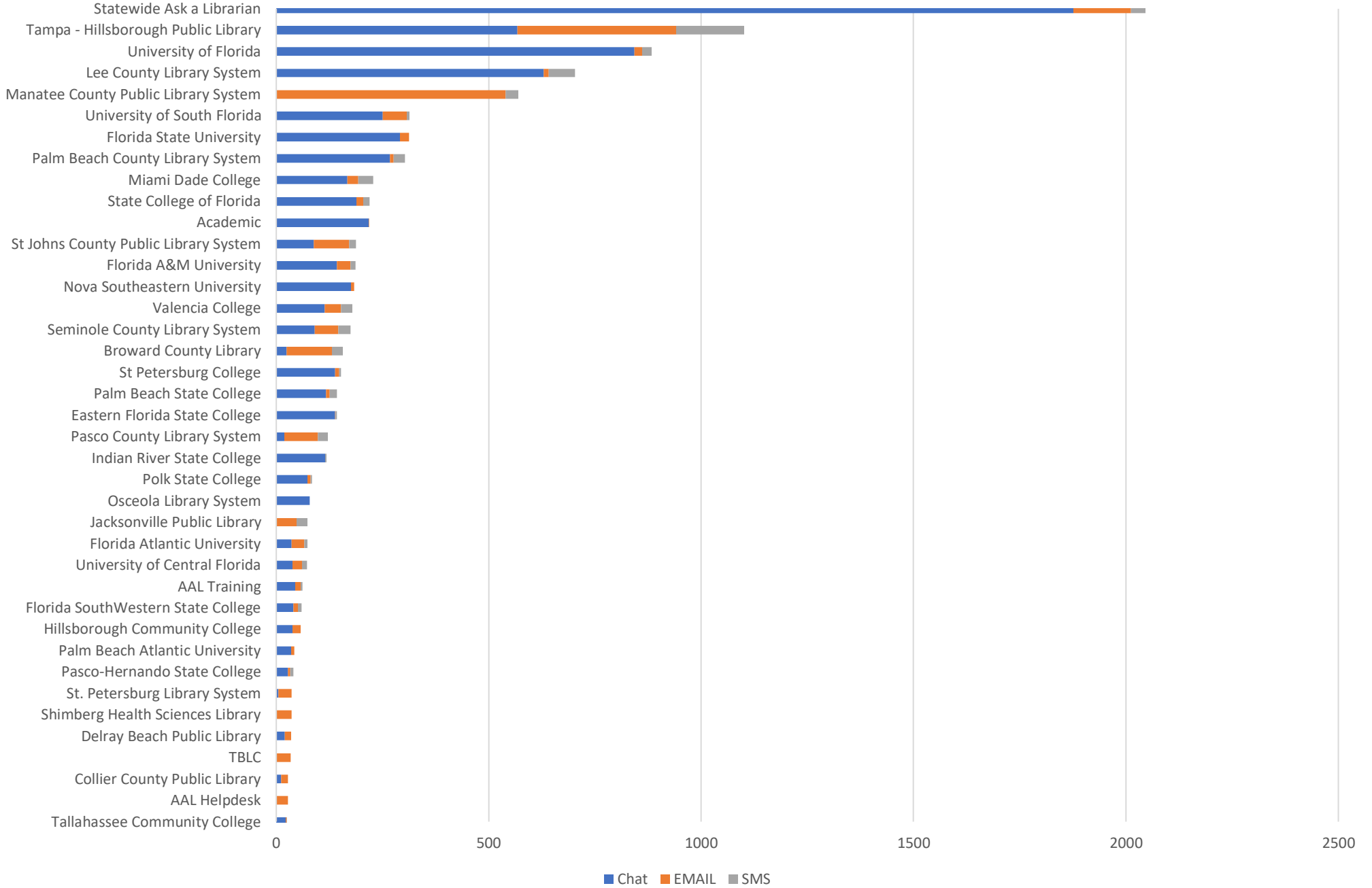
the Human Search Engine



June 2020 Statistics

