

# AskALibrarian.org

the Human Search Engine



## Fiscal Year

## October 2019 - September 2020 Statistics

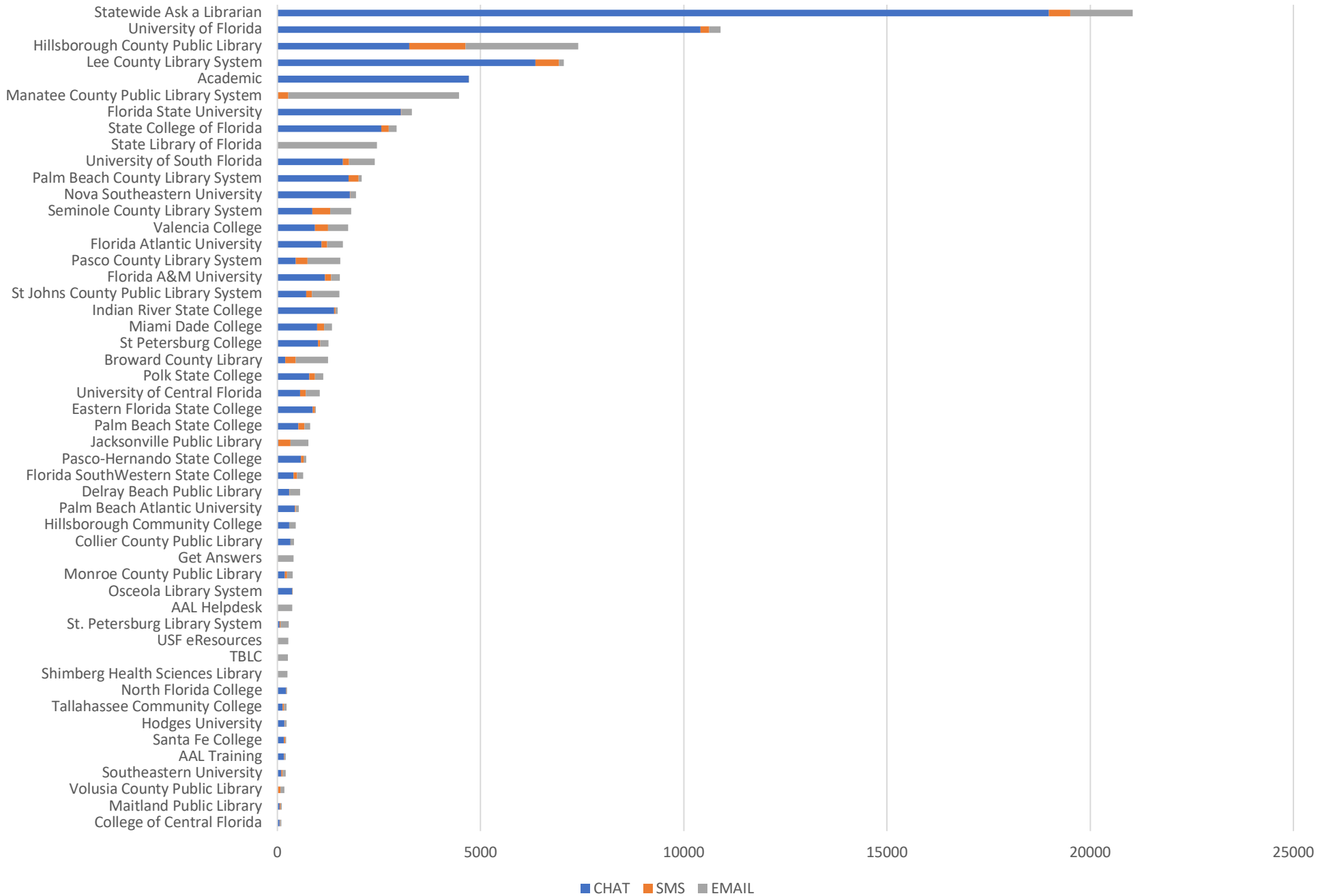
## Comparison to previous year

Question Type	Total for 2019-2020	Total for 2018-2019	% Difference
SMS	7,092	5,107	+38.87%
Chat	69,975	37,577	+86.22%
FAQ Views	1,325	1,560	-15.06%
Email	22,657	16,706	+35.62%
Total	101,049	60,950	+65.79%

