

AskALibrarian.org

the Human Search Engine

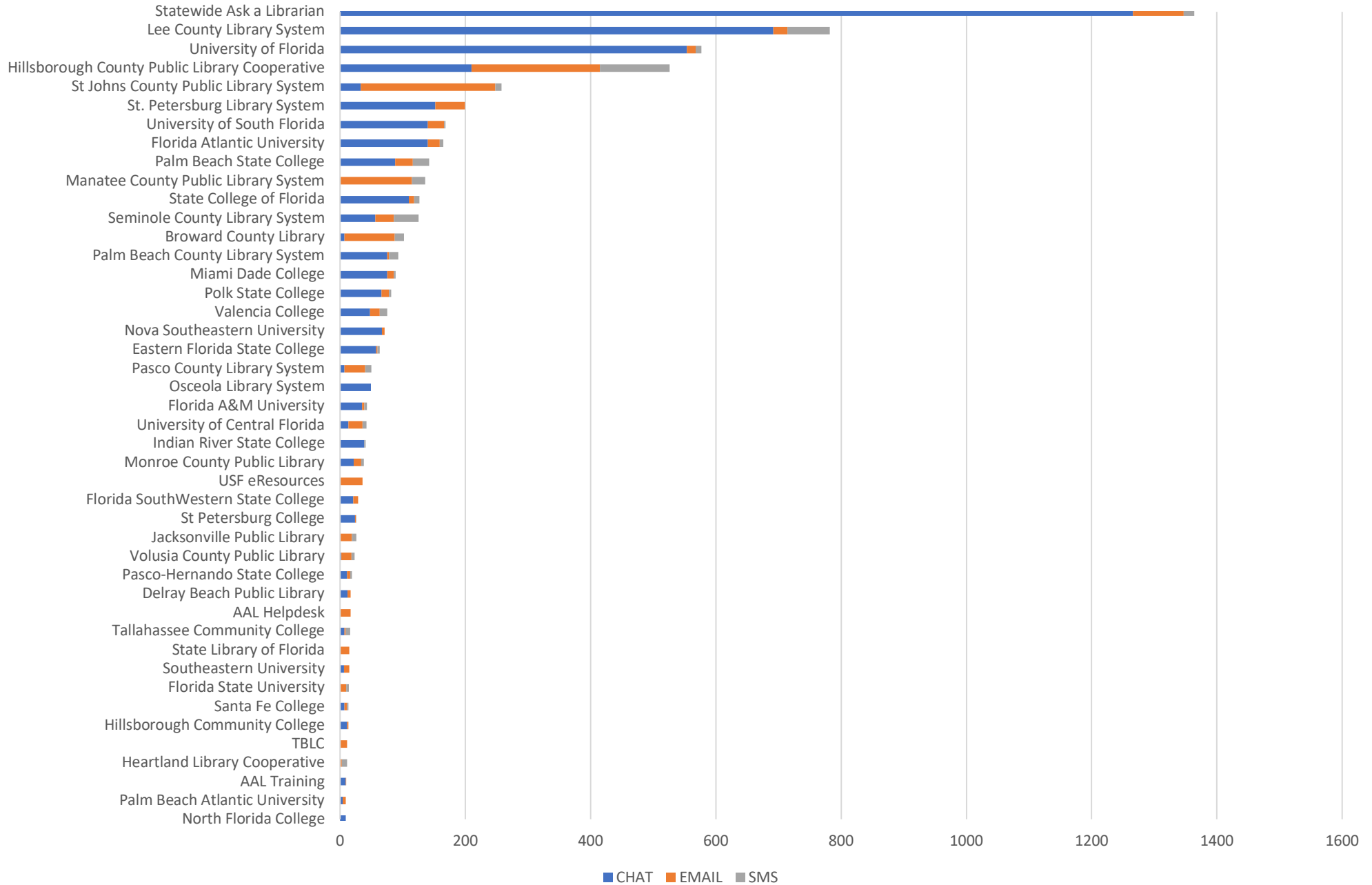


December 2020 Statistics*

* 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.