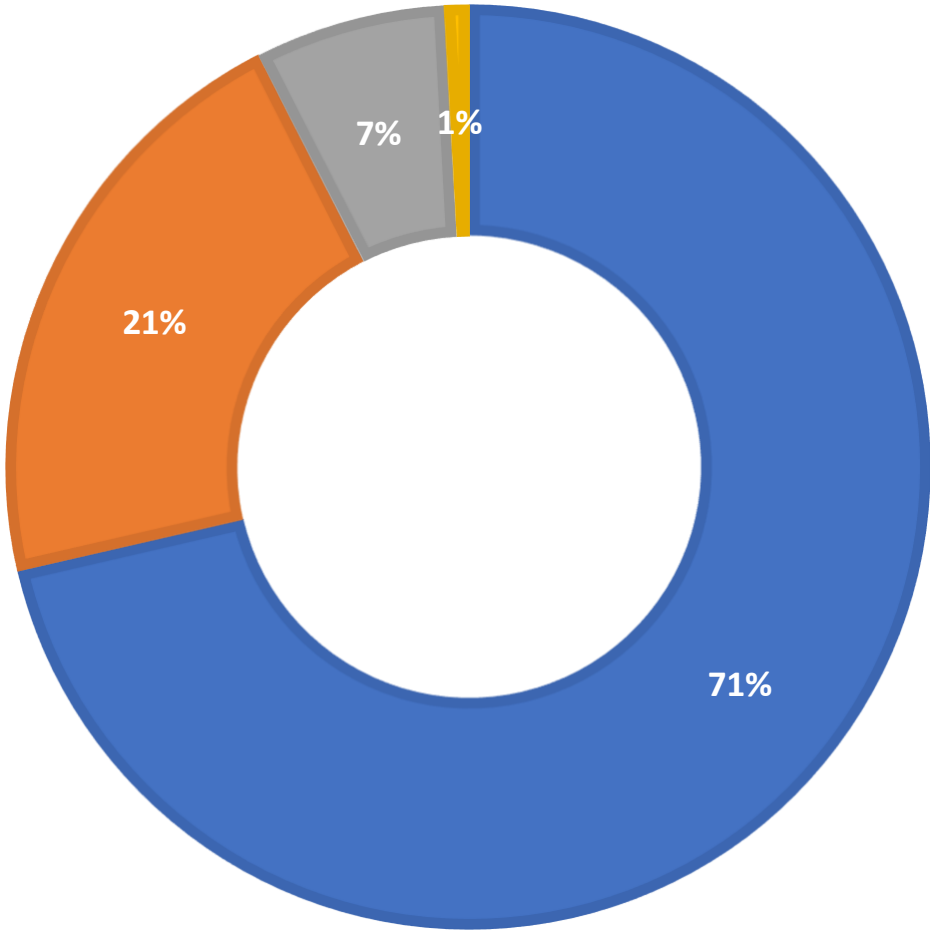
Question Type	
SMS	659
Chat	7067
FAQ Views	84
Email	2090
Total	9900

