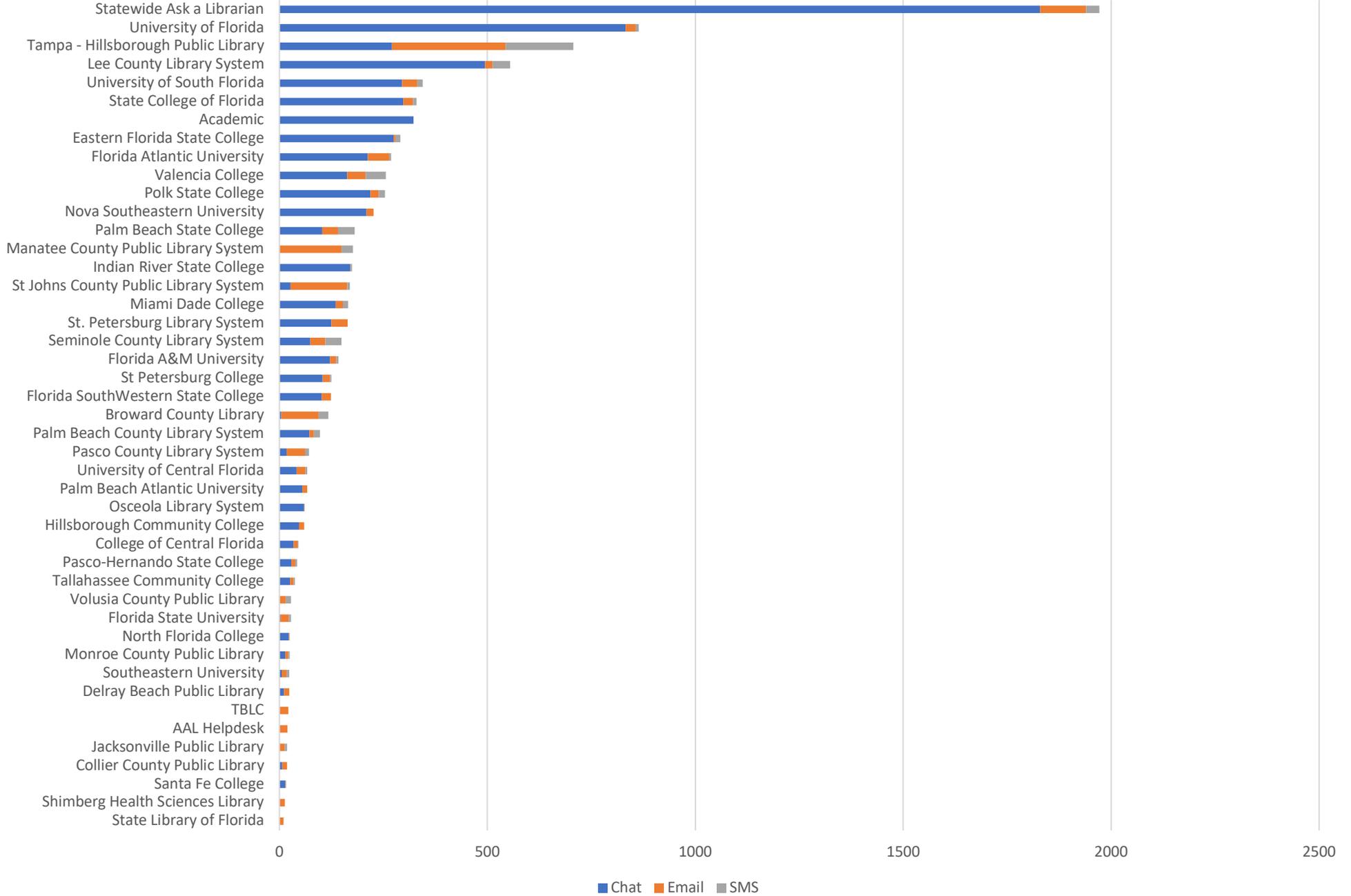# AskALibrarian.org
the Human Search Engine