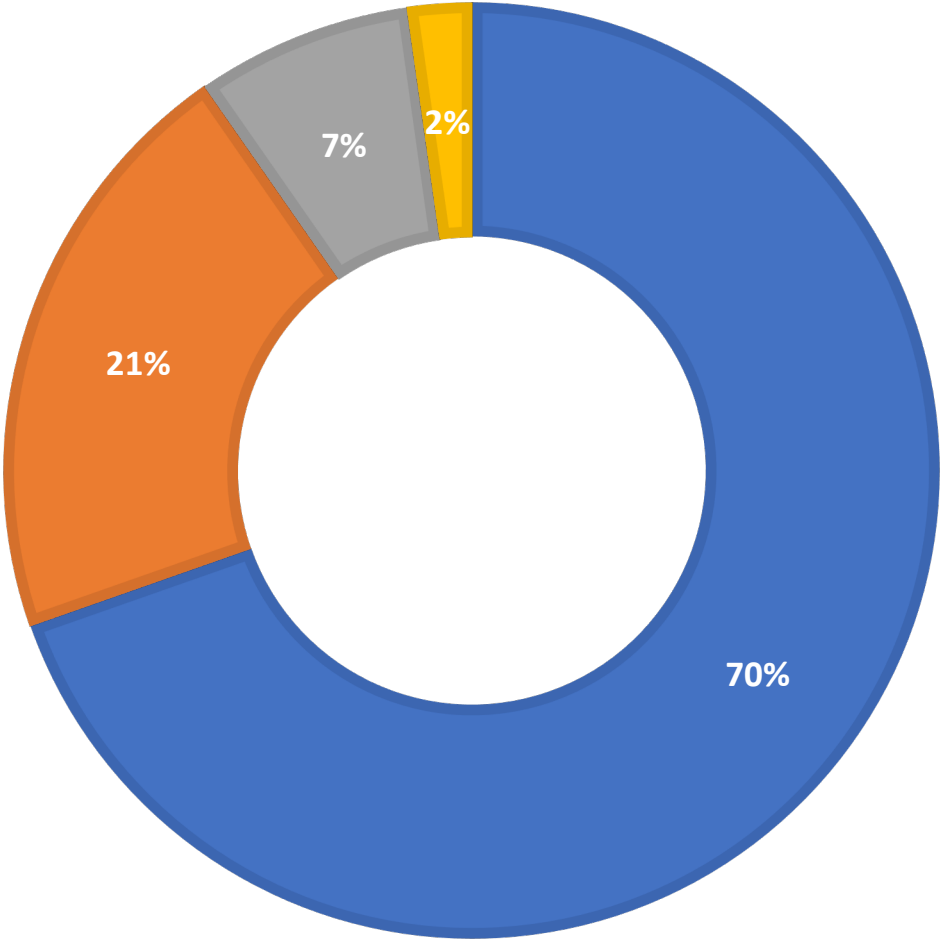
Question Type	
SMS	444
Chat	4,150
FAQ Views	132
Email	1,234
Total	5,960

Total Transactions by Entry Point (Top 44)



