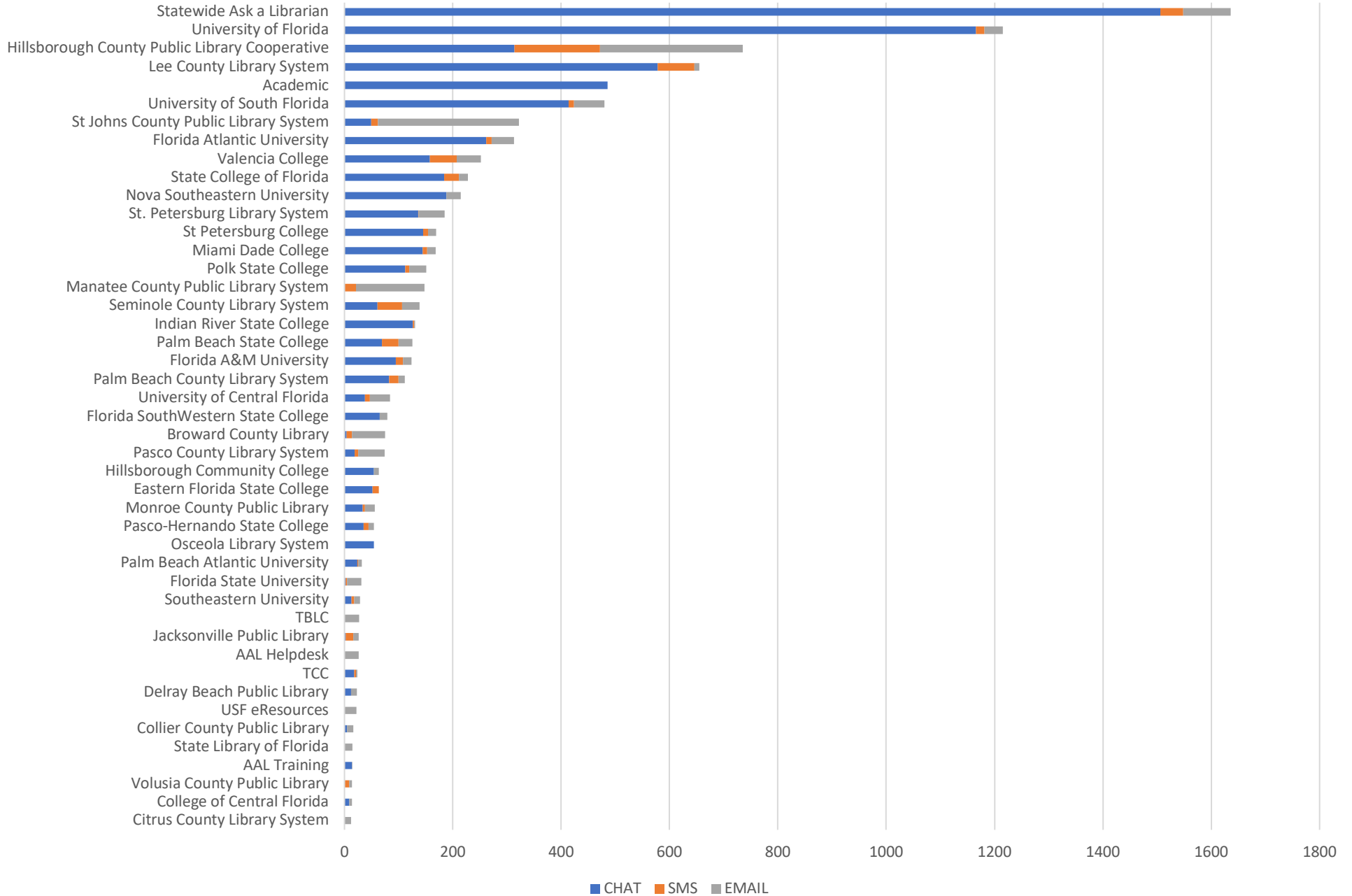# AskALibrarian.org
the Human Search Engine

