

AskALibrarian.org

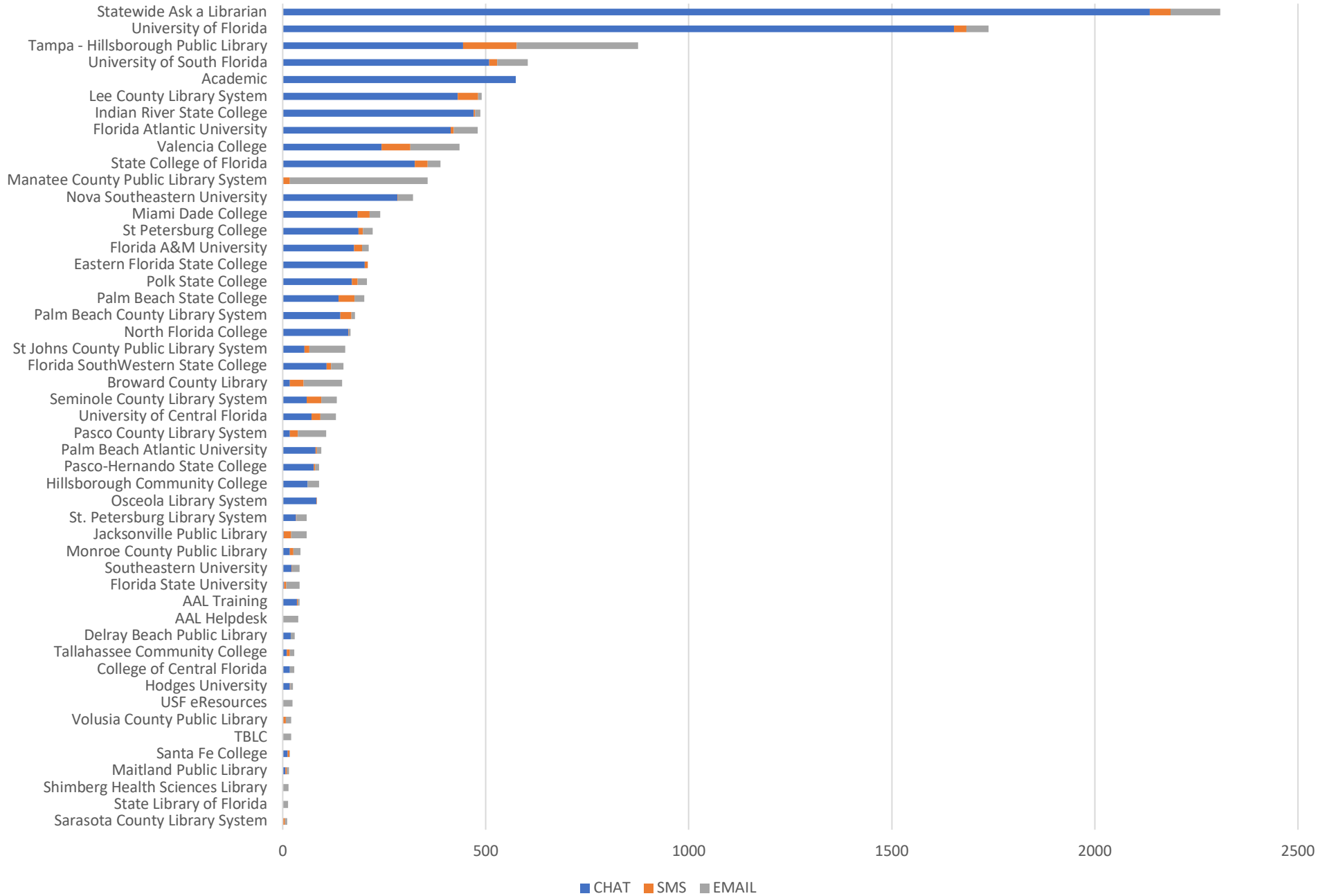
the Human Search Engine



September 2020 Statistics