Total Transactions by Entry Point



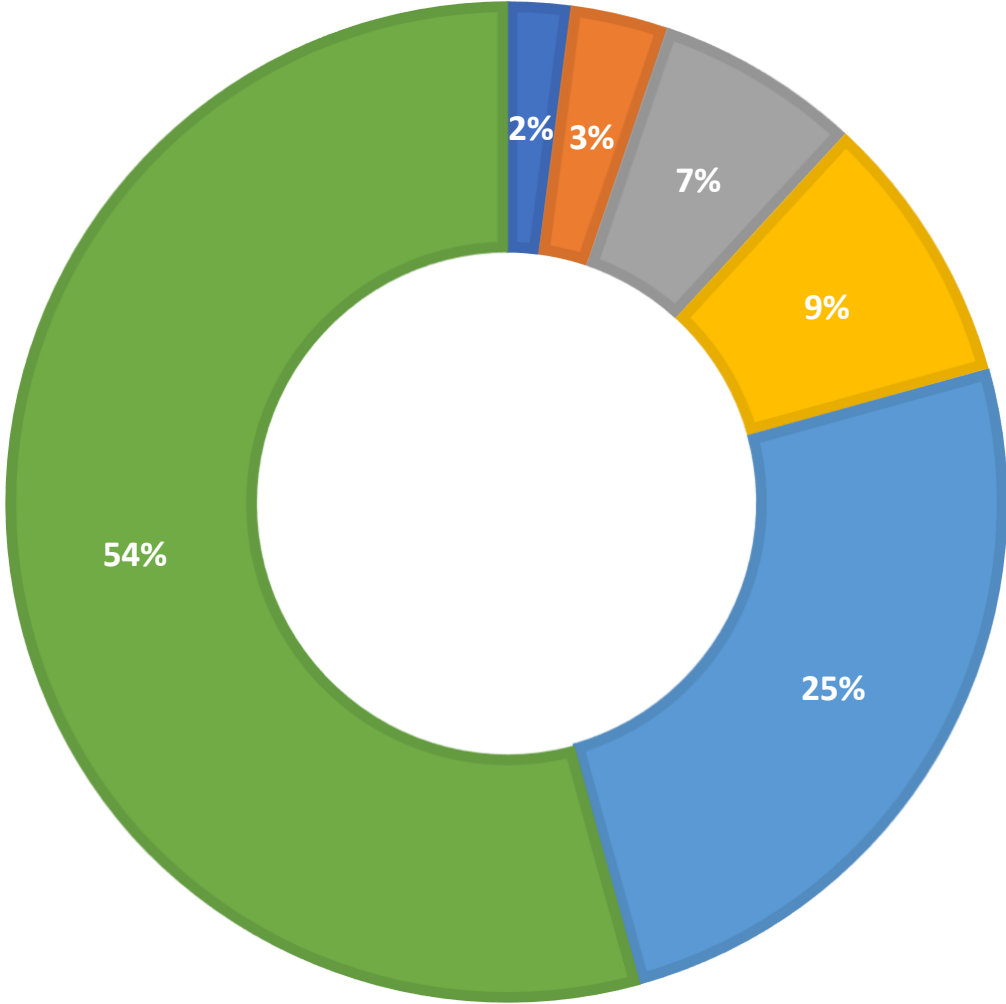
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