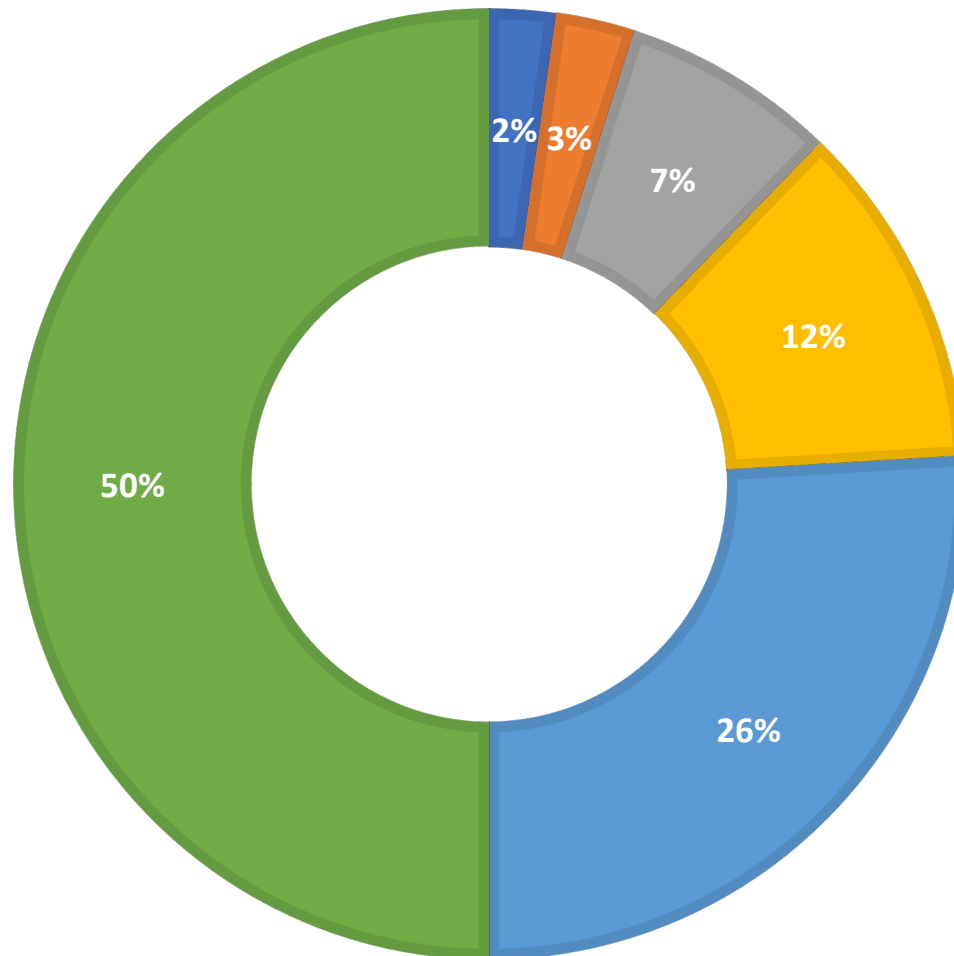
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

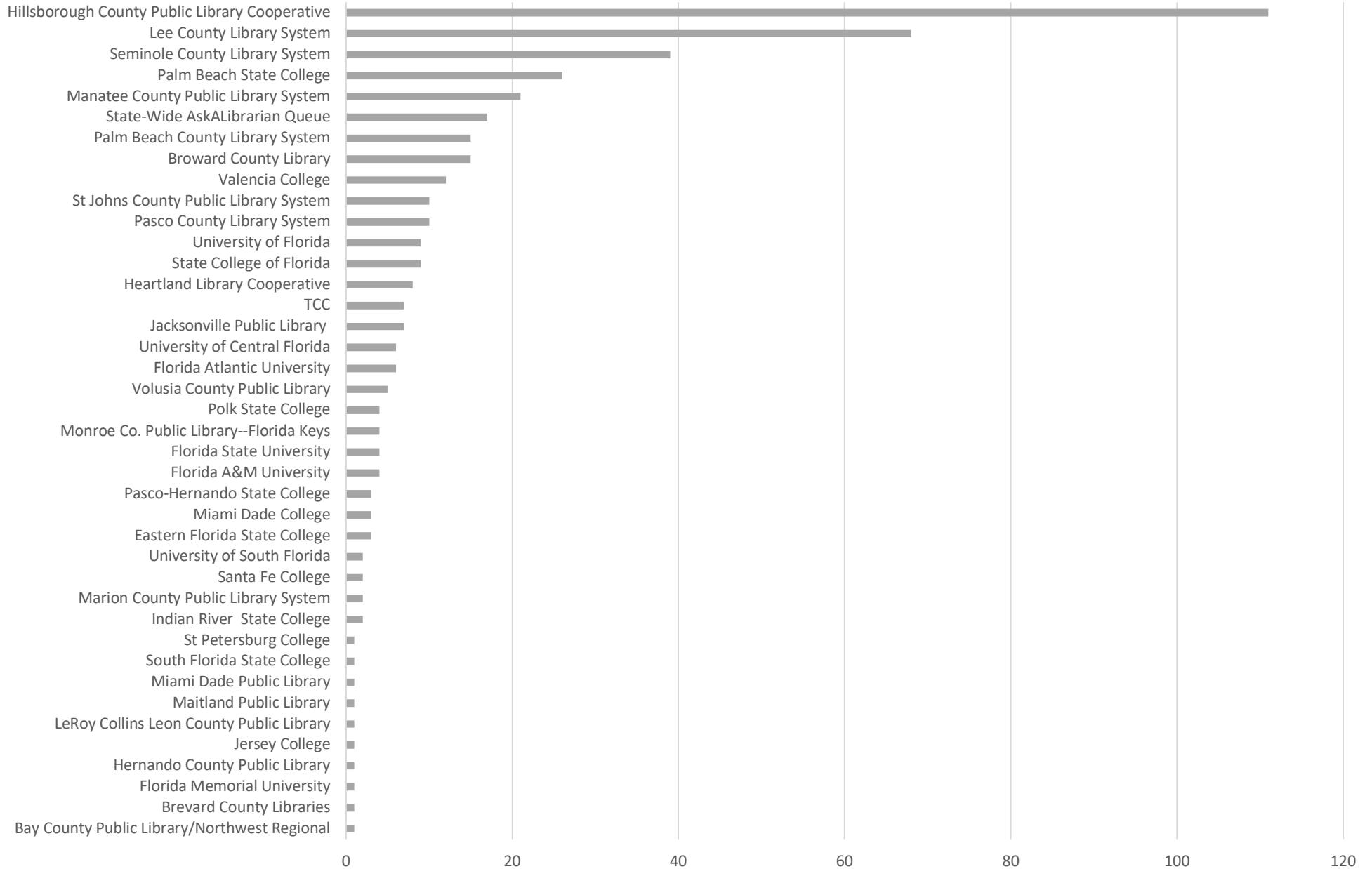
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