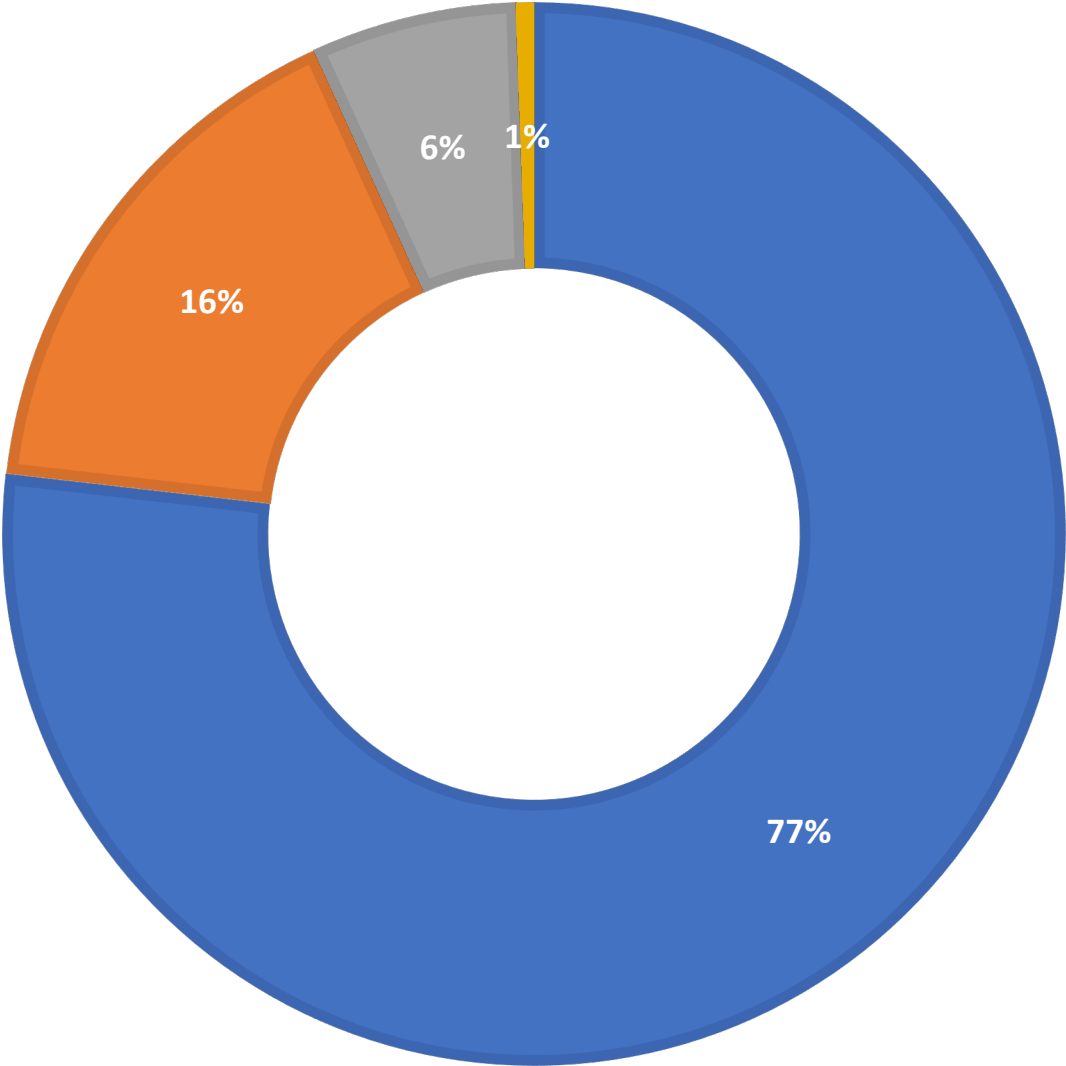
Question Type	
SMS	793
Chat	9708
FAQ Views	68
Email	2070
Total	12,639