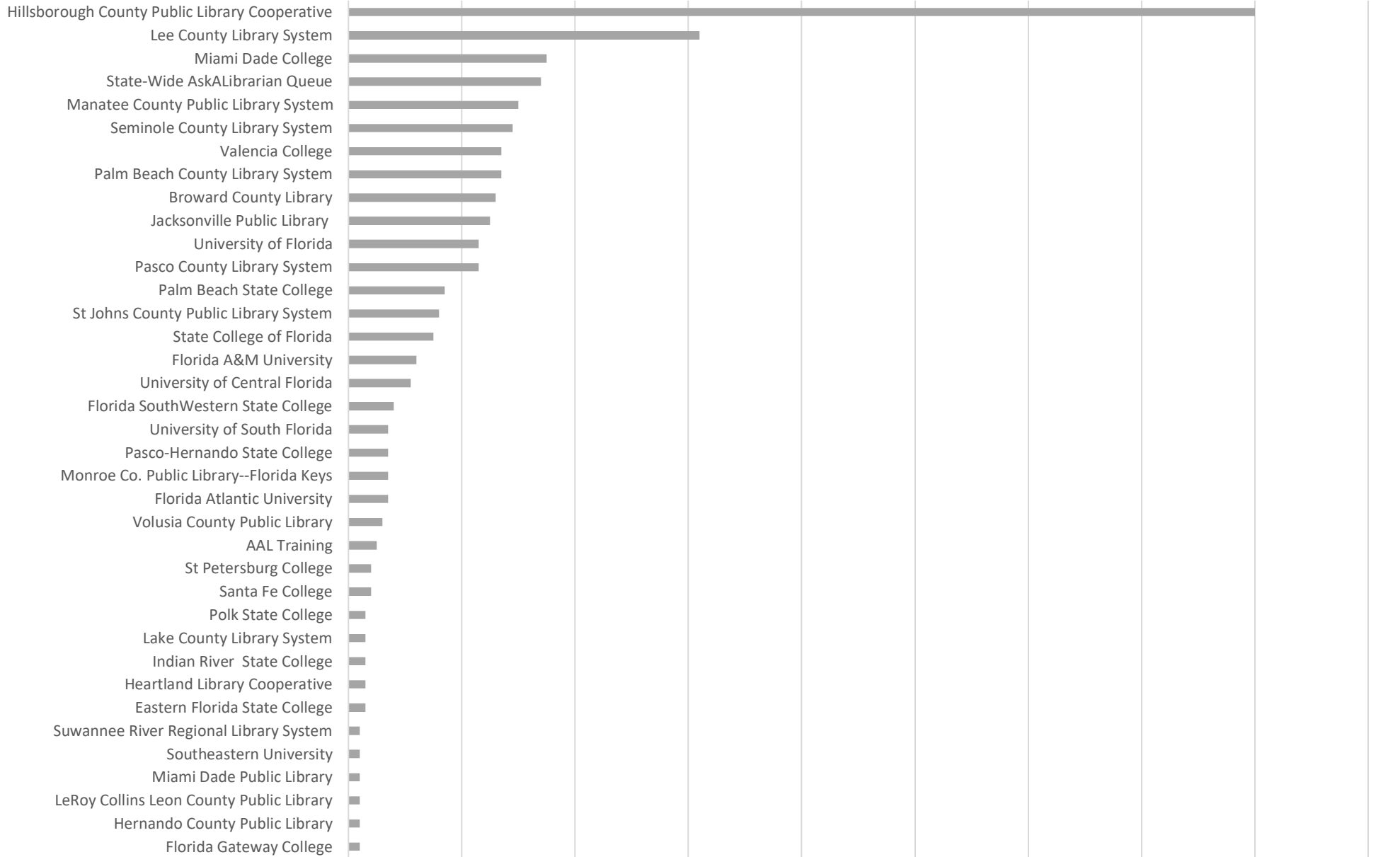
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