January 2021 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.
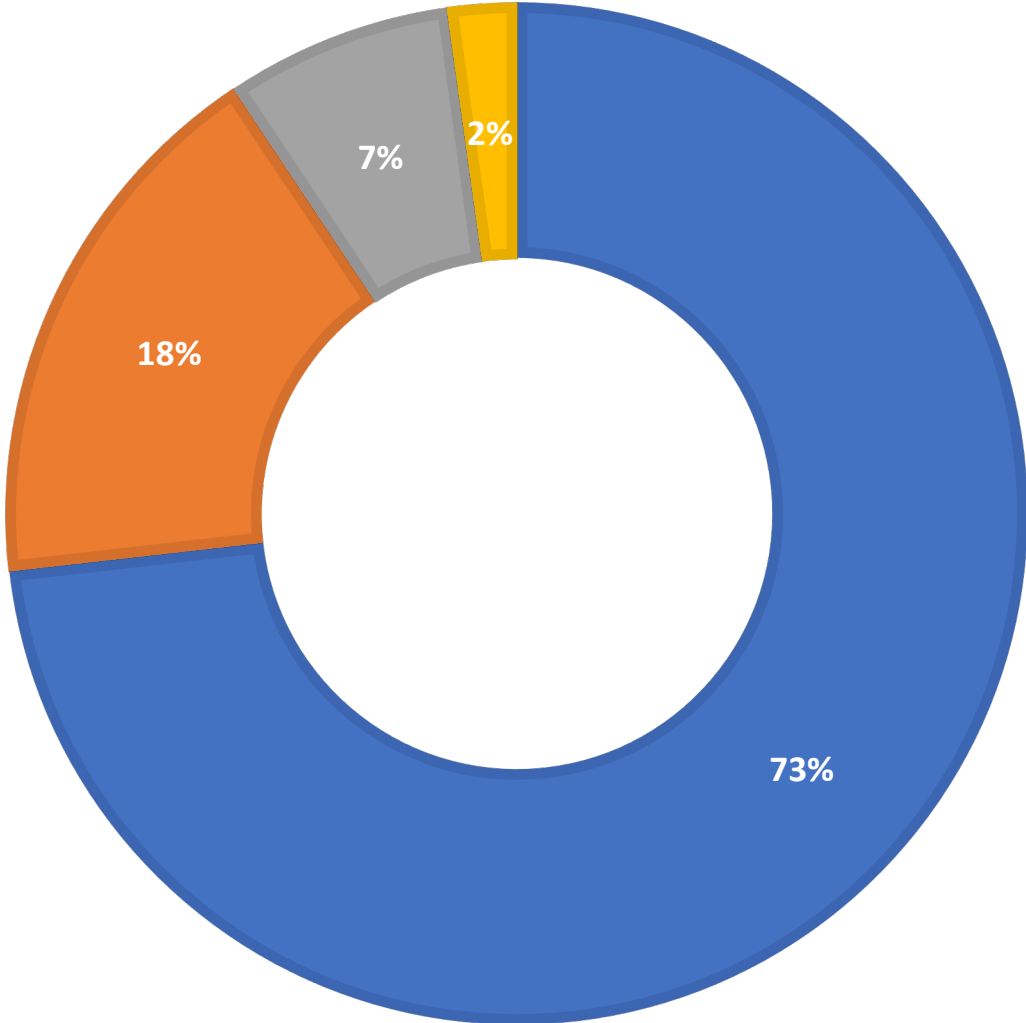
Question Type	
SMS	664
Chat	6,768
FAQ Views	202
Email	1,611
Total	9,245

Total Transactions by Entry Point (Top 45)

Horizontal stacked bar chart showing transactions by entry point, segmented by CHAT (blue), SMS (orange), and EMAIL (gray).