Total Transactions by Entry Point



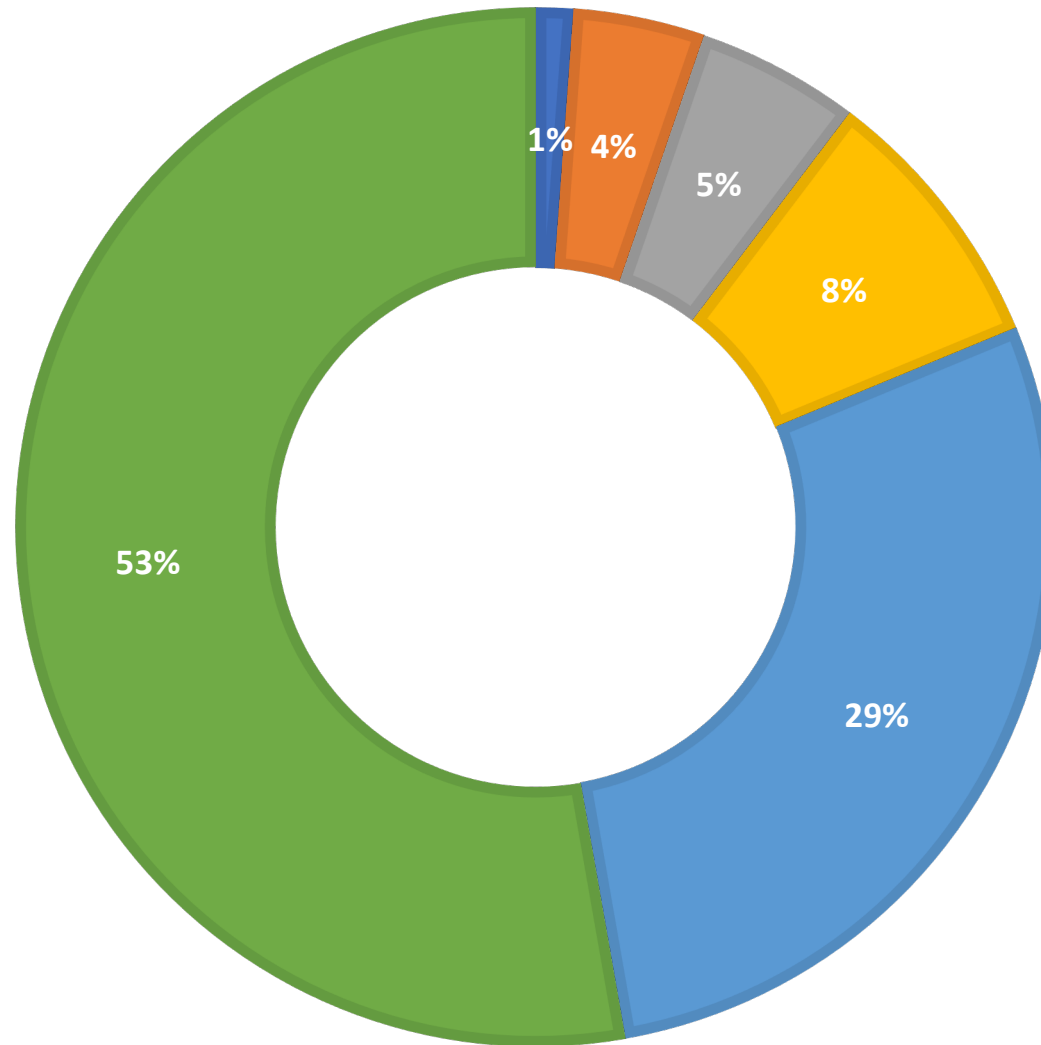
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