## Chat, Email and SMS by Month

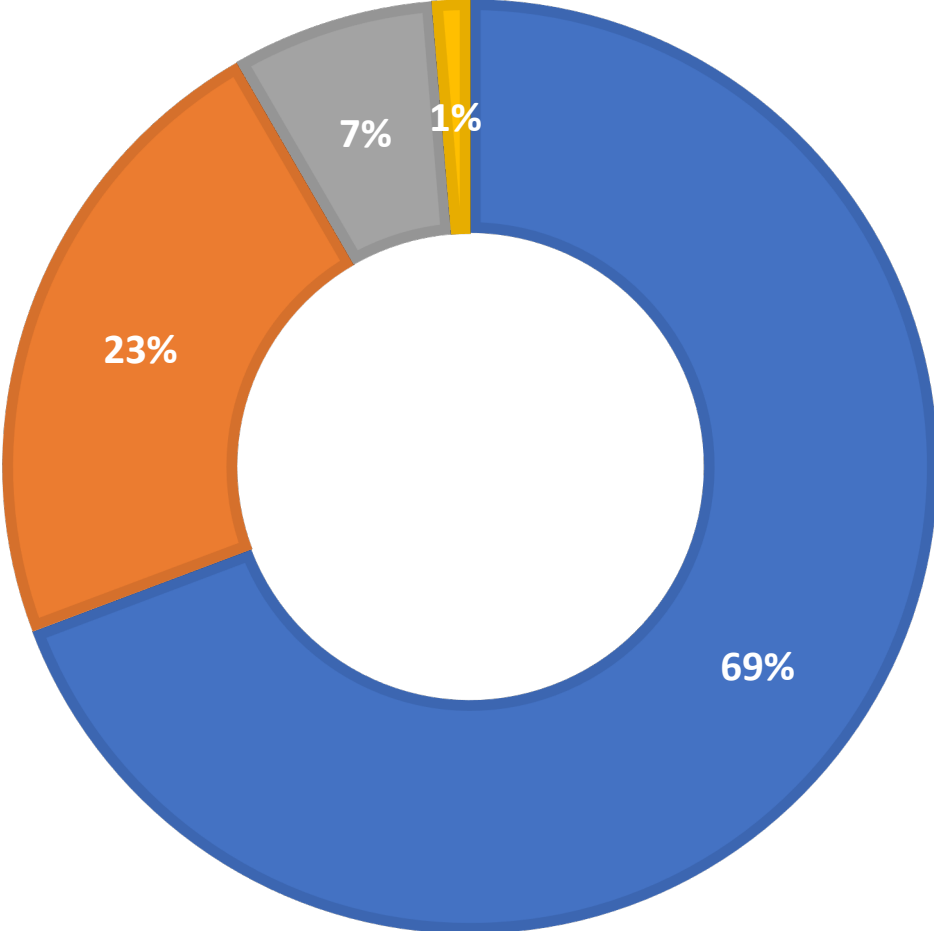
Month	Live Chat per Month	E-mails per Month	Texts per Month	Combined Sessions Per Month
Oct	4365	1451	435	6251
Nov	3148	1206	389	4743
Dec	1640	1073	297	3010
Jan	4391	1429	430	6250
Feb	4478	1319	417	6214
Mar	6131	2552	672	9355
Apr	8114	3332	789	12235
May	7026	2291	786	10103
June	7067	2090	659	9816
July	6263	1866	664	8793
Aug	7644	1978	761	10383
Sept	9708	2070	793	12571
<b>Totals</b>	<b>69975</b>	<b>22657</b>	<b>7092</b>	<b>99724</b>