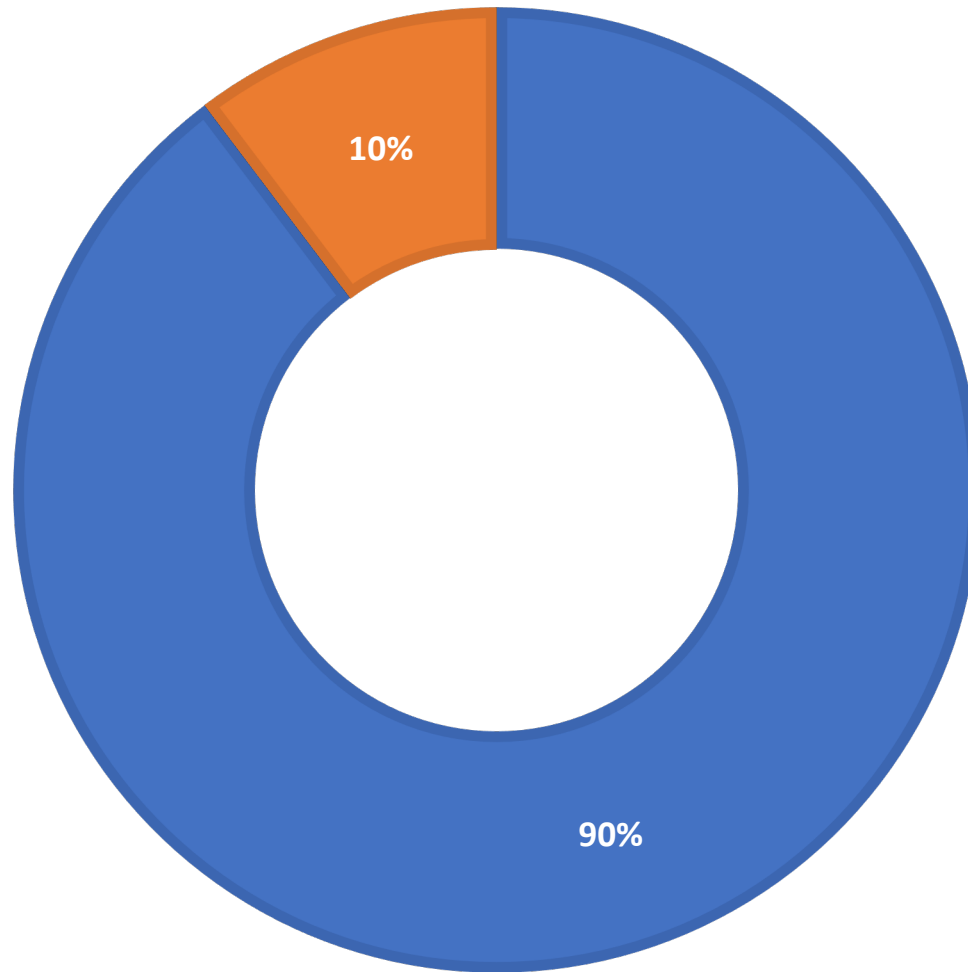


Chat



What Percent of Chats Were Answered/Missed?