November 2020 Statistics*

* Springshare is currently experiencing an issue connecting statistics from shared sites. Until they're able to remedy the problem, the statistics displayed from this dashboard will not be an accurate representation of the participation from those institutions answering AAL questions from within their own LibAnswers pages.
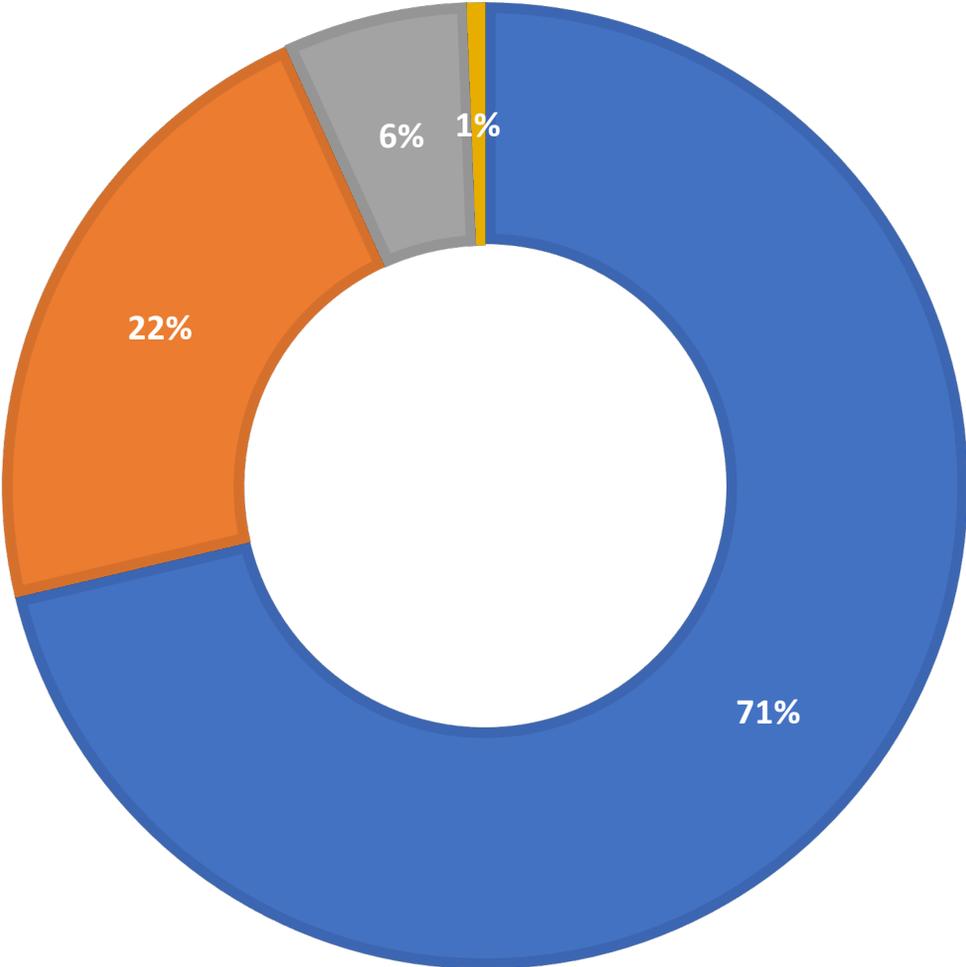
Question Type	
SMS	599
Chat	6,900
FAQ Views	58
Email	2,120
Total	9,677

Total Transactions by Entry Point (Top 45)