# Total Transactions by Entry Point



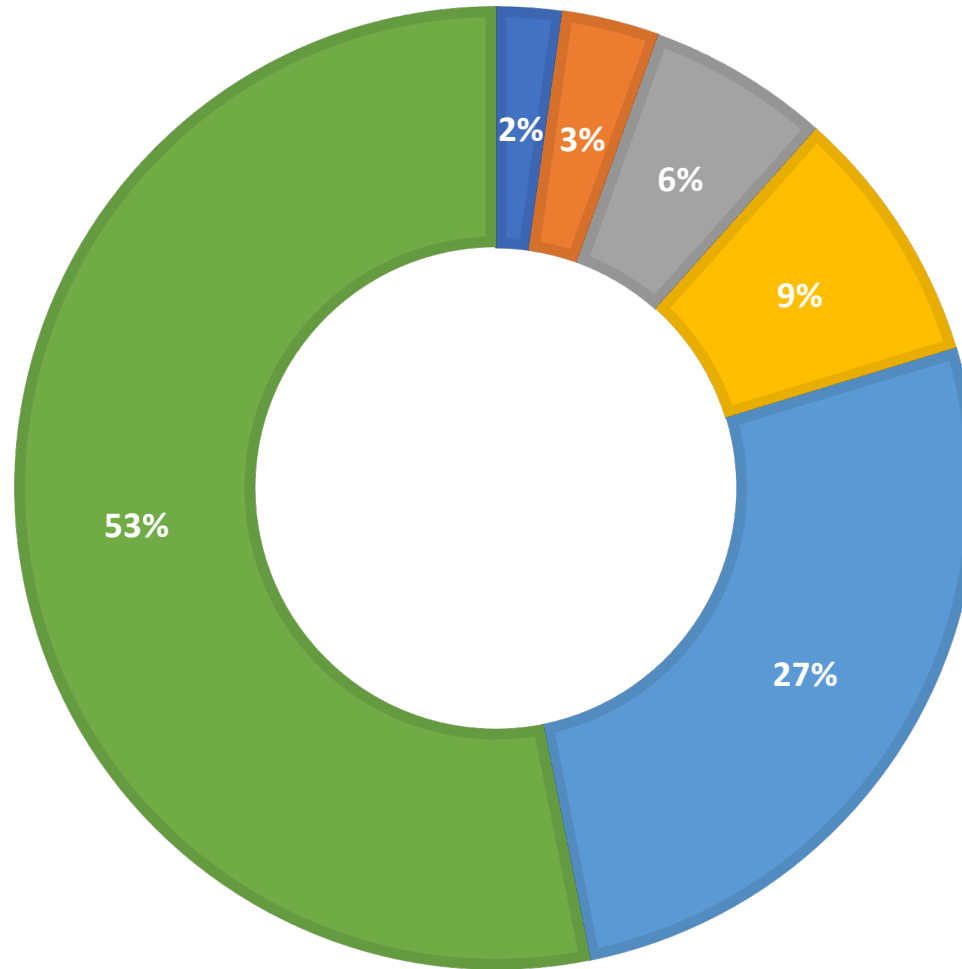
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

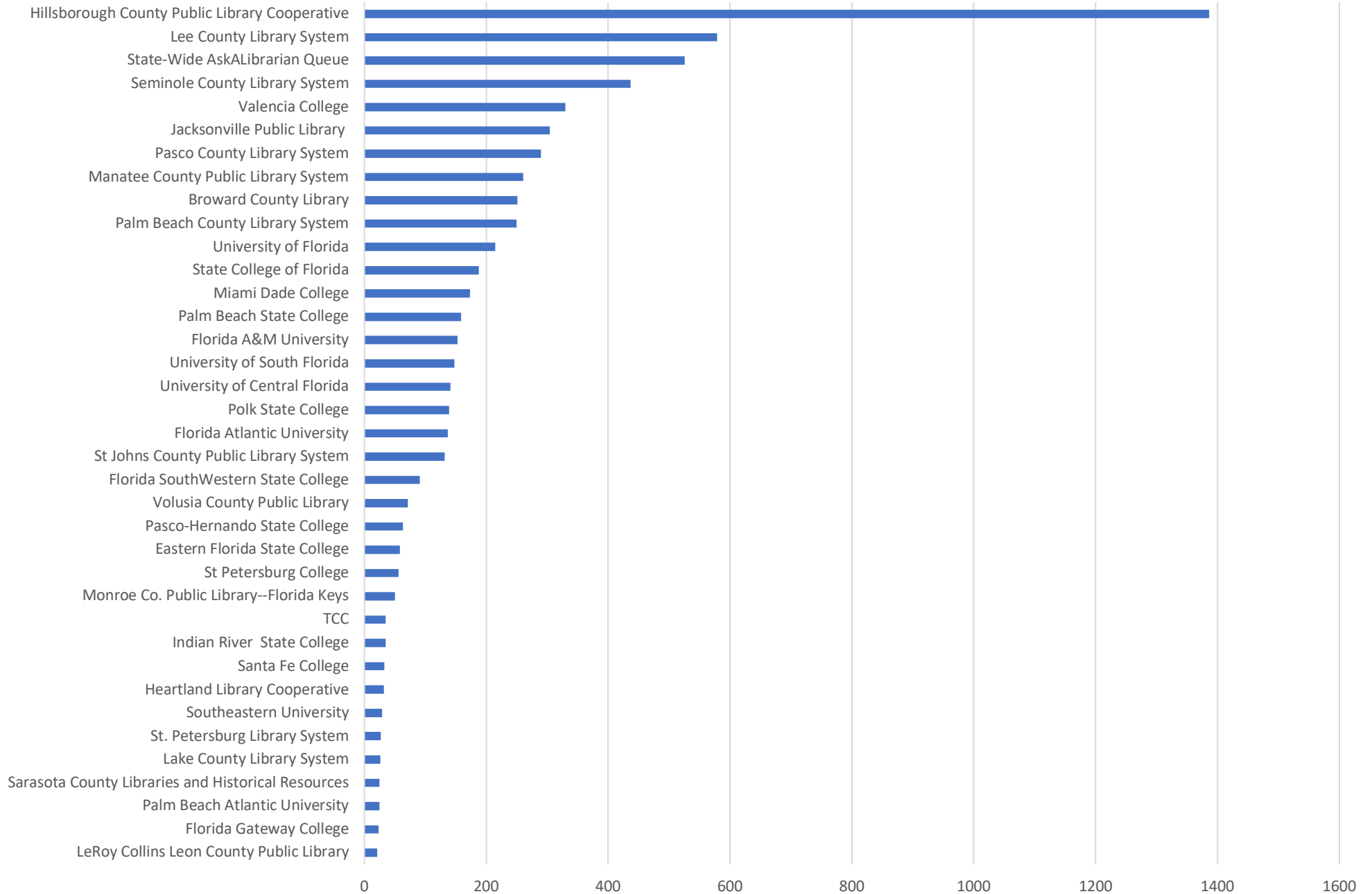
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