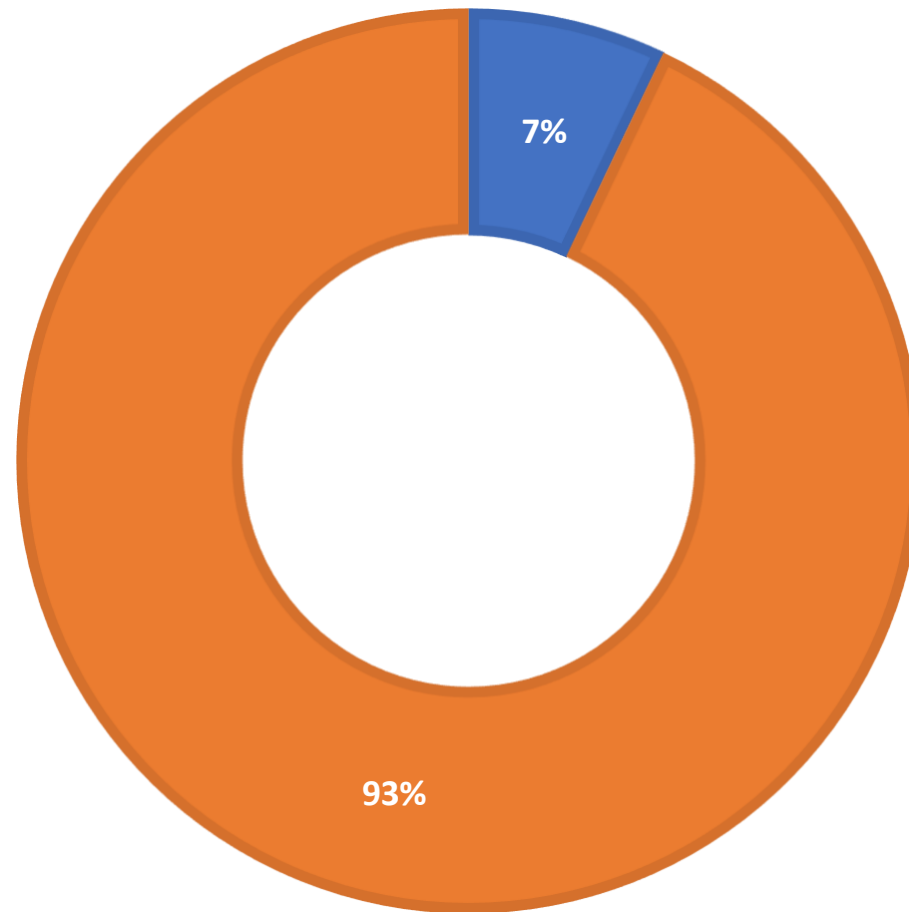


Chat



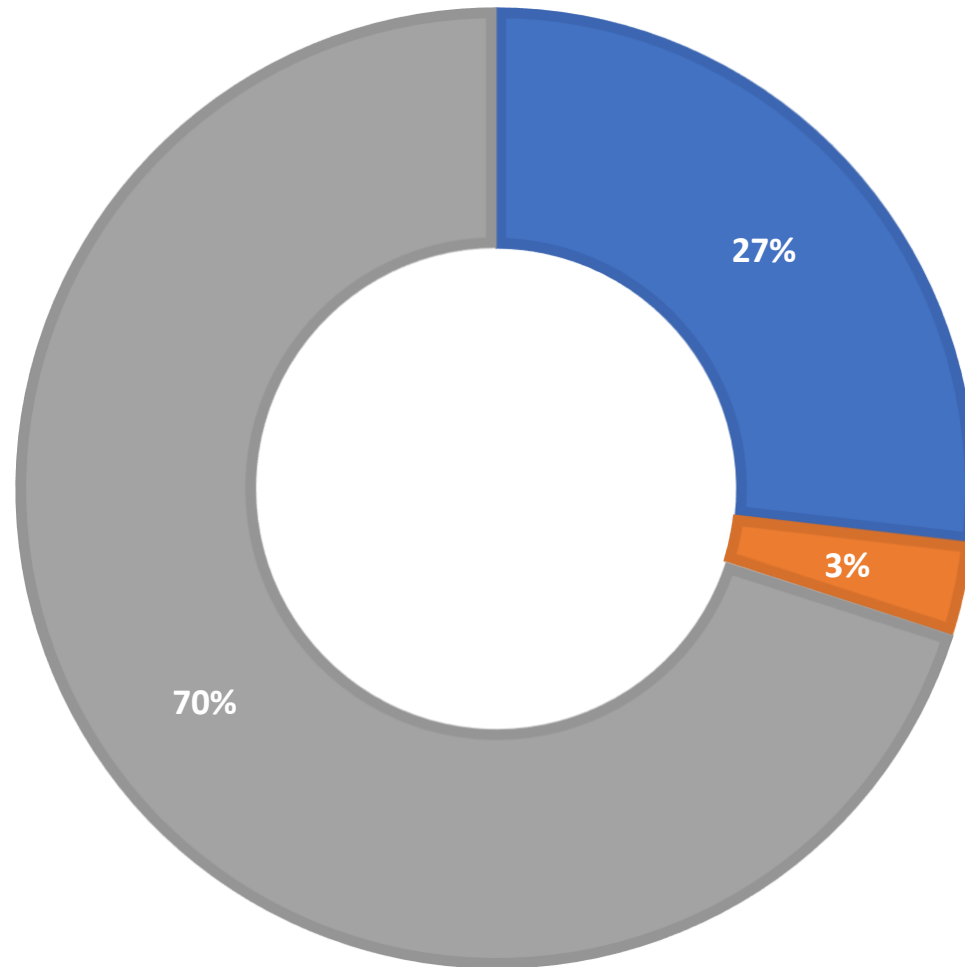
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