Entry Point
Statewide Ask a Librarian
University of Florida
Hillsborough County Public Library Cooperative
Lee County Library System
Academic
University of South Florida
St Johns County Public Library System
Florida Atlantic University
Valencia College
State College of Florida
Nova Southeastern University
St. Petersburg Library System
St Petersburg College
Miami Dade College
Polk State College
Manatee County Public Library System
Seminole County Library System
Indian River State College
Palm Beach State College
Florida A&M University
Palm Beach County Library System
University of Central Florida
Florida SouthWestern State College
Broward County Library
Pasco County Library System
Hillsborough Community College
Eastern Florida State College
Monroe County Public Library
Pasco-Hernando State College
Osceola Library System
Palm Beach Atlantic University
Florida State University
Southeastern University
TBLC
Jacksonville Public Library
AAL Helpdesk
TCC
Delray Beach Public Library
USF eResources
Collier County Public Library
State Library of Florida
AAL Training
Volusia County Public Library
College of Central Florida
Citrus County Library System

x-axis: 0, 200, 400, 600, 800, 1000, 1200, 1400, 1600, 1800

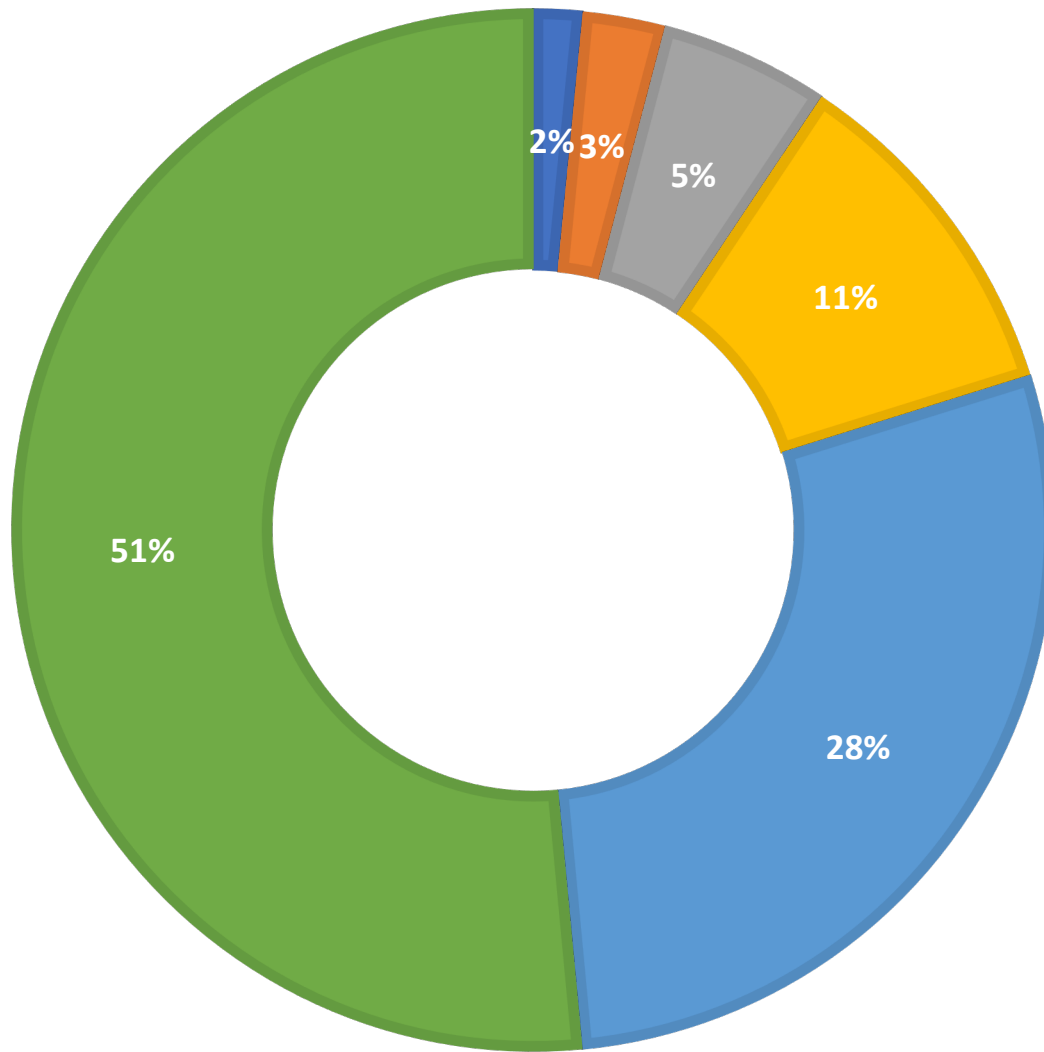Legend: ■ CHAT ■ SMS ■ EMAIL

What's the Breakdown of Questions by Source?