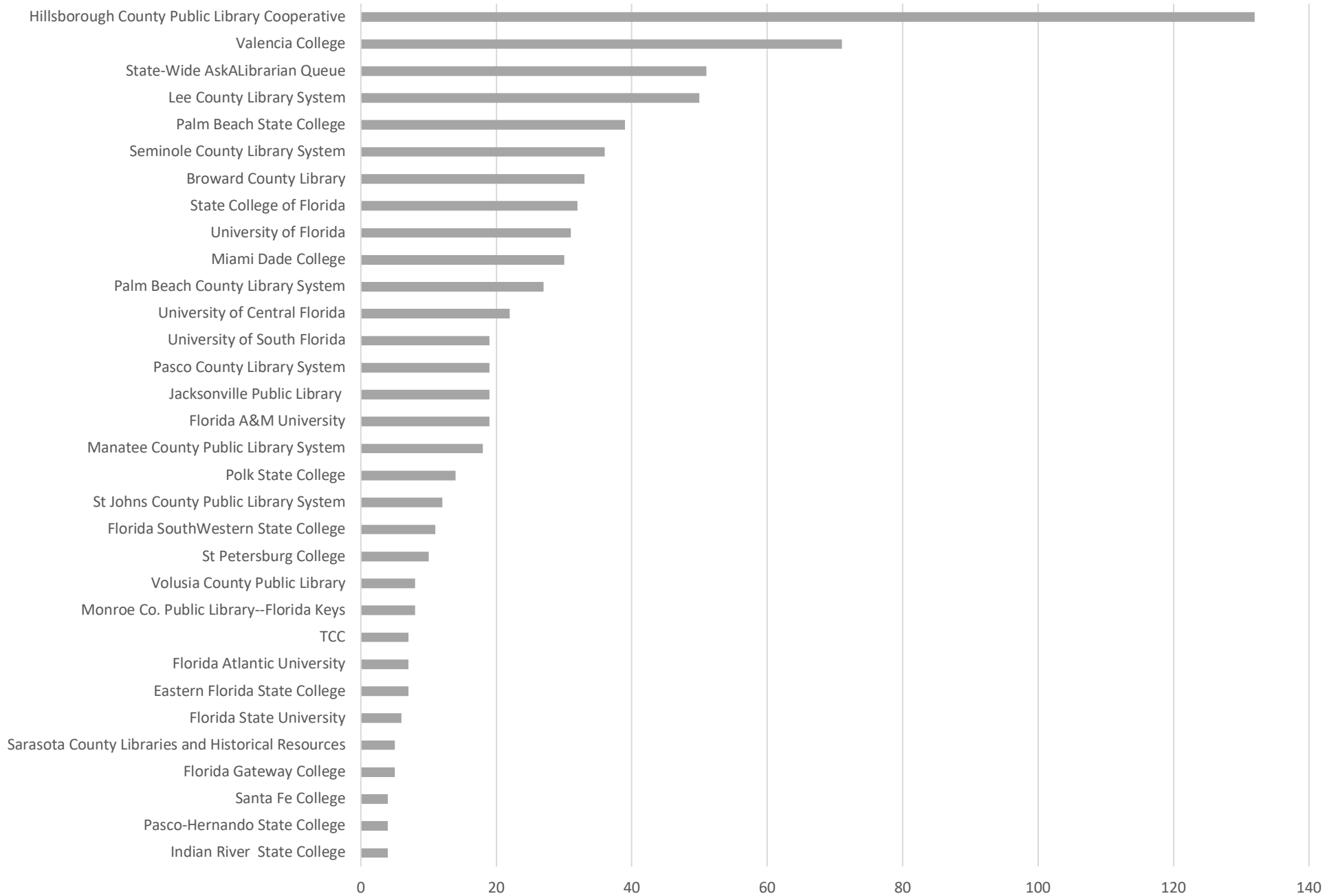
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

