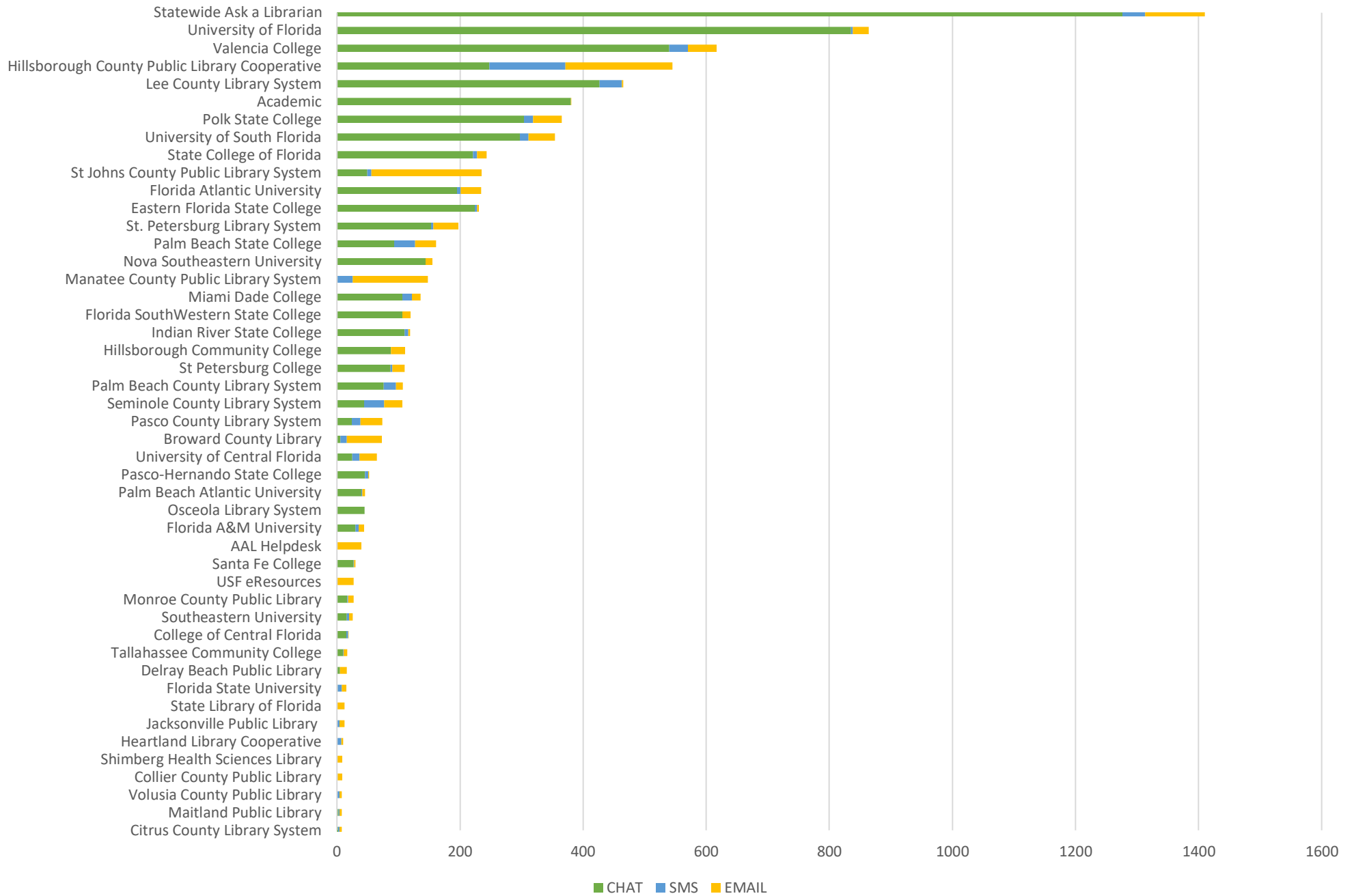# AskALibrarian.org
the Human Search Engine