■ CHAT   ■ EMAIL   ■ SMS   ■ FAQ

2%

7%

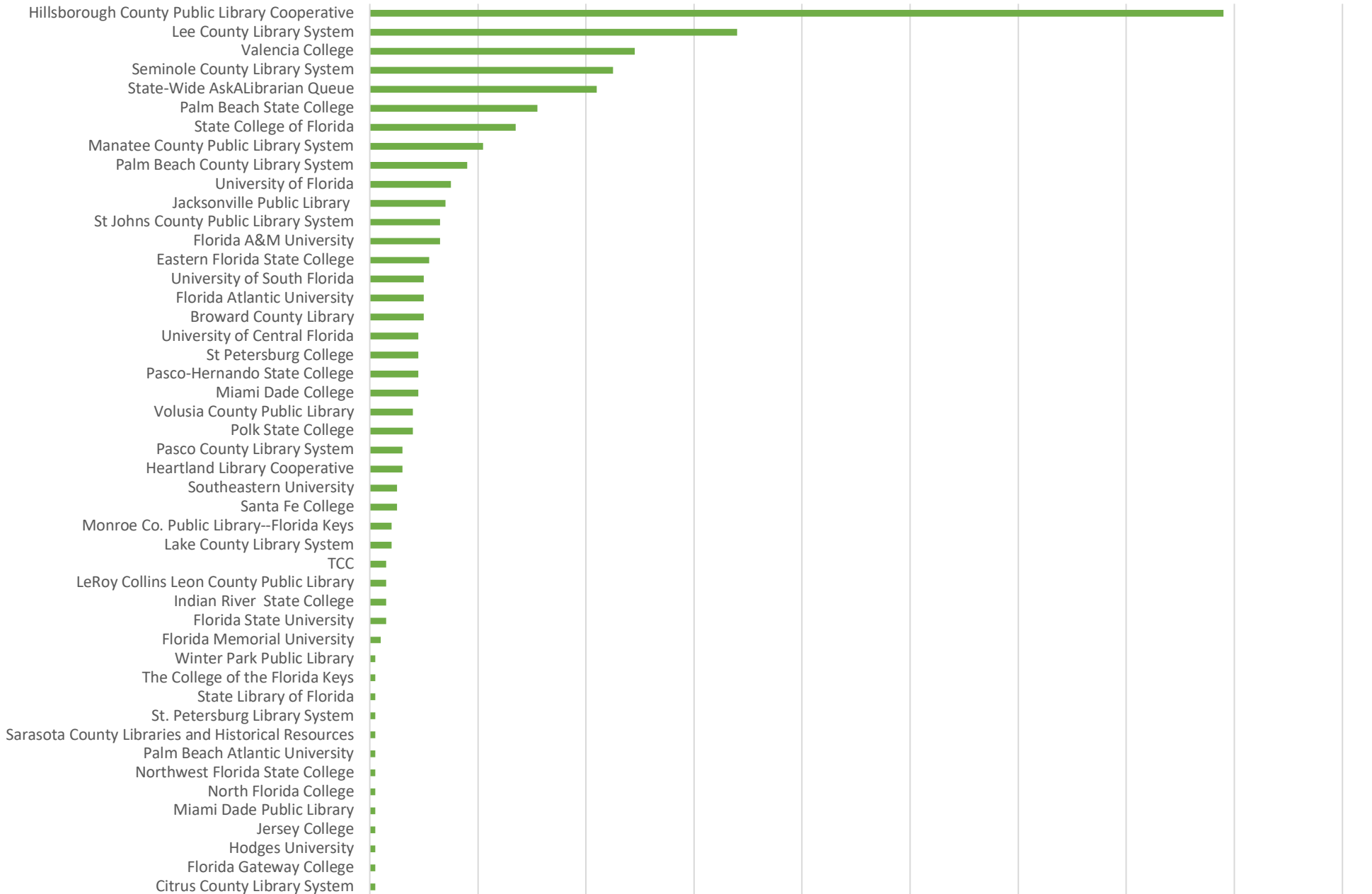18%

73%

What Devices are Patrons Using to Ask Questions?