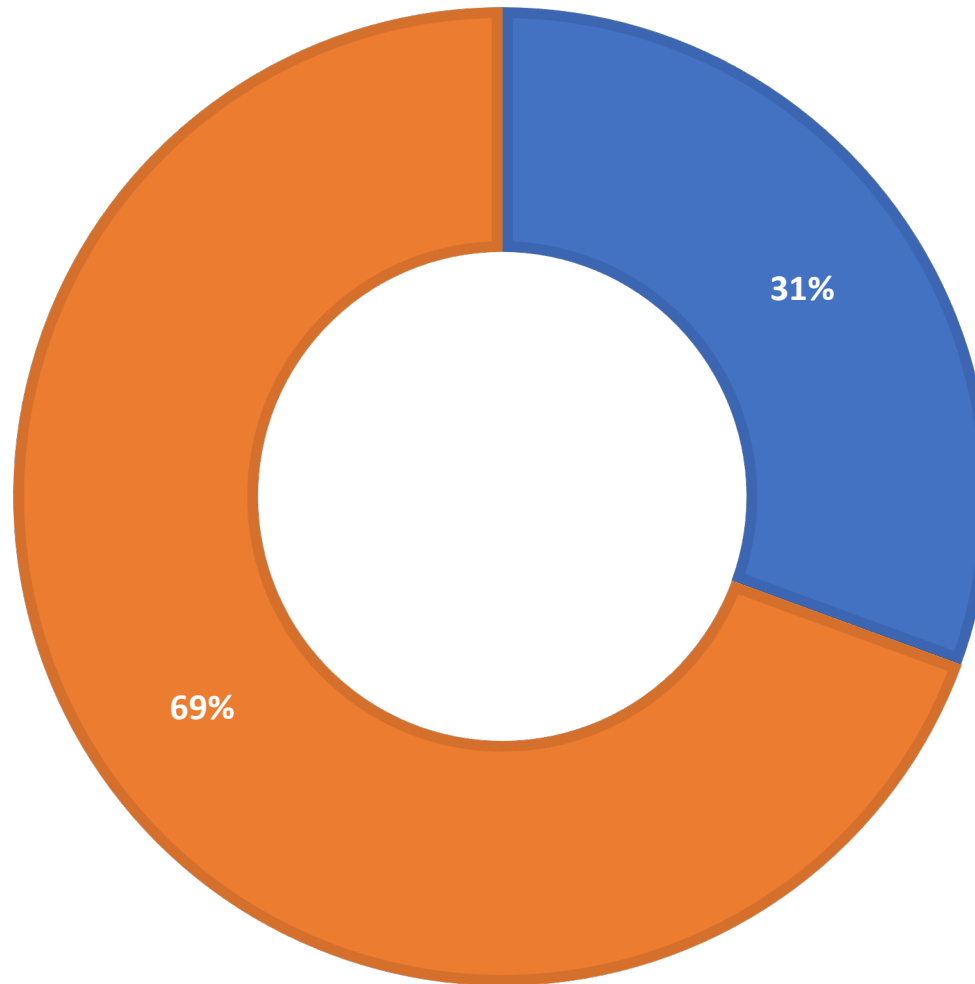
■ Answered ■ Missed