# SMS



# Total SMS by Library



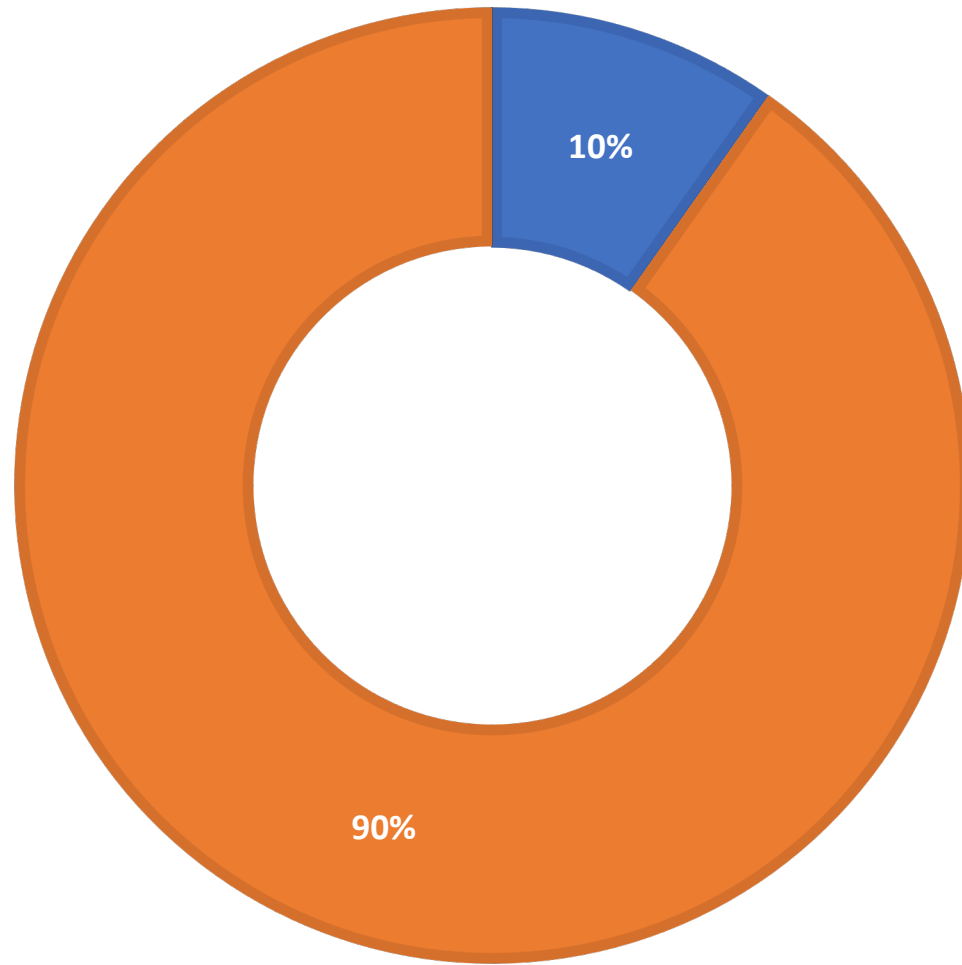


# Chat



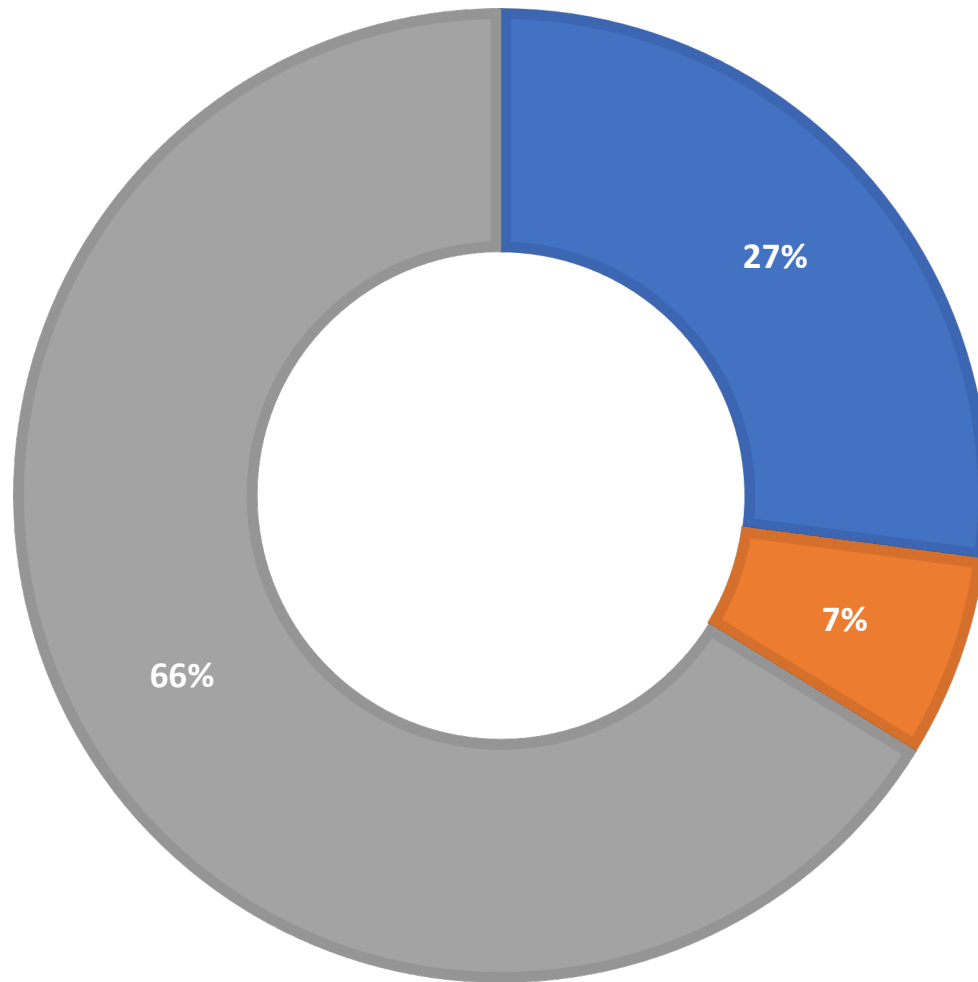
# What Percent of Chats Were Answered/Missed?