- iPad
- Chrome OS
- Android
- iPhone
- Macintosh
- Windows

2% 3% 5% 11% 51% 28%

SMS

Total SMS by Library

Library	
Hillsborough County Public Library Cooperative	
Lee County Library System	
Valencia College	
Seminole County Library System	
State-Wide AskALibrarian Queue	
Palm Beach State College	
State College of Florida	
Manatee County Public Library System	
Palm Beach County Library System	
University of Florida	
Jacksonville Public Library	
St Johns County Public Library System	
Florida A&M University	
Eastern Florida State College	
University of South Florida	
Florida Atlantic University	
Broward County Library	
University of Central Florida	
St Petersburg College	
Pasco-Hernando State College	
Miami Dade College	
Volusia County Public Library	
Polk State College	
Pasco County Library System	
Heartland Library Cooperative	
Southeastern University	
Santa Fe College	
Monroe Co. Public Library--Florida Keys	
Lake County Library System	
TCC	
LeRoy Collins Leon County Public Library	
Indian River State College	
Florida State University	
Florida Memorial University	
Winter Park Public Library	
The College of the Florida Keys	
State Library of Florida	
St. Petersburg Library System	
Sarasota County Libraries and Historical Resources	
Palm Beach Atlantic University	
Northwest Florida State College	
North Florida College	
Miami Dade Public Library	
Jersey College	
Hodges University	
Florida Gateway College	
Citrus County Library System	