Chat ■ Email ■ SMS

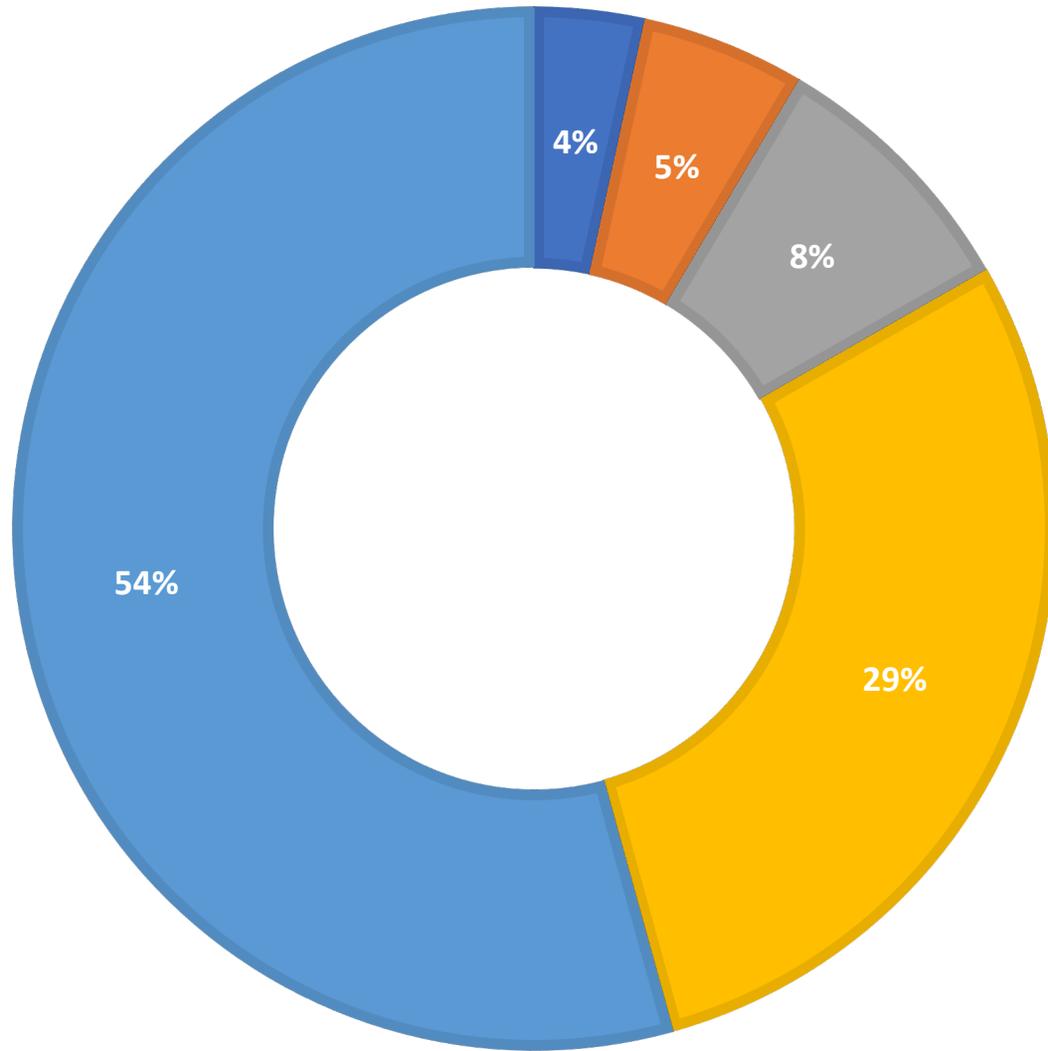| Entry Point |
| --- |
| Statewide Ask a Librarian |
| University of Florida |
| Tampa - Hillsborough Public Library |
| Lee County Library System |
| University of South Florida |
| State College of Florida |
| Academic |
| Eastern Florida State College |
| Florida Atlantic University |
| Valencia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

What's the Breakdown of Questions by Source?