April 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.
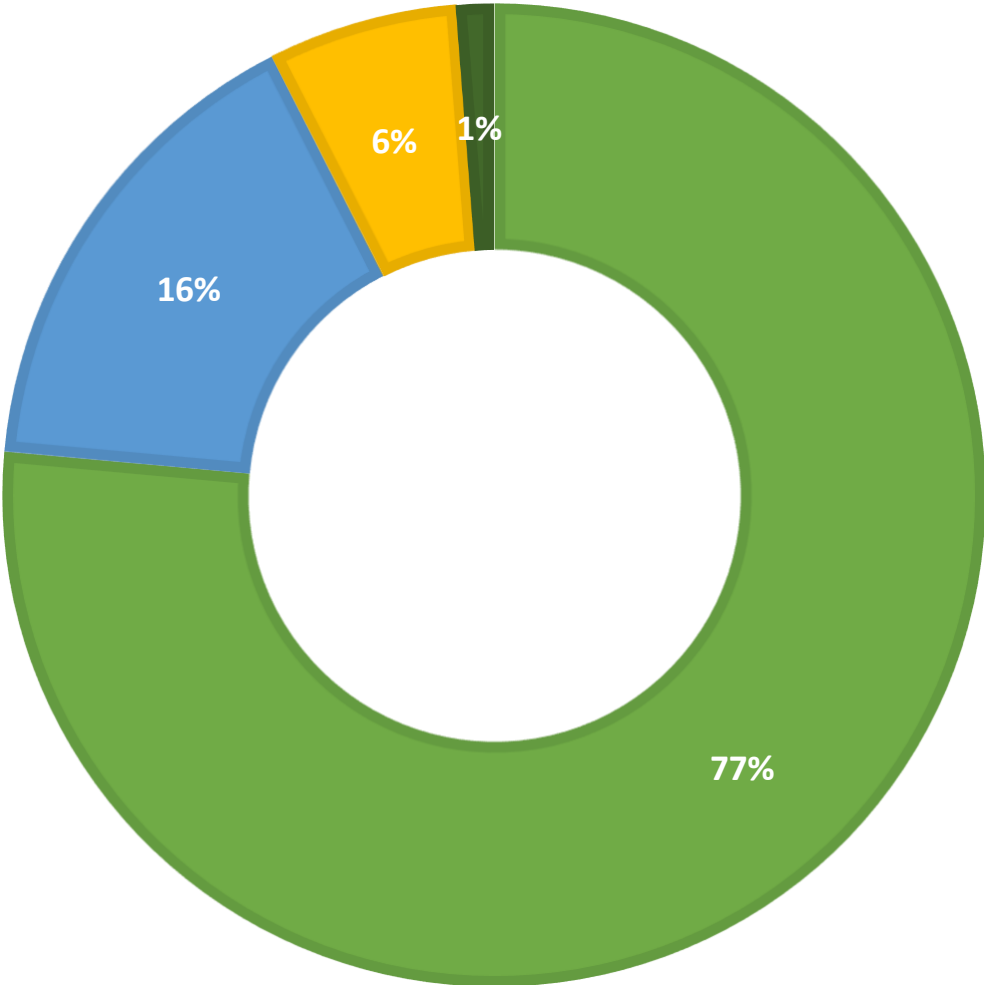
Question Type	
SMS	516
Chat	6,328
FAQ Views	103
Email	1,332
Total	8,279

Total Transactions by Entry Point (Top 47)