0   20   40   60   80   100   120   140   160   180
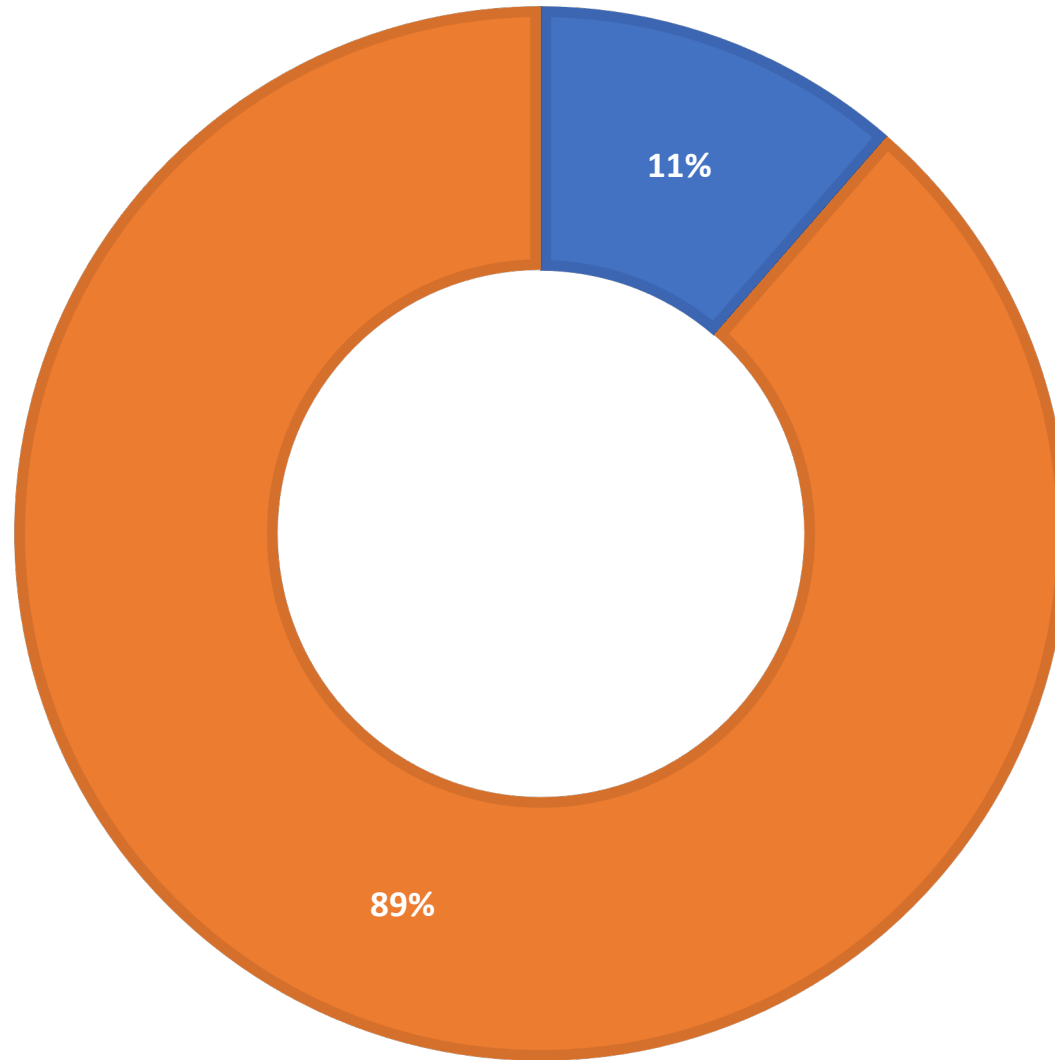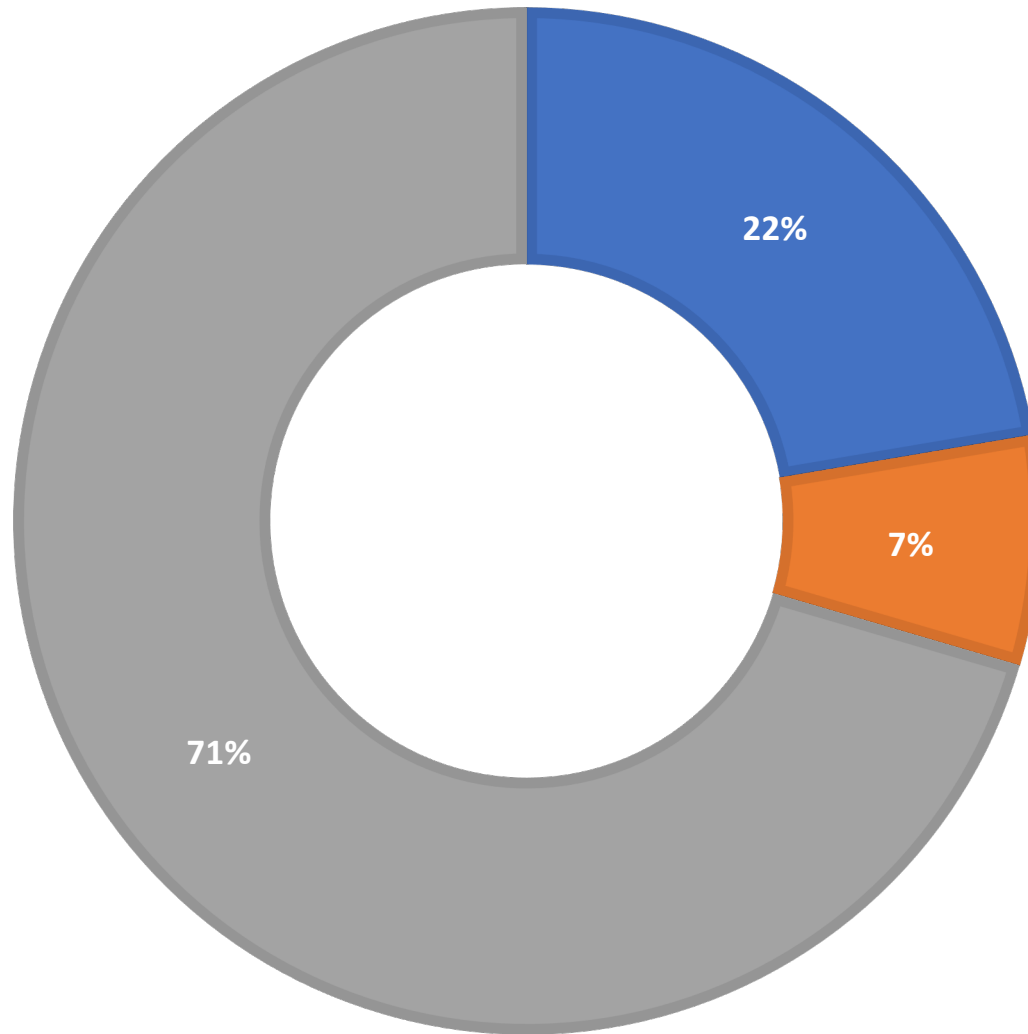
Chat