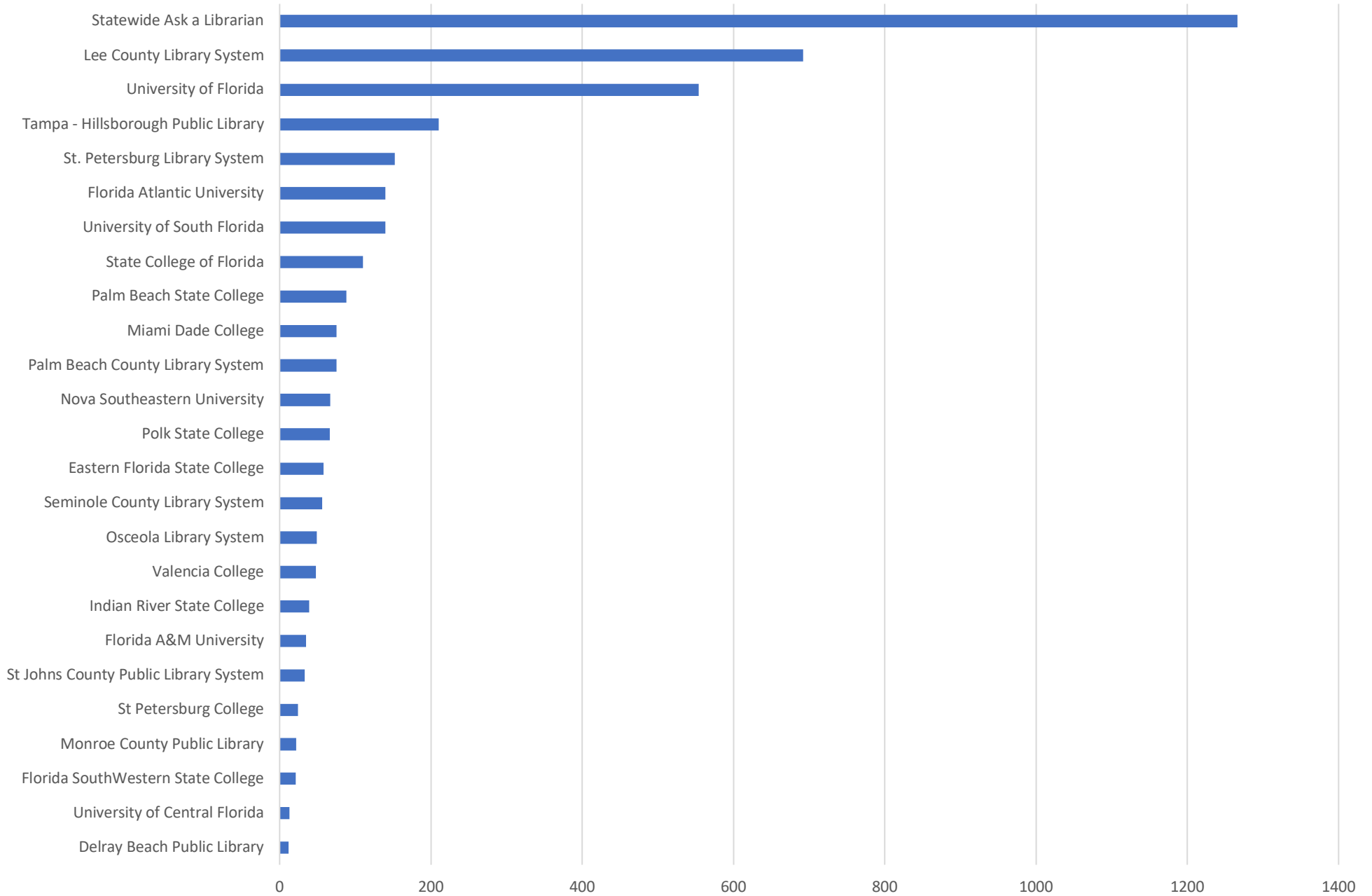
Which Departments Answered Chats (by type)?