■ Chat ■ Email ■ SMS ■ FAQ

6% 1%

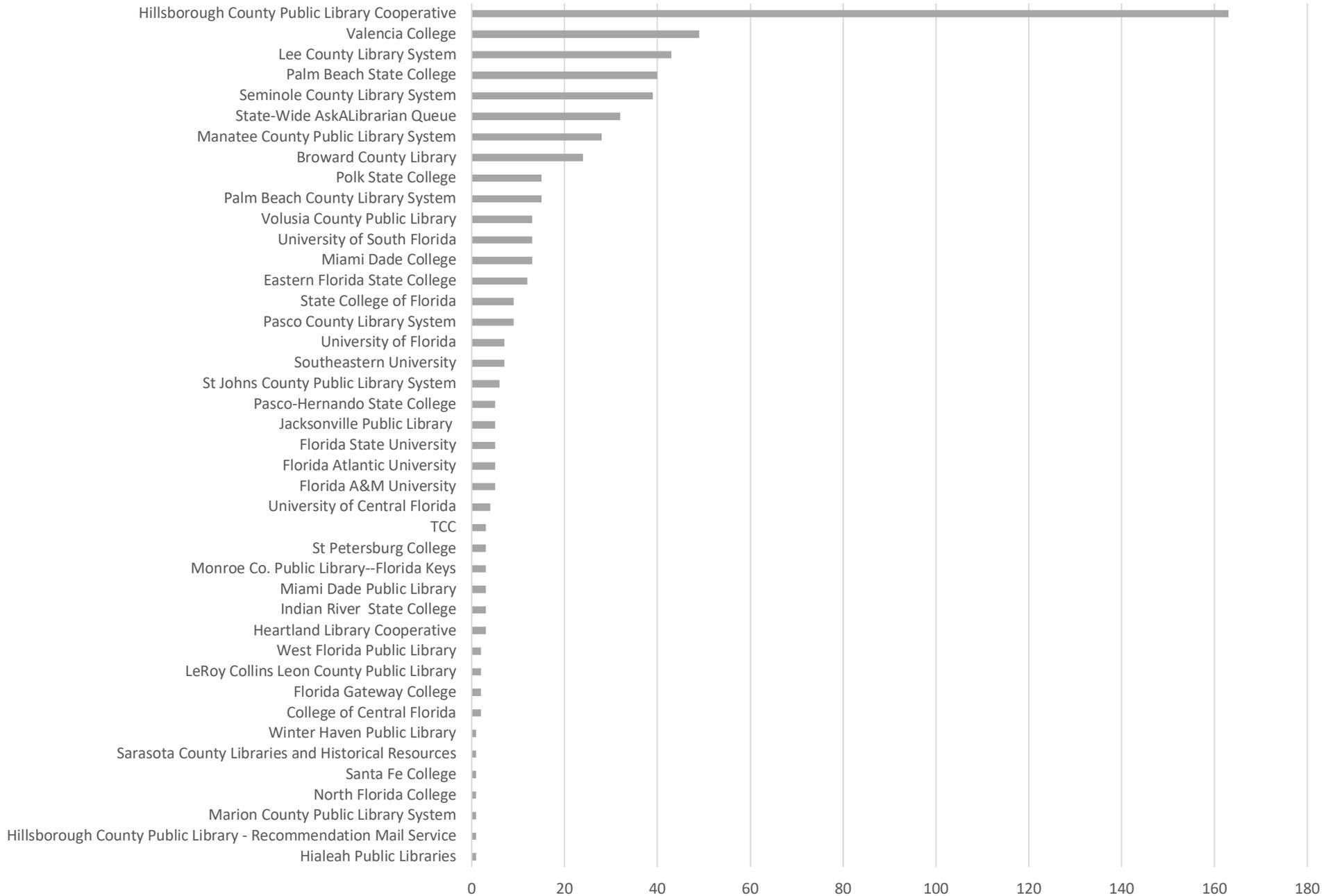22%

71%

What Devices are Patrons Using to Ask Questions?