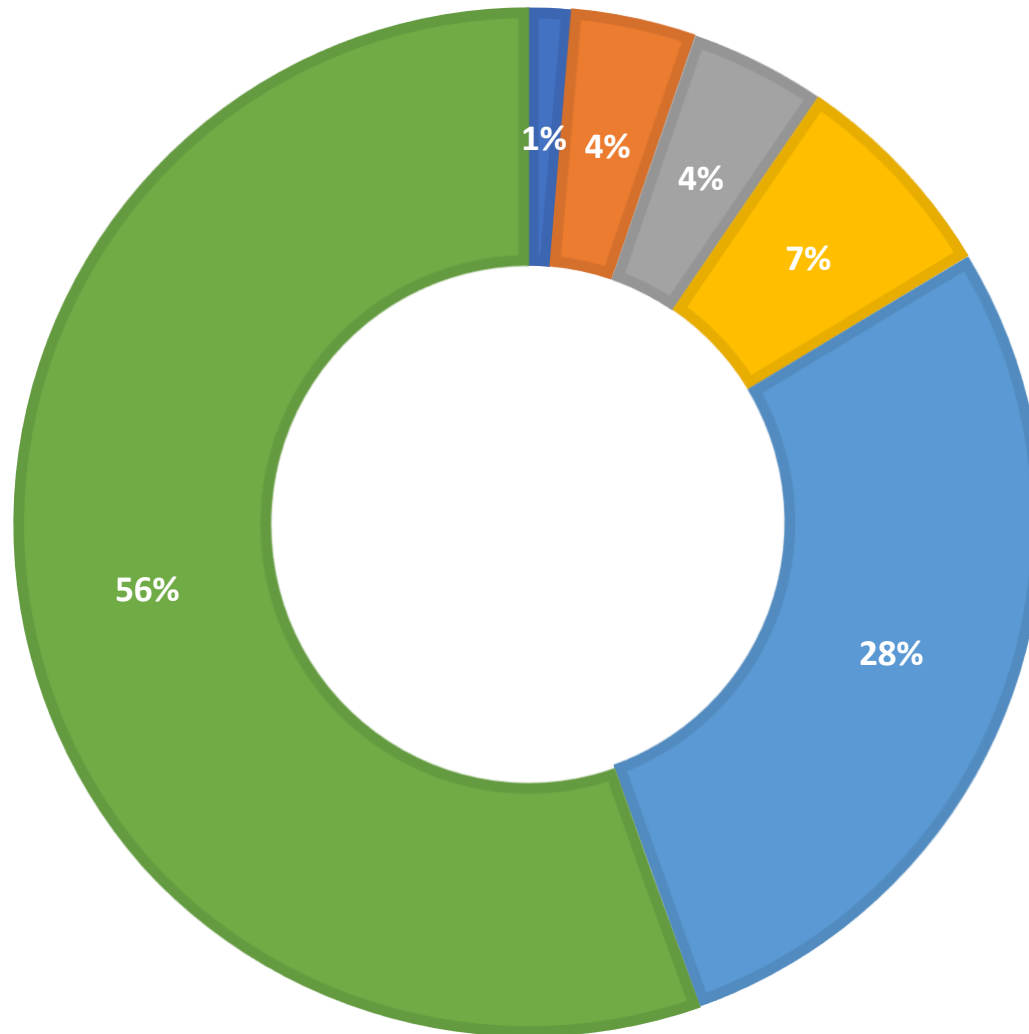| Entry Point	CHAT	SMS	EMAIL
Statewide Ask a Librarian			
University of Florida			
Valencia College			
Hillsborough County Public Library Cooperative			
Lee County Library System			
Academic			
Polk State College			
University of South Florida			
State College of Florida			
St Johns County Public Library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