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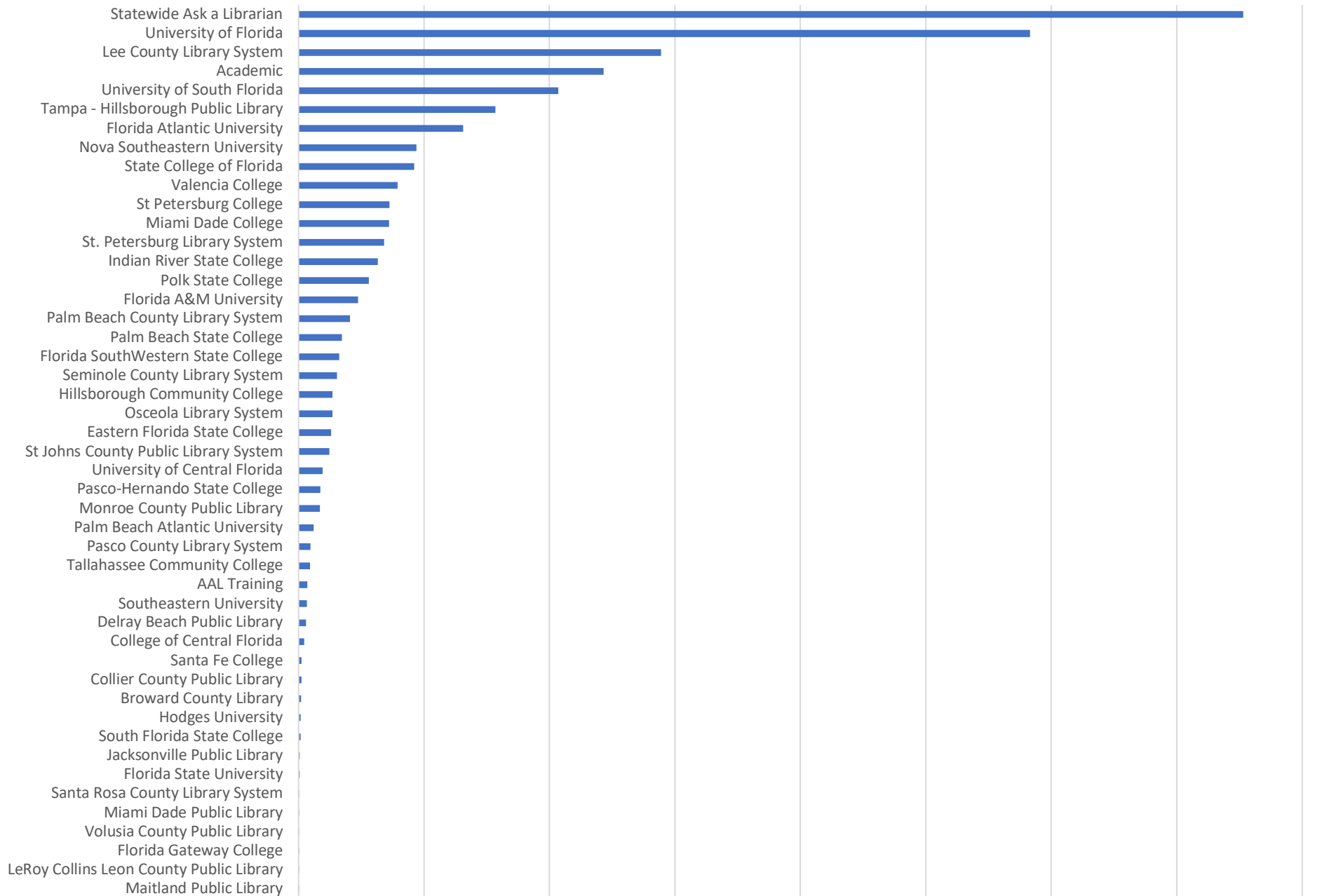
■ MISSED   ■ ANSWERED