■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows

4%
5%
8%
54%
29%

SMS

Total SMS by Library

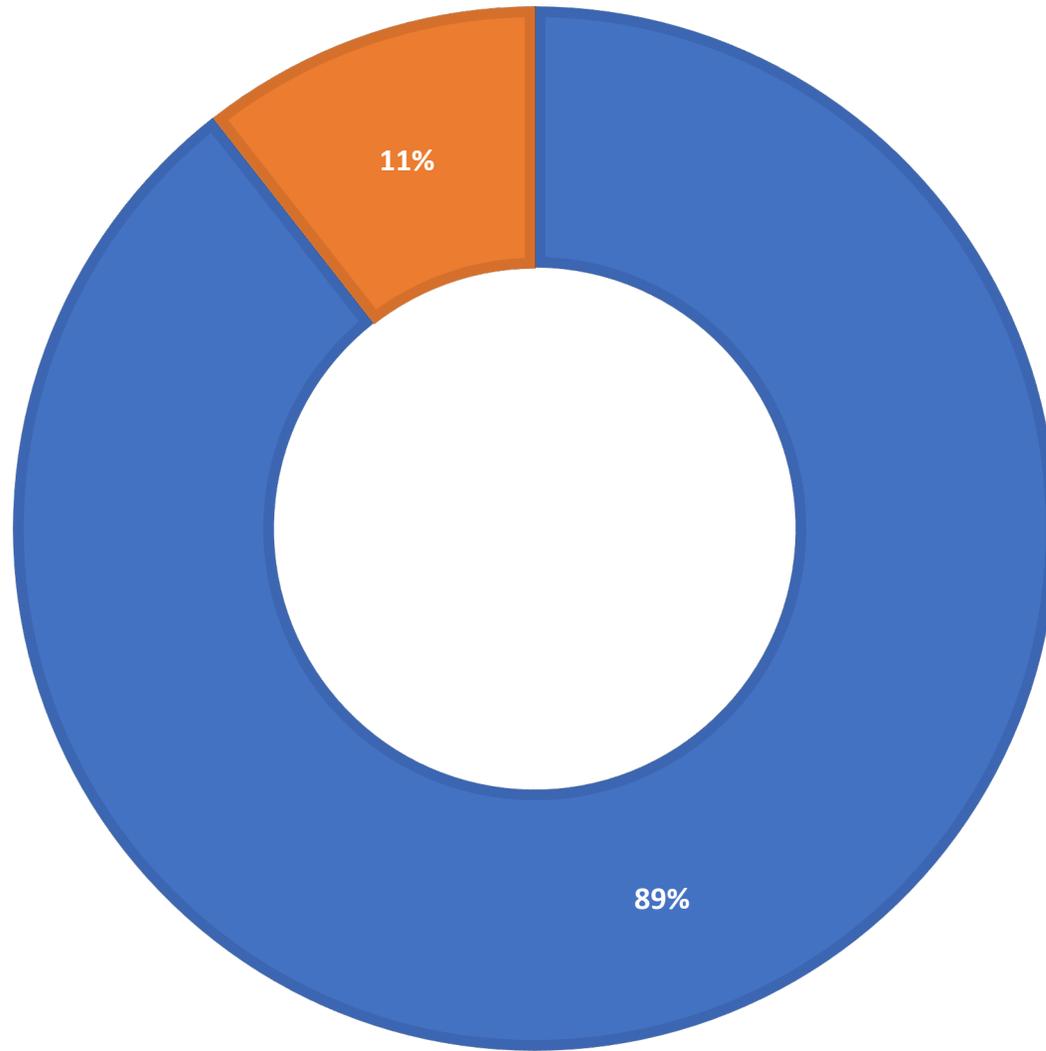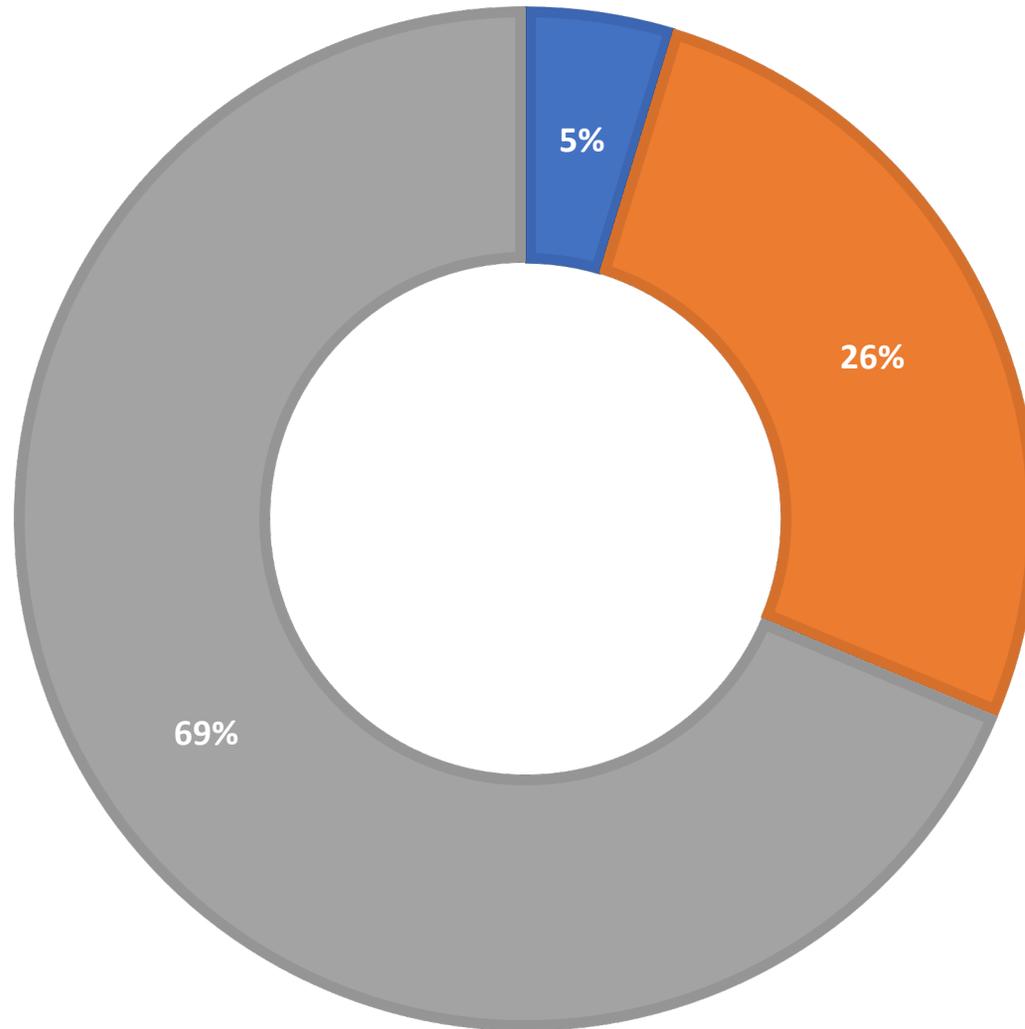| Library	Total SMS
Hillsborough County Public Library Cooperative	163
Valencia College	49
Lee County Library System	43
Palm Beach State College	40
Seminole County Library System	39
State-Wide AskALibrarian Queue	32
Manatee County Public Library System	28
Broward County Library	24
Polk State College	15
Palm Beach County Library System	15
Volusia County Public Library	13
University of South Florida	13
Miami Dade College	13
Eastern Florida State College	12
State College of Florida	9
Pasco County Library System	9
University of Florida	7
Southeastern University	7
St Johns County Public Library System	6
Pasco-Hernando State College	5
Jacksonville Public Library	5
Florida State University	5
Florida Atlantic University	5
Florida A&M University	5
University of Central Florida	4
TCC	3
St Petersburg College	3
Monroe Co. Public Library--Florida Keys	3
Miami Dade Public Library	3
Indian River State College	3
Heartland Library Cooperative	3
West Florida Public Library	2
LeRoy Collins Leon County Public Library	2
Florida Gateway College	2
College of Central Florida	2
Winter Haven Public Library	1
Sarasota County Libraries and Historical Resources	1
Santa Fe College	1
North Florida College	1
Marion County Public Library System	1
Hillsborough County Public Library - Recommendation Mail Service	1
Hialeah Public Libraries	1