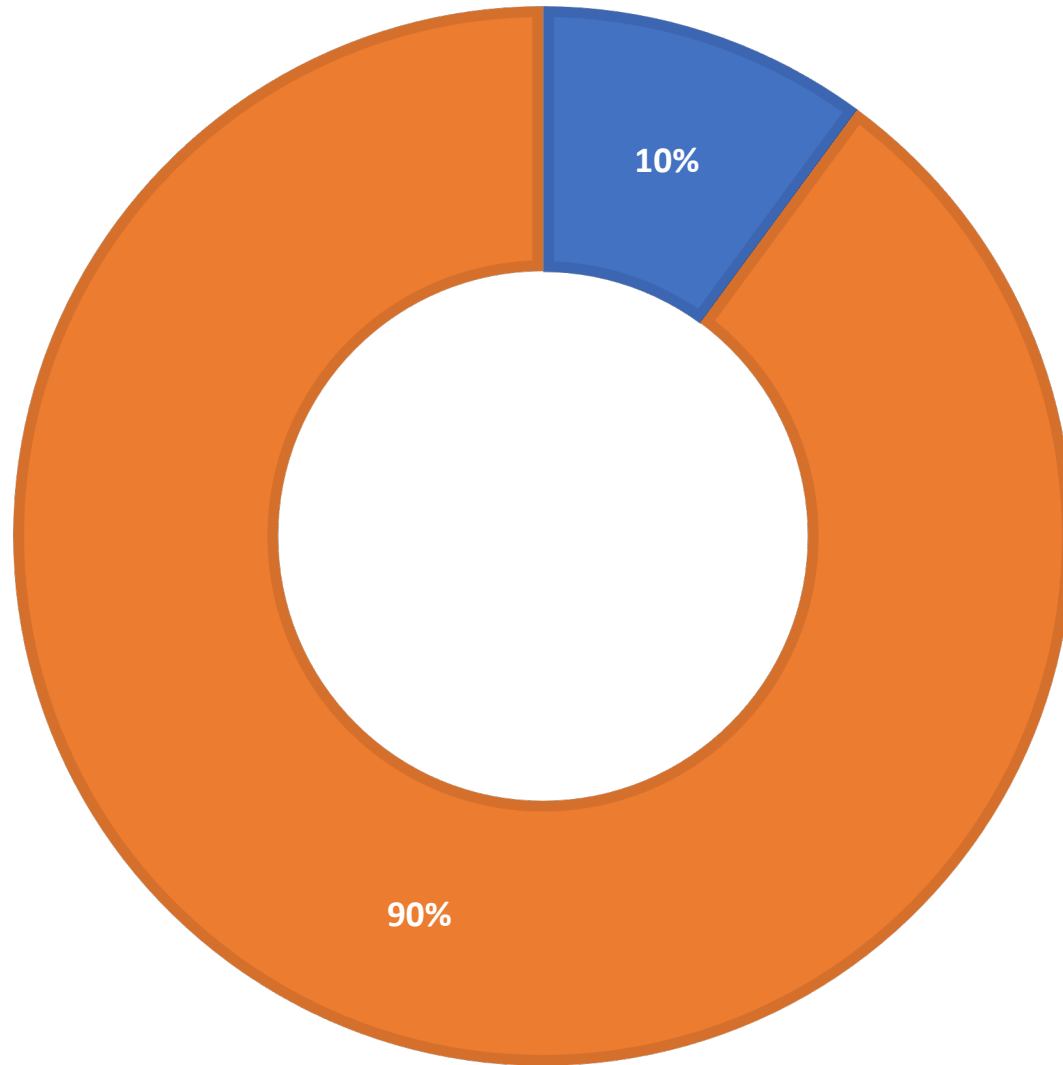


Chat



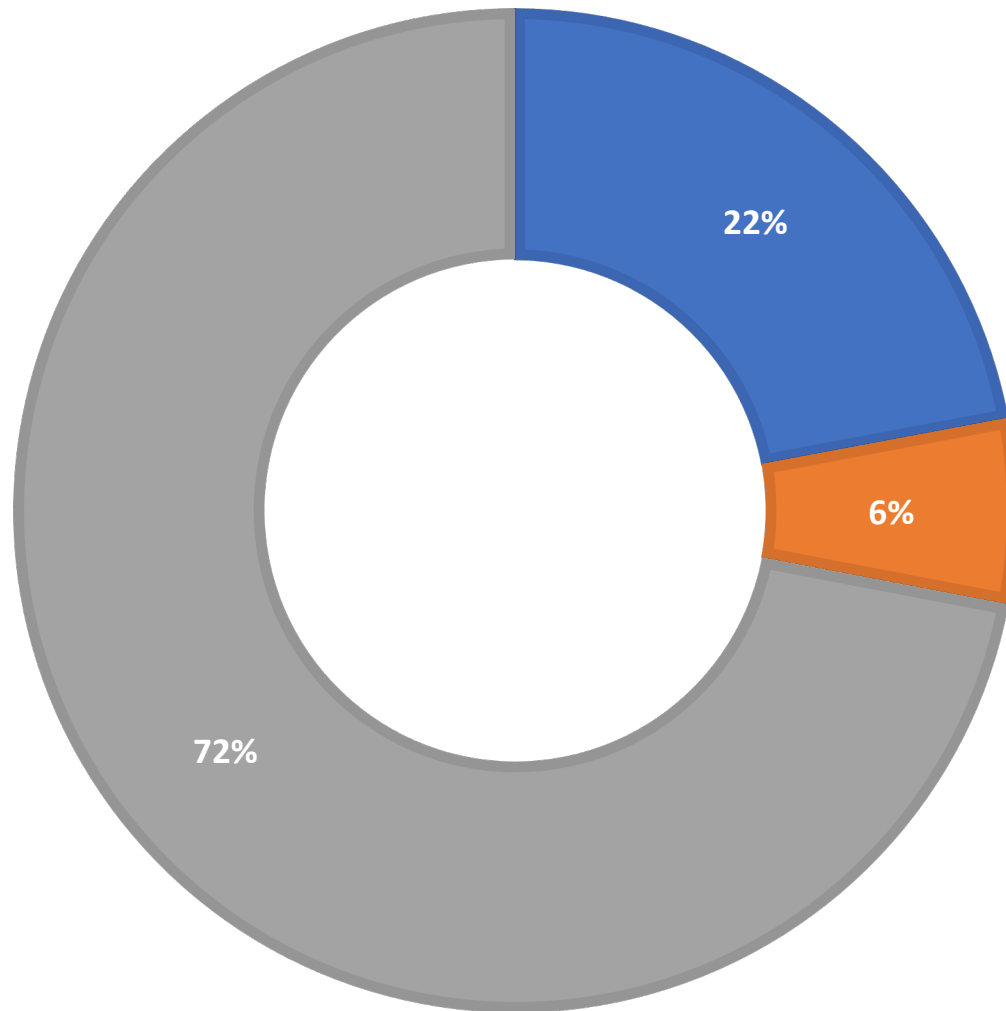
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