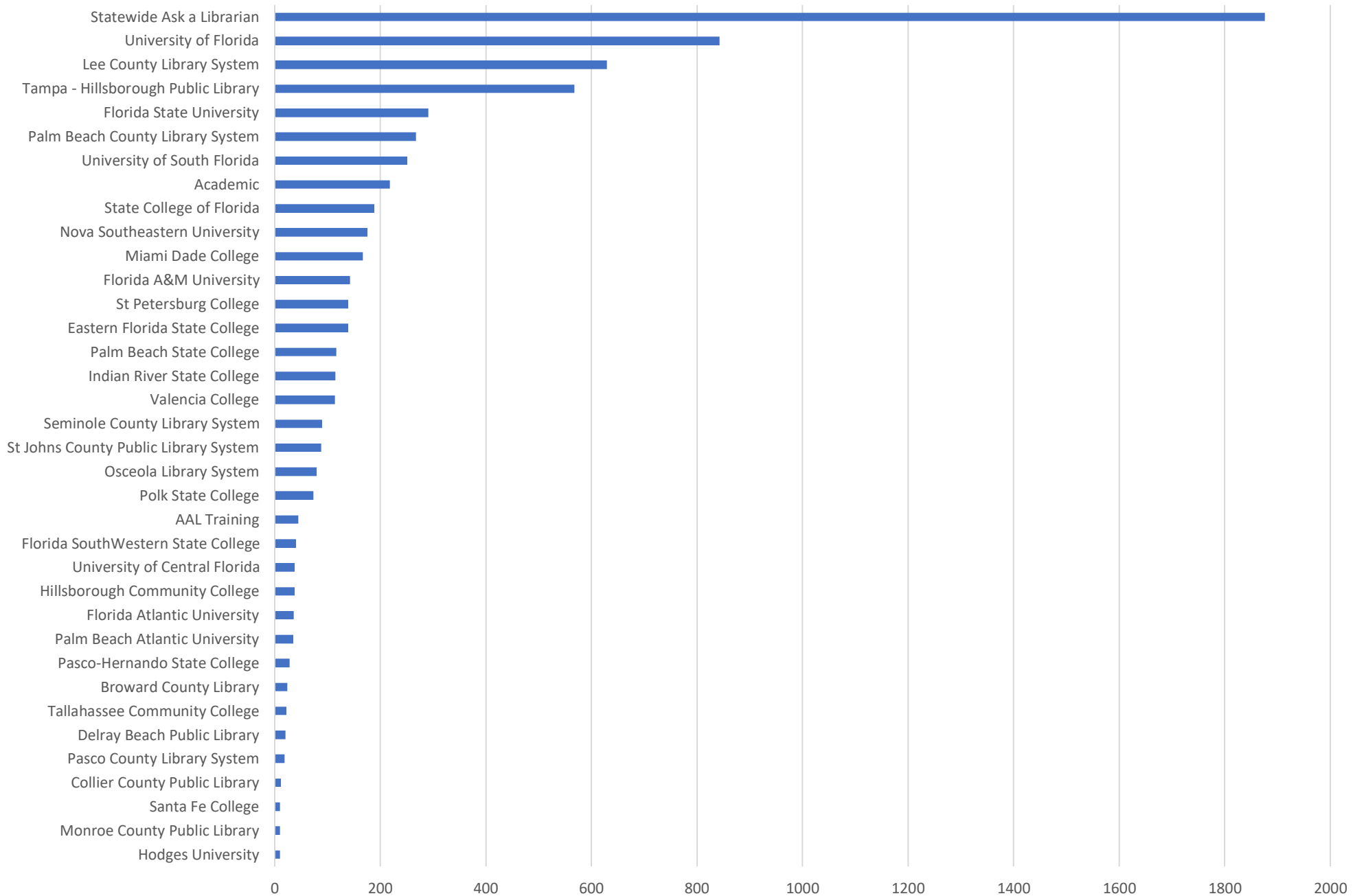


Which Departments Answered Chats (by type)?