■ Missed ■ Answered

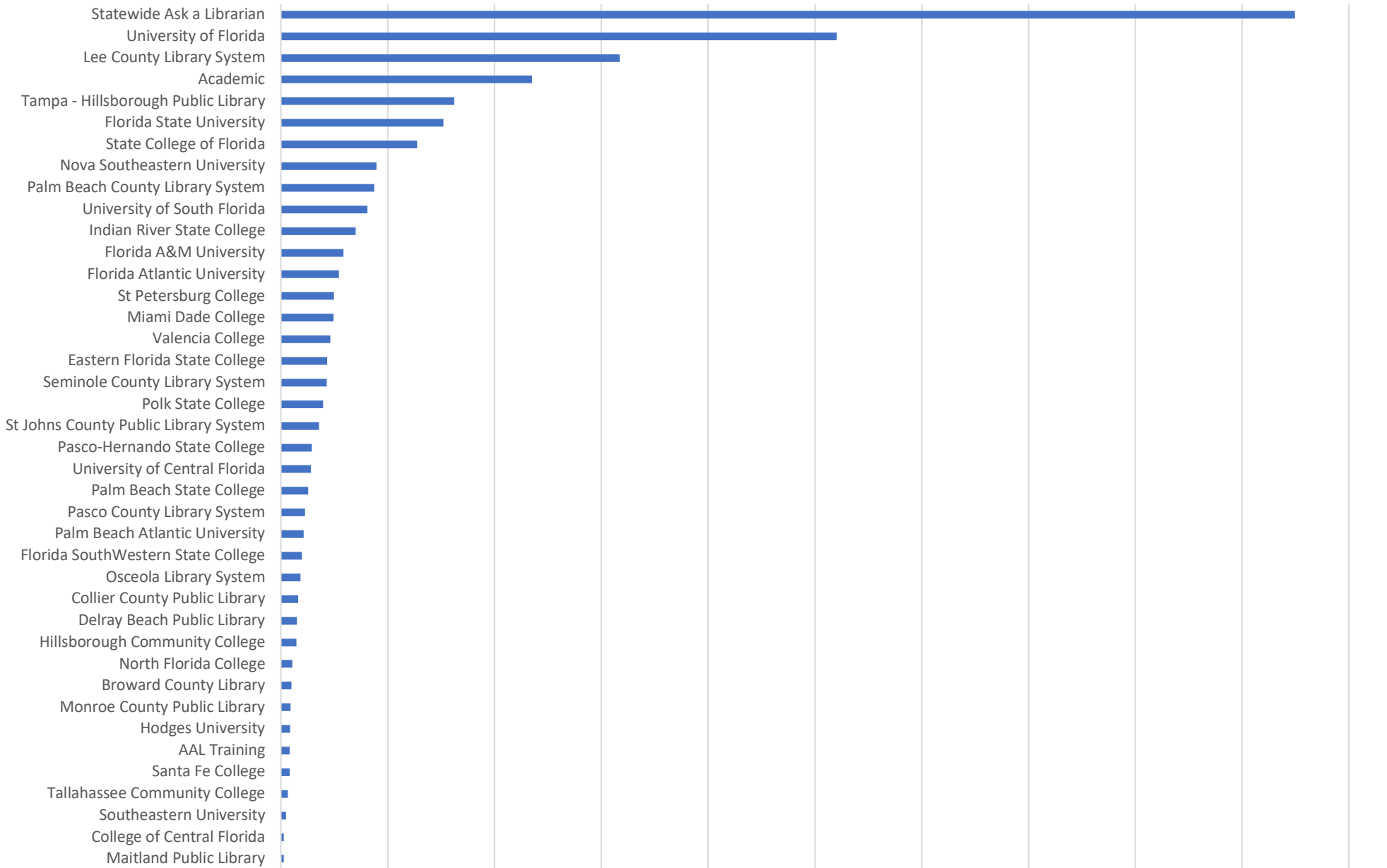


# Which Departments Answered Chats (by type)?