*Academic was closed during this time period

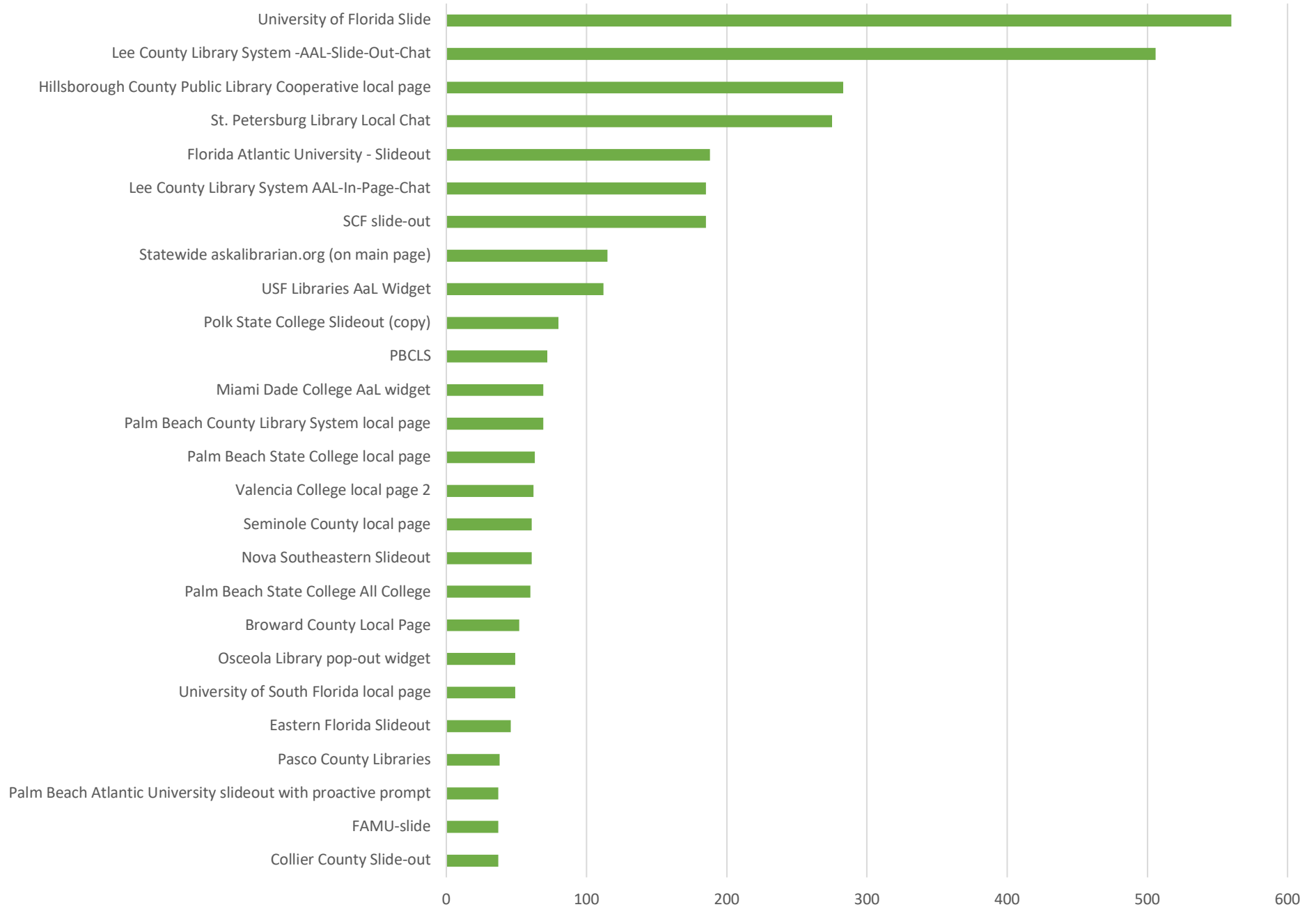
■ Statewide ■ Local



Which Department Answered Chats (by local library)?