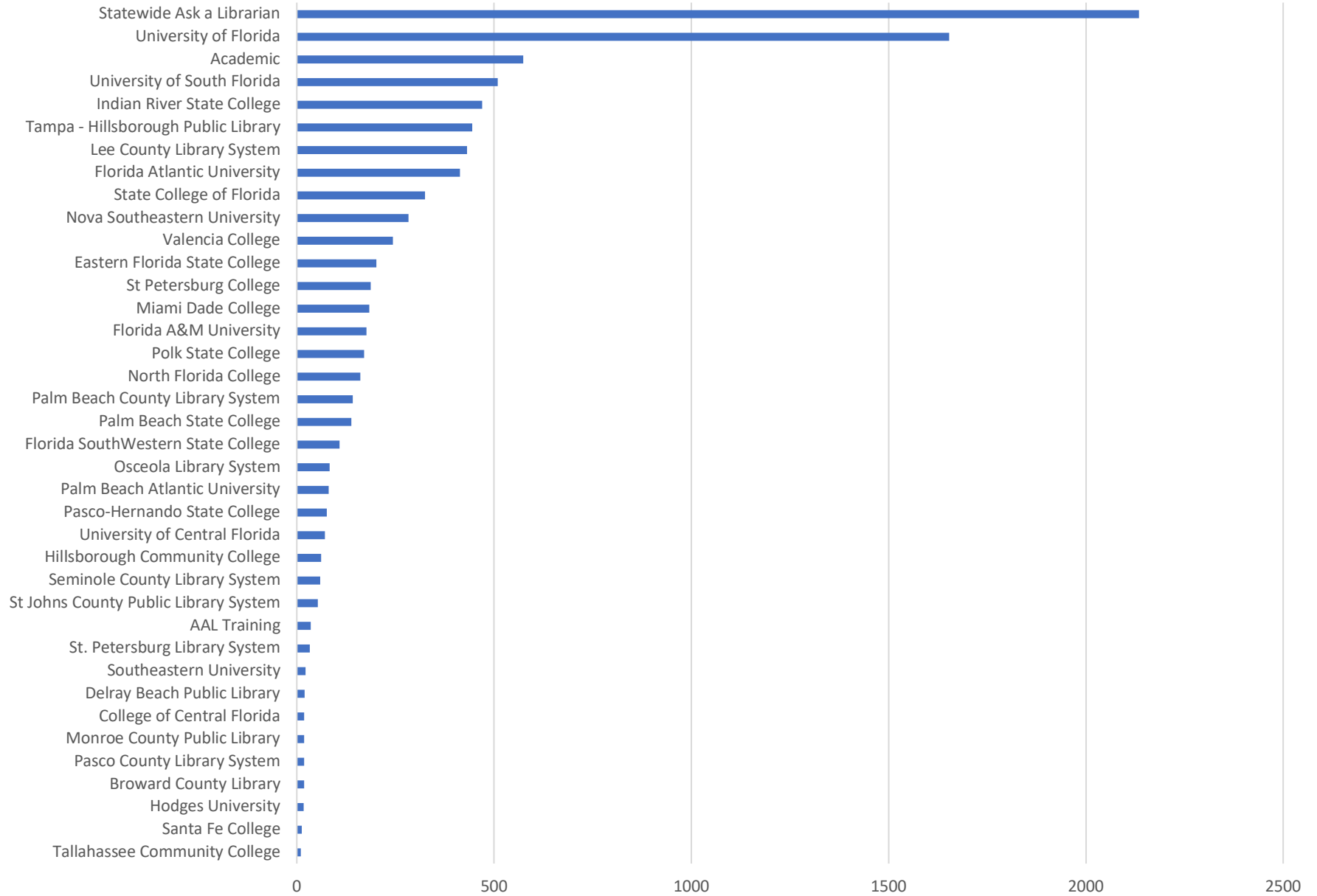


Which Departments Answered Chats (by type)?