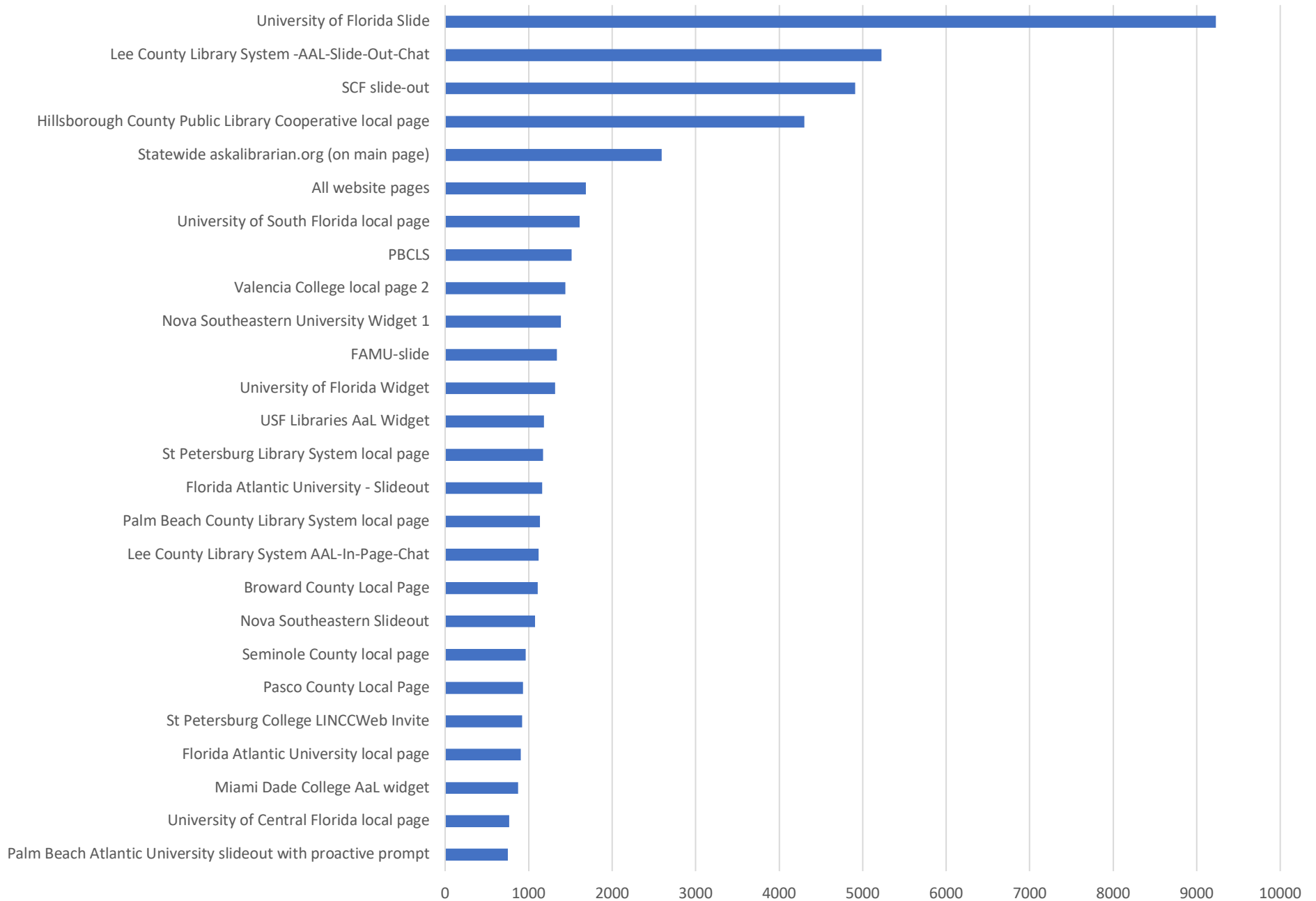
■ Statewide ■ Academic ■ Local



# Which Department Answered Chats (by