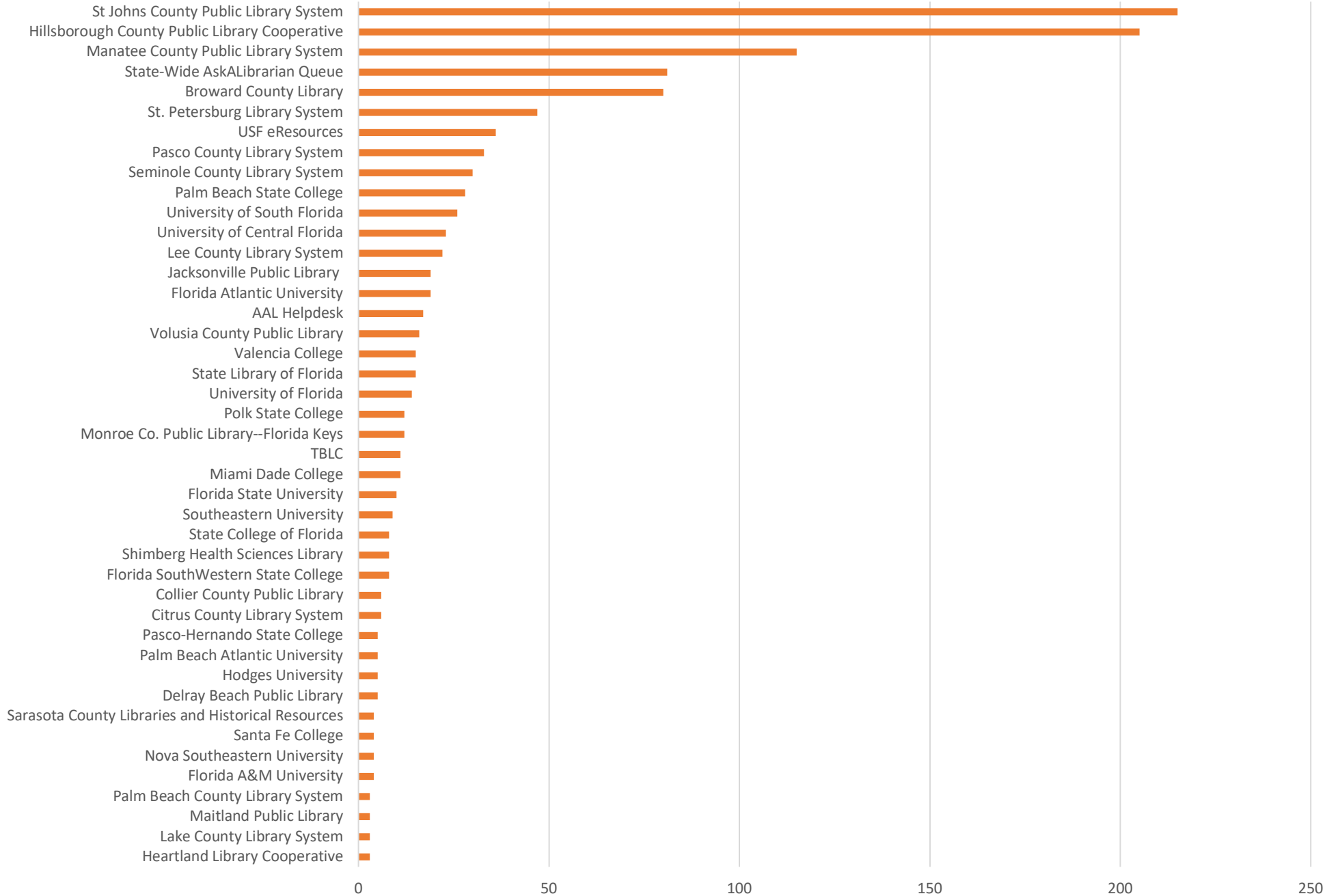
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 43)



Top 25 FAQ Search Terms (Queries)

library	11	please	2
card	6	renewal	2
there	5	audiobook	2
online	4	llc	2
renew	4	open	2
donations	4	cost	2
need	4	alumna	2
into	3	nova	2
log	3	help	2
download	3	ebook	2
county	2	much	2
system	2	book	2
kindle	2		