Chat

What Percent of Chats Were Answered/Missed?
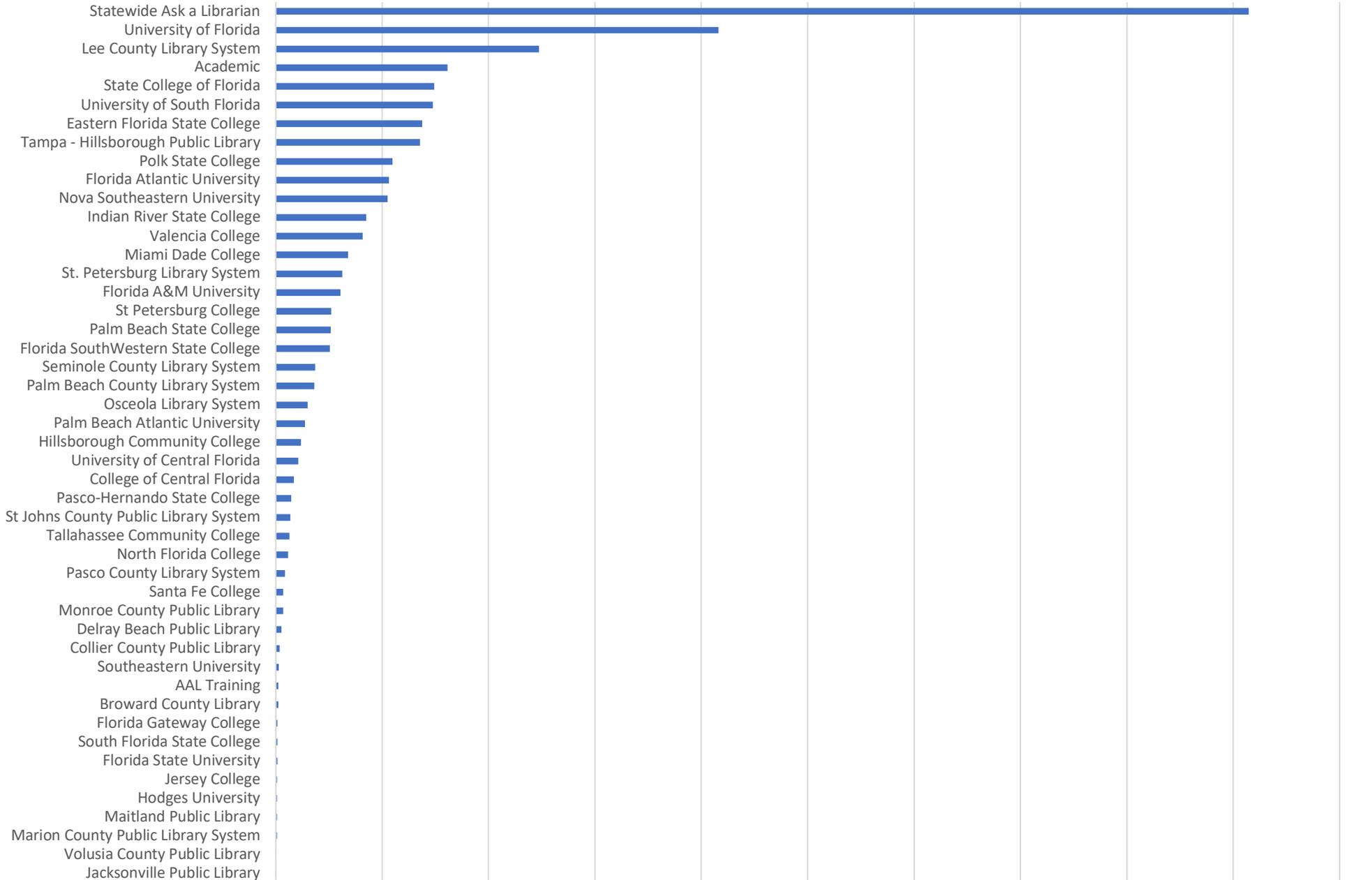
■ Answered   ■ Missed