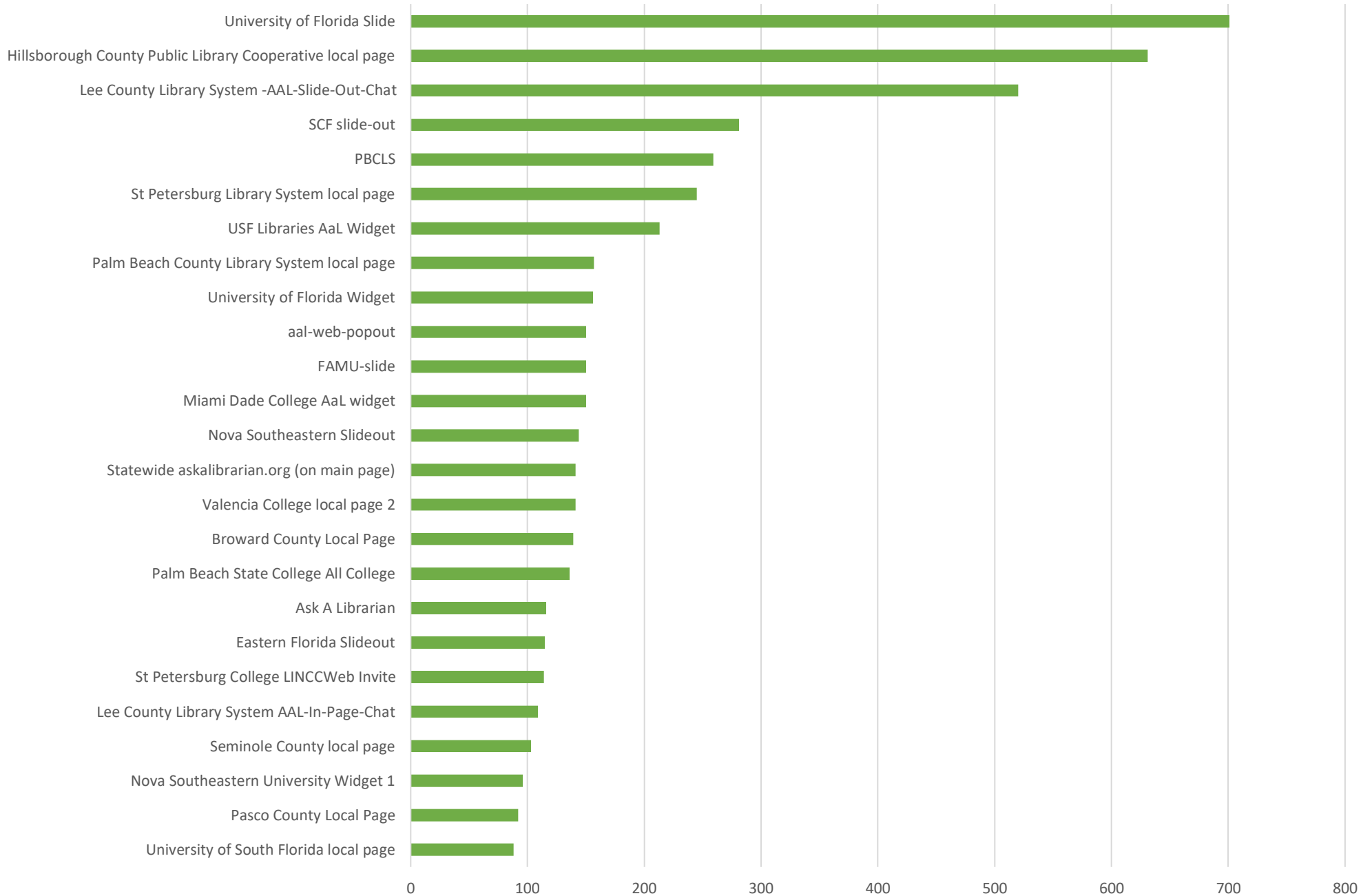
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