11%

89%

Which Departments Answered Chats (by type)?

■ Statewide ■ Academic ■ Local

22%

7%

71%

Which Department Answered Chats (by local library)?

Library	Value
Statewide Ask a Librarian	~1500
University of Florida	~1160
Lee County Library System	~570
Academic	~490
University of South Florida	~420
Tampa - Hillsborough Public Library	~320
Florida Atlantic University	~260
Nova Southeastern University	~190
State College of Florida	~185
Valencia College	~160
St Petersburg College	~145
Miami Dade College	~145
St. Petersburg Library System	~135
Indian River State College	~125
Polk State College	~110
Florida A&M University	~95
Palm Beach County Library System	~85
Palm Beach State College	~70
Florida SouthWestern State College	~65
Seminole County Library System	~60
Hillsborough Community College	~55
Osceola Library System	~55
Eastern Florida State College	~50
St Johns County Public Library System	~50
University of Central Florida	~40
Pasco-Hernando State College	~35
Monroe County Public Library	~35
Palm Beach Atlantic University	~25
Pasco County Library System	~20
Tallahassee Community College	~20
AAL Training	~15
Southeastern University	~15
Delray Beach Public Library	~12
College of Central Florida	~10
Santa Fe College	~5
Collier County Public Library	~5
Broward County Library	~5
Hodges University	~3
South Florida State College	~5
Jacksonville Public Library	
Florida State University	
Santa Rosa County Library System	
Miami Dade Public Library	
Volusia County Public Library	
Florida Gateway College	
LeRoy Collins Leon County Public Library	
Maitland Public Library	

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

Widget	Chats
University of Florida Slide	~1175
Lee County Library System -AAL-Slide-Out-Chat	~460
Florida Atlantic University - Slideout	~385
Hillsborough County Public Library Cooperative local page	~380
USF Libraries AaL Widget	~335
SCF slide-out	~325
St. Petersburg Library Local Chat	~290
Valencia College local page 2	~195
Nova Southeastern Slideout	~185
University of South Florida local page	~155
Statewide askalibrarian.org (on main page)	~125
Polk State College Slideout (copy)	~120
Lee County Library System AAL-In-Page-Chat	~120
Miami Dade College AaL widget	~100
Chat with an IRSC Librarian	~100
Nova Southeastern University Widget 1	~100
FAMU-slide	~90
PBCLS	~90
Collier County Slide-out	~90
Palm Beach County Library System local page	~90
Palm Beach Atlantic University slideout with proactive prompt	~85
Florida Atlantic University local page	~85
Seminole County local page	~75
Pasco County Libraries	~65
Palm Beach State College local page	~65

Email

Total Emails by Library (Top 44)

Top 25 FAQ Search Terms (Queries)

book	7		rehabilitation	2
need	6		juvenile	2
renew	5		delinquents	2
card	5		vaccines	2
library	5		analyze	2
help	4		act	2
libraries	2		keep	2
reference	2		collect	2
online	2		called	2
articles	2		article	2
affecting	2		locate	2
things	2		person	2
number	2			