11%

89%

Which Departments Answered Chats (by type)?

■ Academic ■ Statewide ■ Local

5%

26%

69%

Which Department Answered Chats (by local library)?

Department	Value
Statewide Ask a Librarian	~1830
University of Florida	~830
Lee County Library System	~500
Academic	~320
State College of Florida	~295
University of South Florida	~290
Eastern Florida State College	~275
Tampa - Hillsborough Public Library	~270
Polk State College	~215
Florida Atlantic University	~210
Nova Southeastern University	~210
Indian River State College	~170
Valencia College	~160
Miami Dade College	~135
St. Petersburg Library System	~125
Florida A&M University	~120
St Petersburg College	~105
Palm Beach State College	~100
Florida SouthWestern State College	~100
Seminole County Library System	~75
Palm Beach County Library System	~70
Osceola Library System	~60
Palm Beach Atlantic University	~50
Hillsborough Community College	~45
University of Central Florida	~40
College of Central Florida	~35
Pasco-Hernando State College	~30
St Johns County Public Library System	~28
Tallahassee Community College	~25
North Florida College	~22
Pasco County Library System	~15
Santa Fe College	~15
Monroe County Public Library	~12
Delray Beach Public Library	~10
Collier County Public Library	~8
Southeastern University	~5
AAL Training	~5
Broward County Library	~4
Florida Gateway College	~3
South Florida State College	~3
Florida State University	~2
Jersey College	~2
Hodges University	~1
Maitland Public Library	~1
Marion County Public Library System	~1
Volusia County Public Library	~1
Jacksonville Public Library	~1