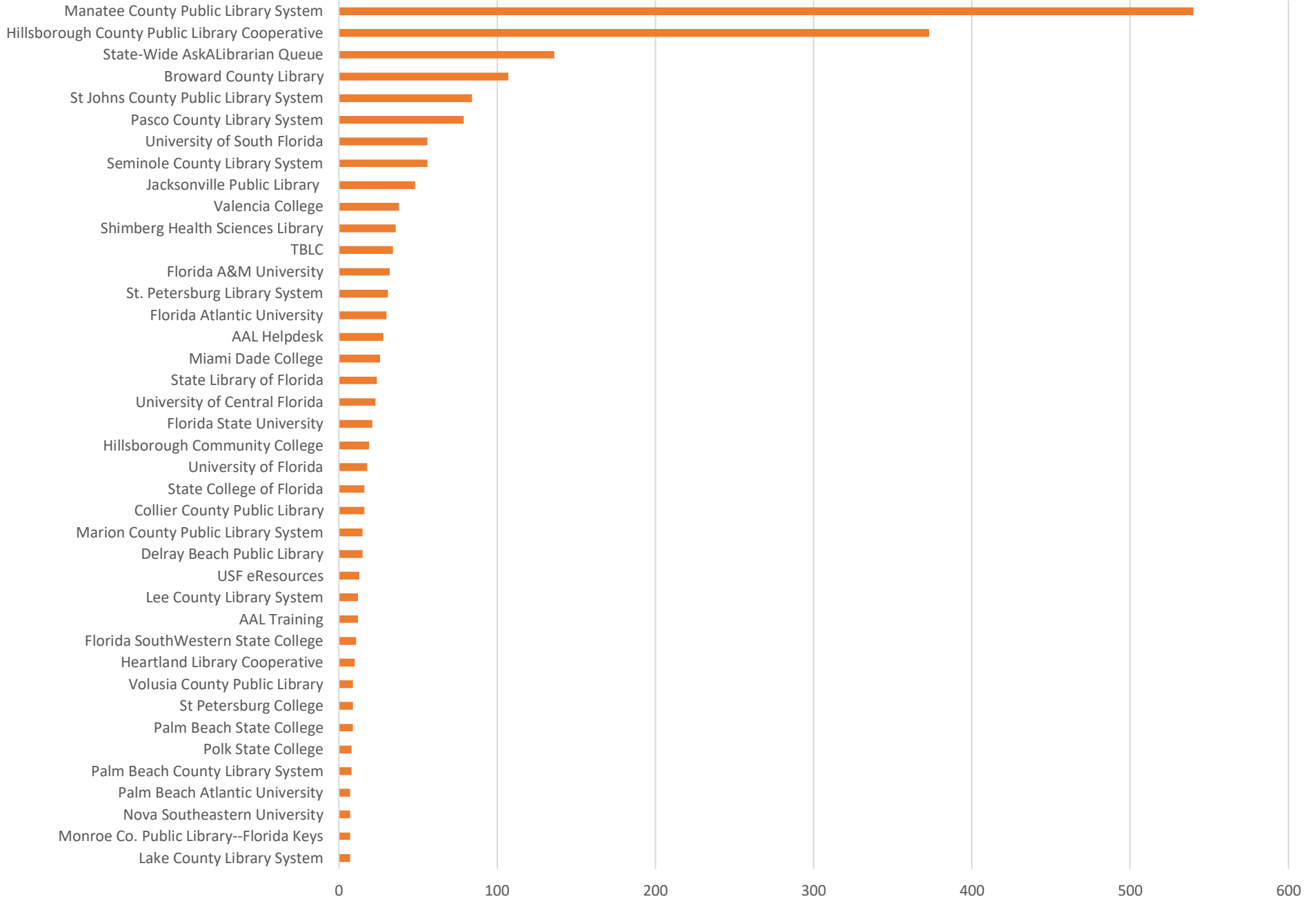
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

card

journal

florida

dissertations

renew

library

robert

books

truxall

insurance

information

john

location

studies

know

patton

904

well

screen

resident

submit

change

address

next

need