■ CHAT ■ SMS ■ EMAIL

What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ

6% 1%

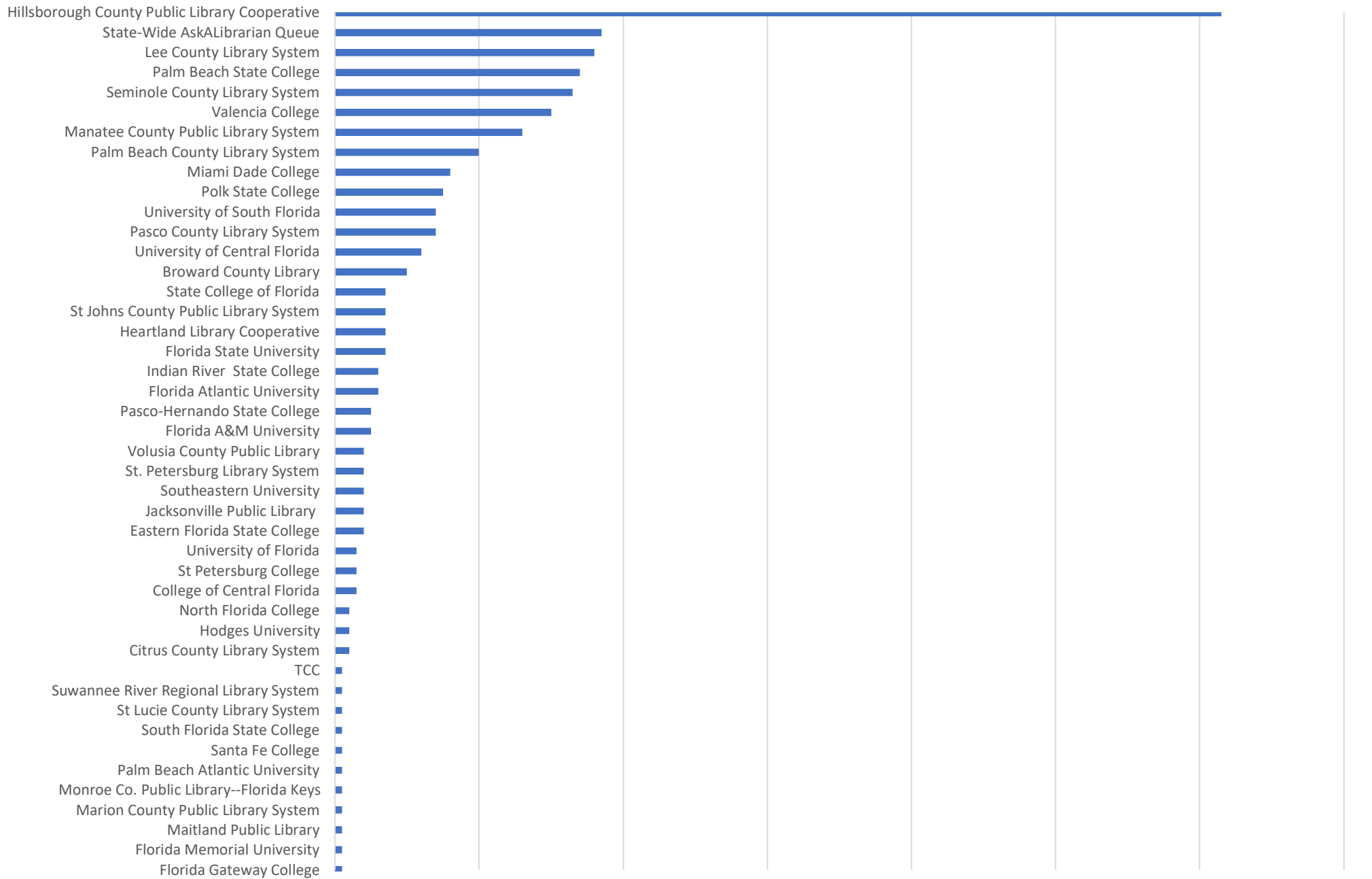16%

77%

What Devices are Patrons Using to Ask Questions?