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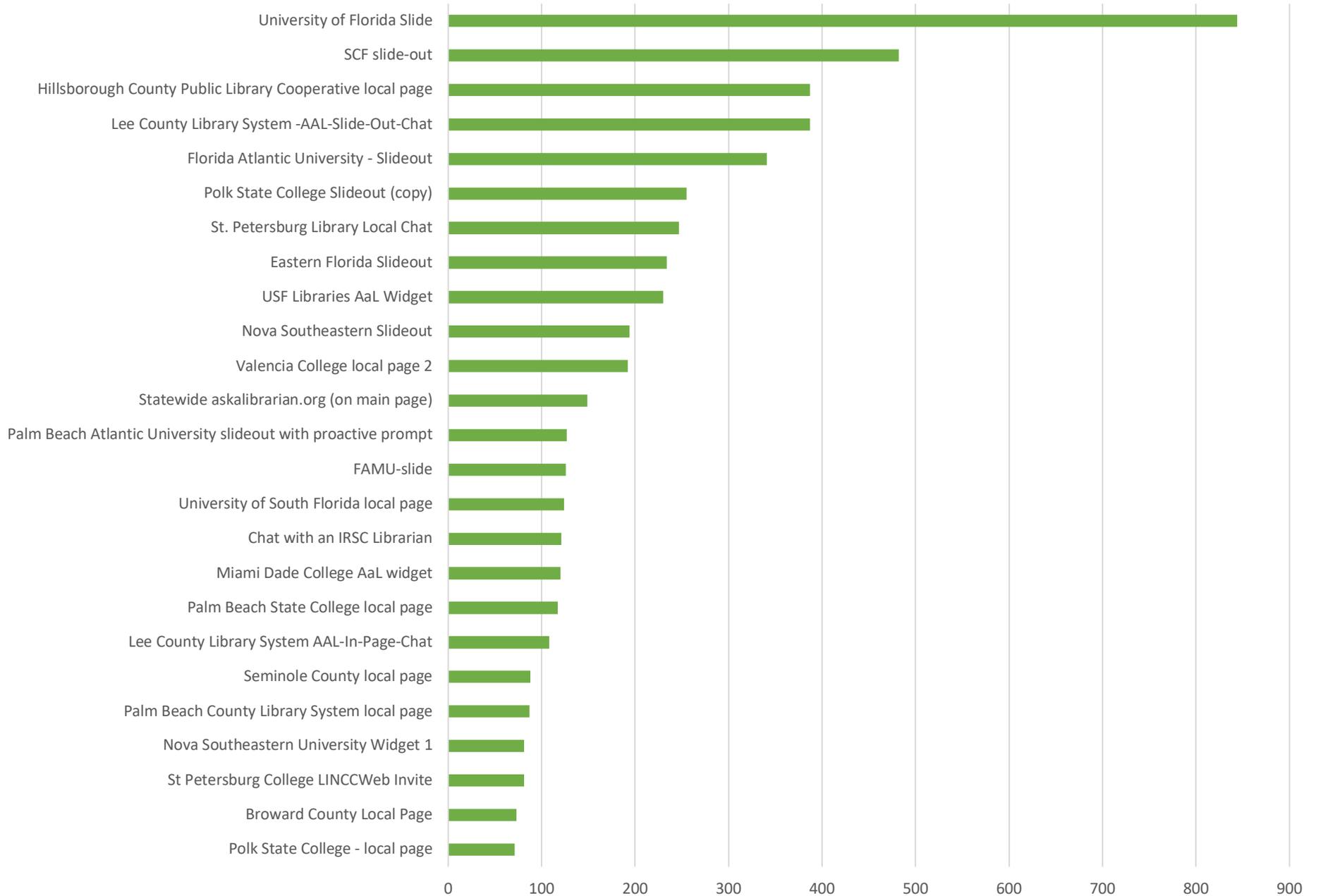
Email

Total Emails by Library (Top 45)

Library	
Hillsborough County Public Library Cooperative	
Manatee County Public Library System	
St Johns County Public Library System	
State-Wide AskALibrarian Queue	
Broward County Library	
Florida Atlantic University	
Pasco County Library System	
Valencia College	
St. Petersburg Library System	
Palm Beach State College	
University of South Florida	
Seminole County Library System	
University of Florida	
State College of Florida	
TBLC	
Florida SouthWestern State College	
University of Central Florida	
Polk State College	
Florida State University	
AAL Helpdesk	
St Petersburg College	
Lee County Library System	
Nova Southeastern University	
Miami Dade College	
Florida A&M University	
Volusia County Public Library	
Shimberg Health Sciences Library	
Hillsborough Community College	
Delray Beach Public Library	
Palm Beach Atlantic University	
Jacksonville Public Library	
Southeastern University	
Palm Beach County Library System	
Collier County Public Library	
State Library of Florida	
College of Central Florida	
USF eResources	
Pasco-Hernando State College	
TCC	
Monroe Co. Public Library--Florida Keys	
Barry University	
Marion County Public Library System	
Hodges University	
Heartland Library Cooperative	
Eastern Florida State College	

Axis: 0   50   100   150   200   250   300

Top 25 FAQ Search Terms (Queries)

library	10		transformation	2
find	4		journal	2
expired	4		late	2
privilege	4		books	2
card	3		egypt	2
join	3		makeup	2
which	3		talent	2
book	3		develop	2
new	3		source	2
reviewed	3		hold	2
peer	3		today's	2
renew	3		team	2
jstor	3			