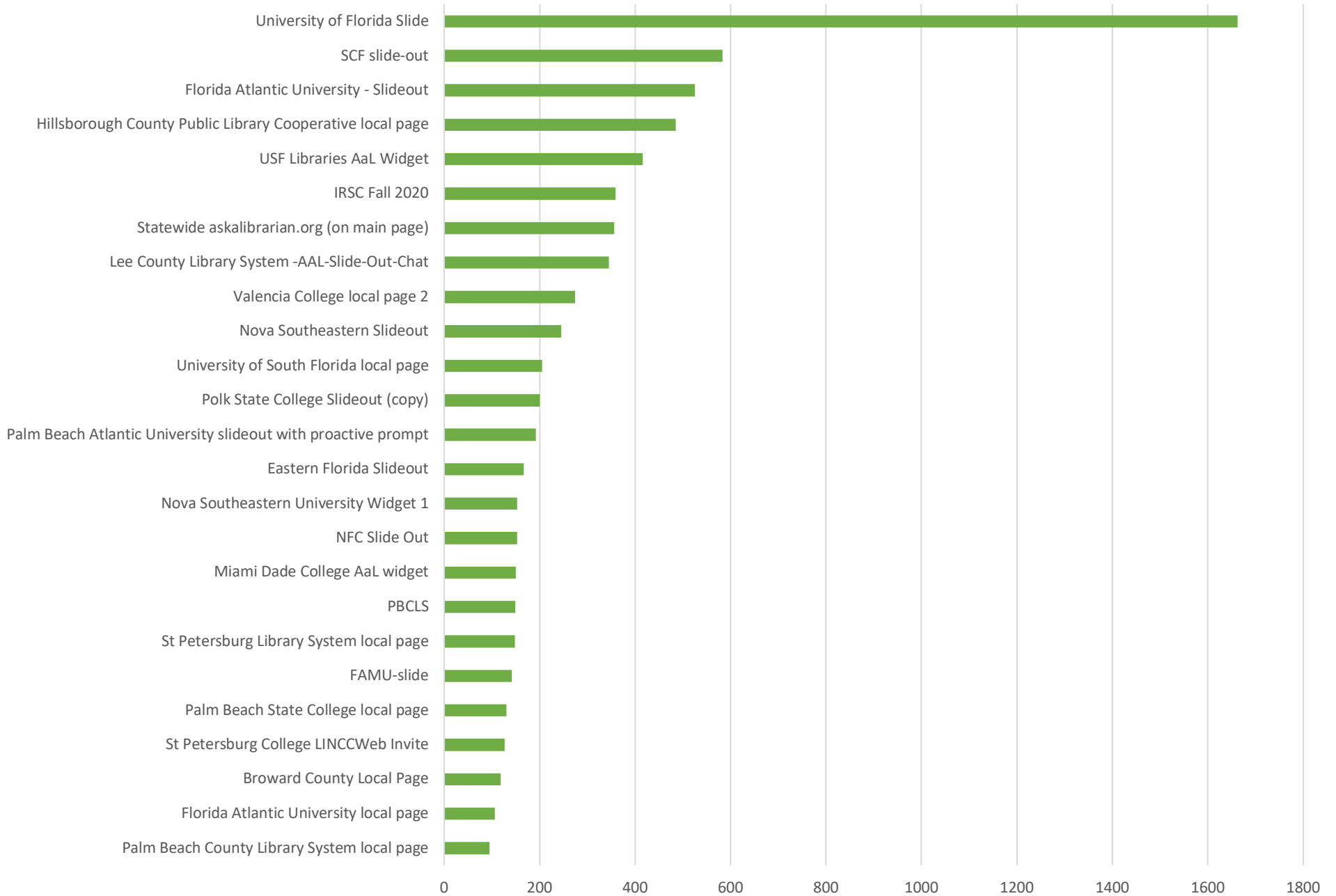
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