local library)?



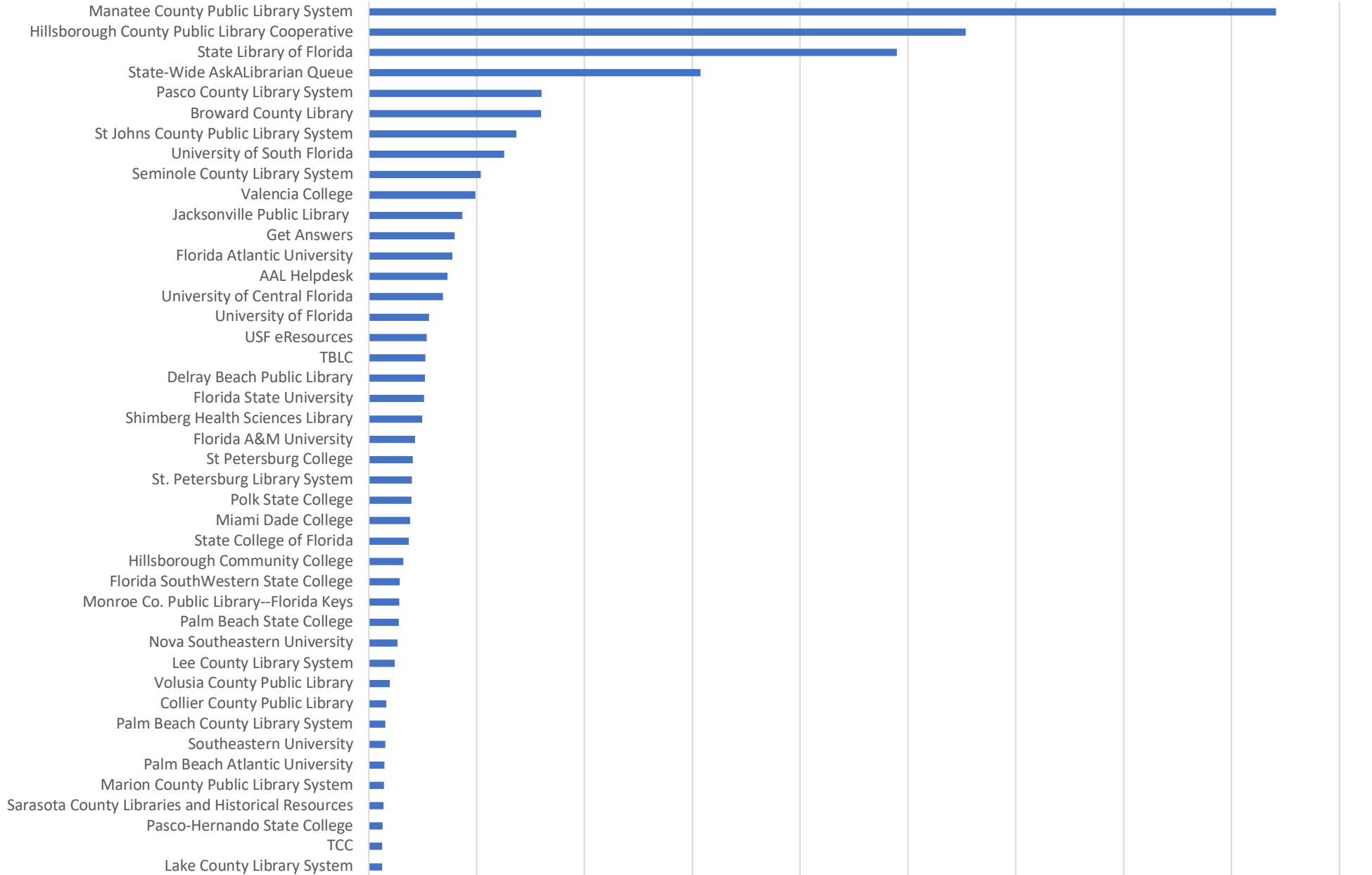
# Which Widgets Brought in the Most Chats (Top 25)?