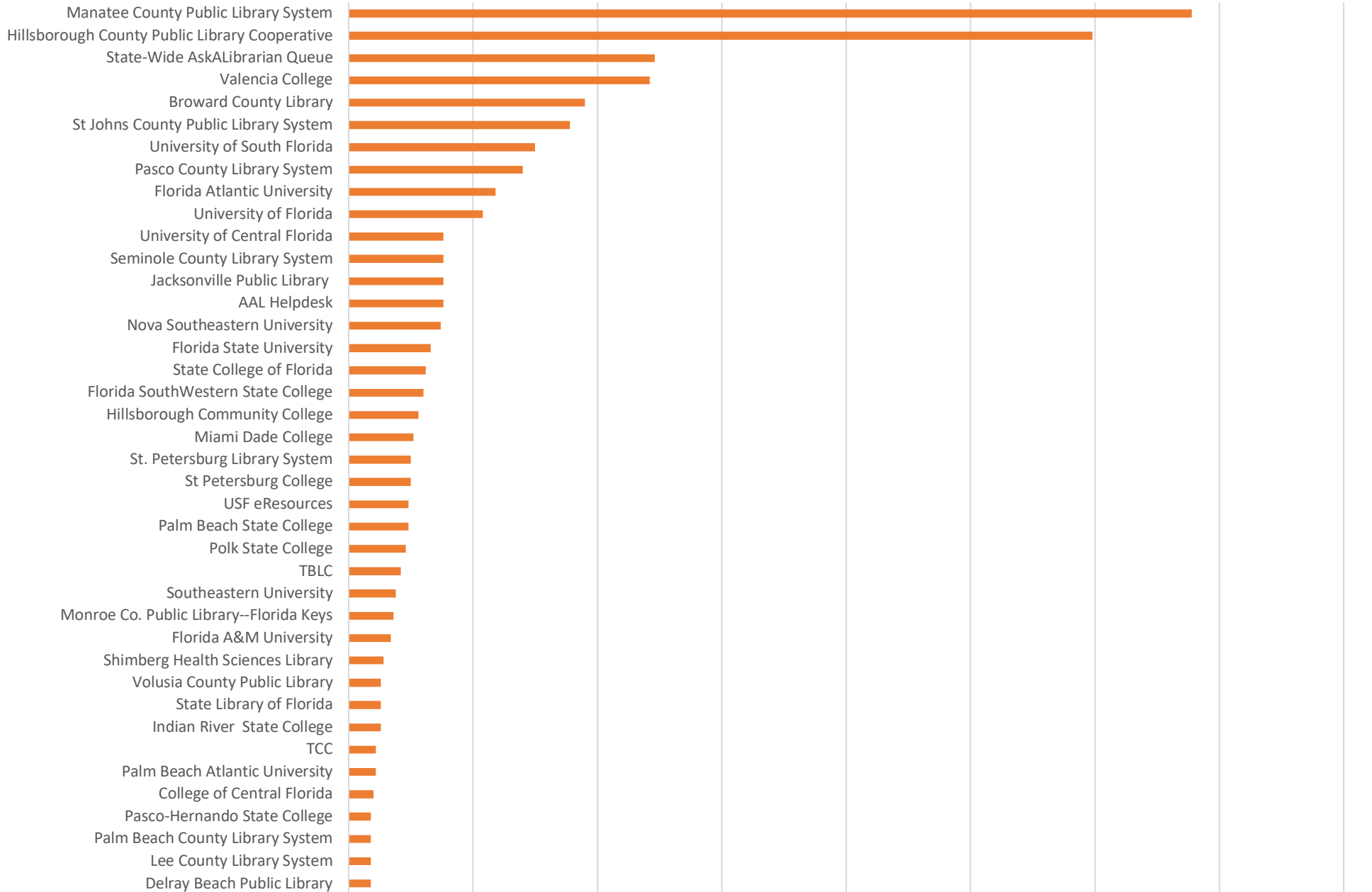
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

library	11	renewal	3
card	7	help	3
book	7	online	3
access	6	journal	2
scifinder	5	portal	2
books	4	fsu	2
hold	4	hillsborough	2
register	3	will	2
renew	3	college	2
trying	3	log	2
need	3	more	2
full	3	said	2
articles	3		