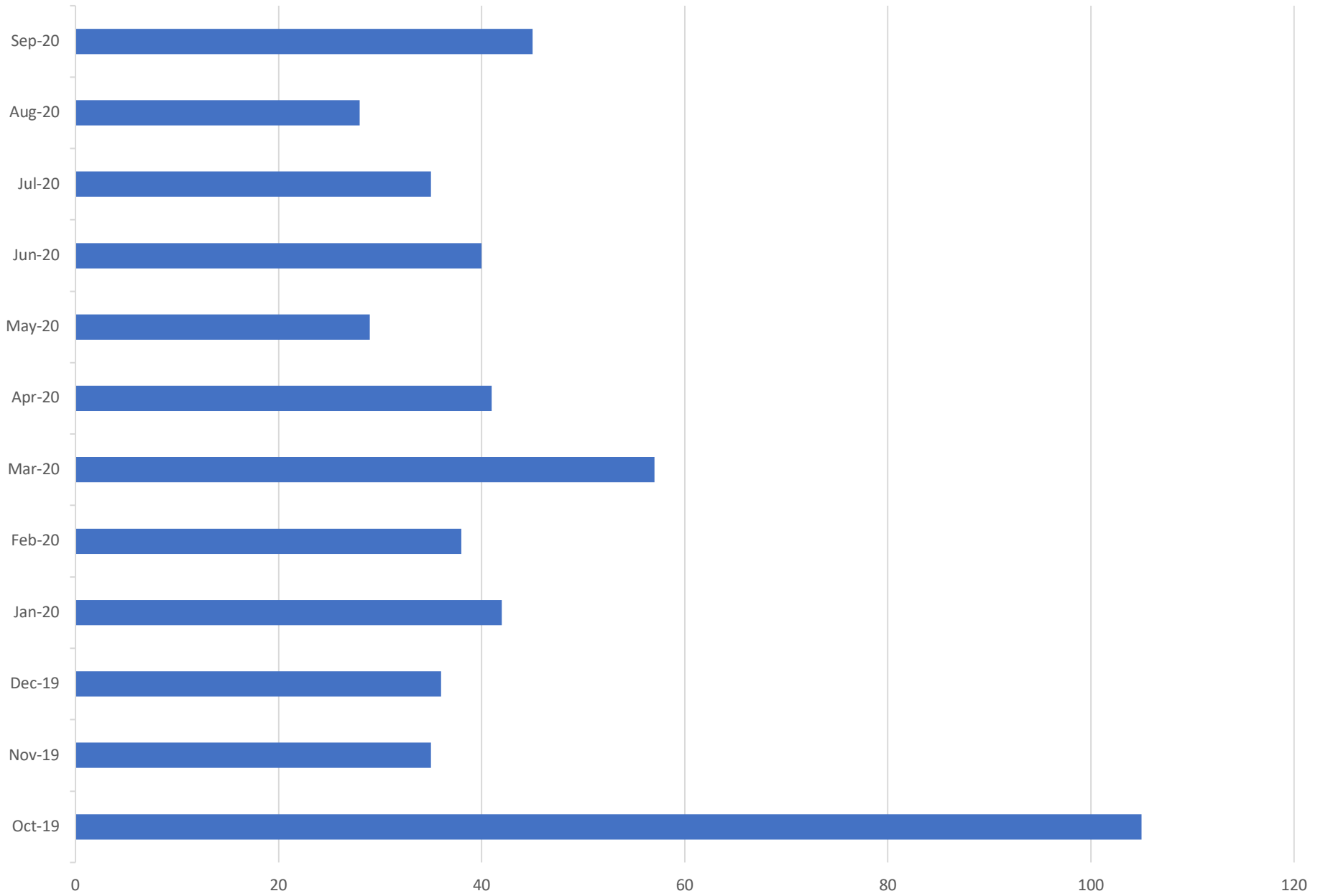
# Email



# Total Emails by Library



# FAQ Views by Month





## Top 25 FAQ Search Terms (Queries)

library	89	ebook	14
book	41	renew	14
books	40	cloud	13
card	37	florida	12
need	24	county	12
find	22	account	11
access	22	out	11
return	19	will	11
number	19	open	11
online	17	being	11
help	16	toolbox	11
libraries	14	download	11
closed	14		