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

1% 4% 4% 7% 28% 56%

SMS

Total SMS by Library

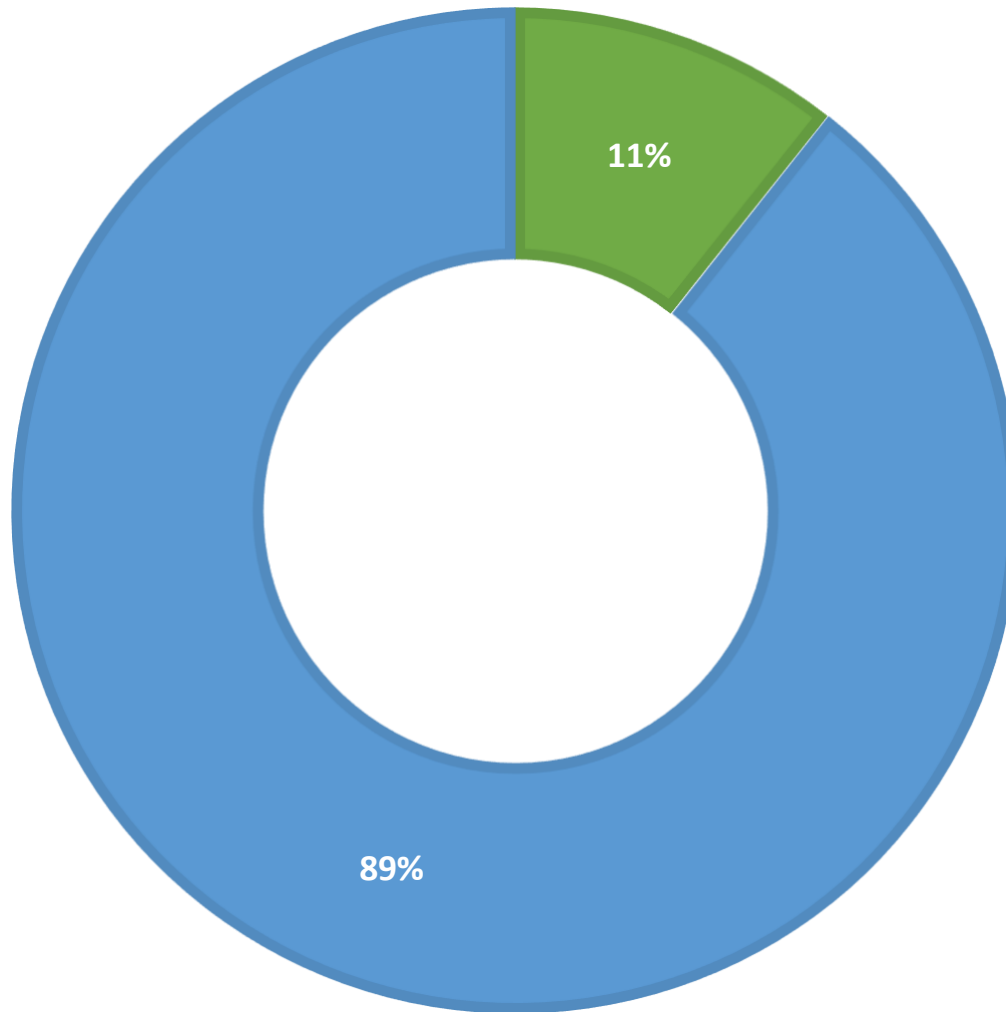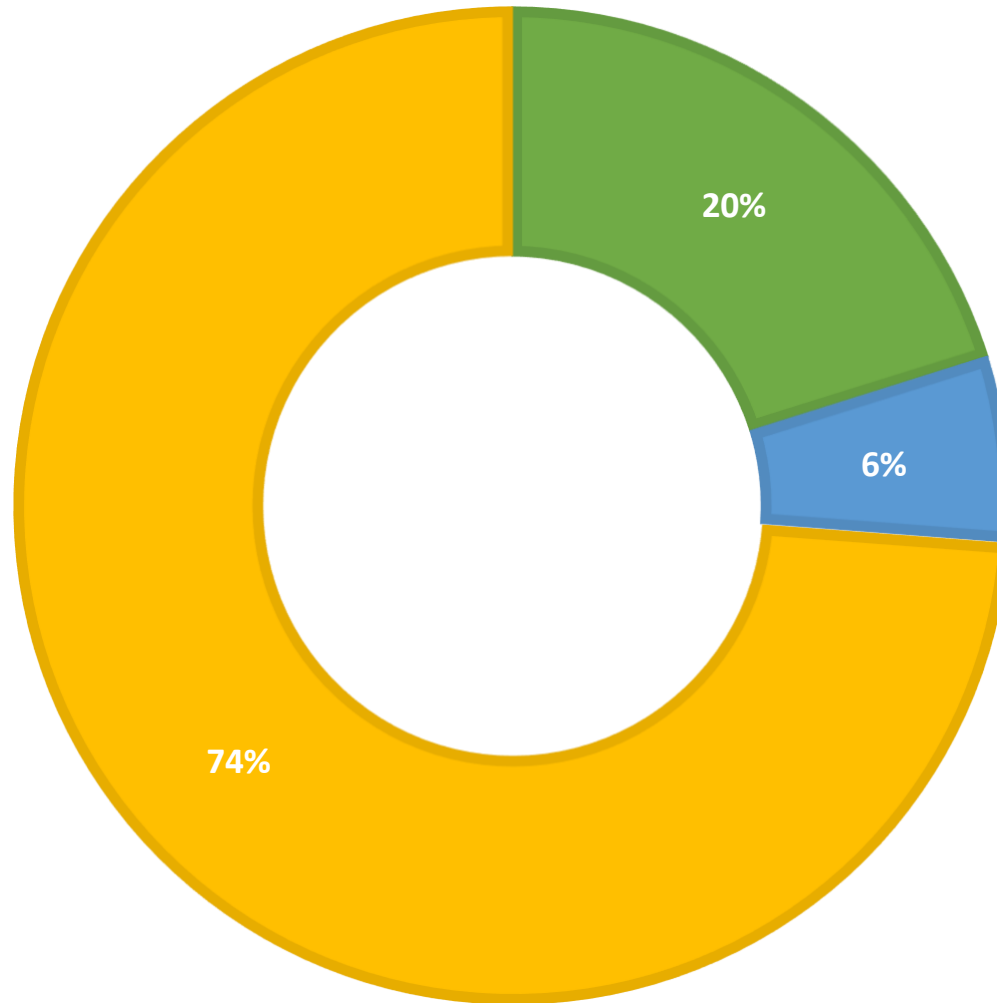| Library	Total SMS
Hillsborough County Public Library Cooperative	123
State-Wide AskALibrarian Queue	37
Lee County Library System	36
Palm Beach State College	34
Seminole County Library System	33
Valencia College	30
Manatee County Public Library System	26
Palm Beach County Library System	20
Miami Dade College	16
Polk State College	15
University of South Florida	14
Pasco County Library System	14
University of Central Florida	12
Broward County Library	10
State College of Florida	7
St Johns County Public Library System	7
Heartland Library Cooperative	7
Florida State University	7
Indian River State College	6
Florida Atlantic University	6
Pasco-Hernando State College	5
Florida A&M University	5
Volusia County Public Library	4
St. Petersburg Library System	4
Southeastern University	4
Jacksonville Public Library	4
Eastern Florida State College	4
University of Florida	3
St Petersburg College	3
College of Central Florida	3
North Florida College	2
Hodges University	2
Citrus County Library System	2
TCC	1
Suwannee River Regional Library System	1
St Lucie County Library System	1
South Florida State College	1
Santa Fe College	1
Palm Beach Atlantic University	1
Monroe Co. Public Library--Florida Keys	1
Marion County Public Library System	1
Maitland Public Library	1
Florida Memorial University	1
Florida Gateway College	1

Chat

What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

11%

89%

Which Departments Answered Chats (by type)?

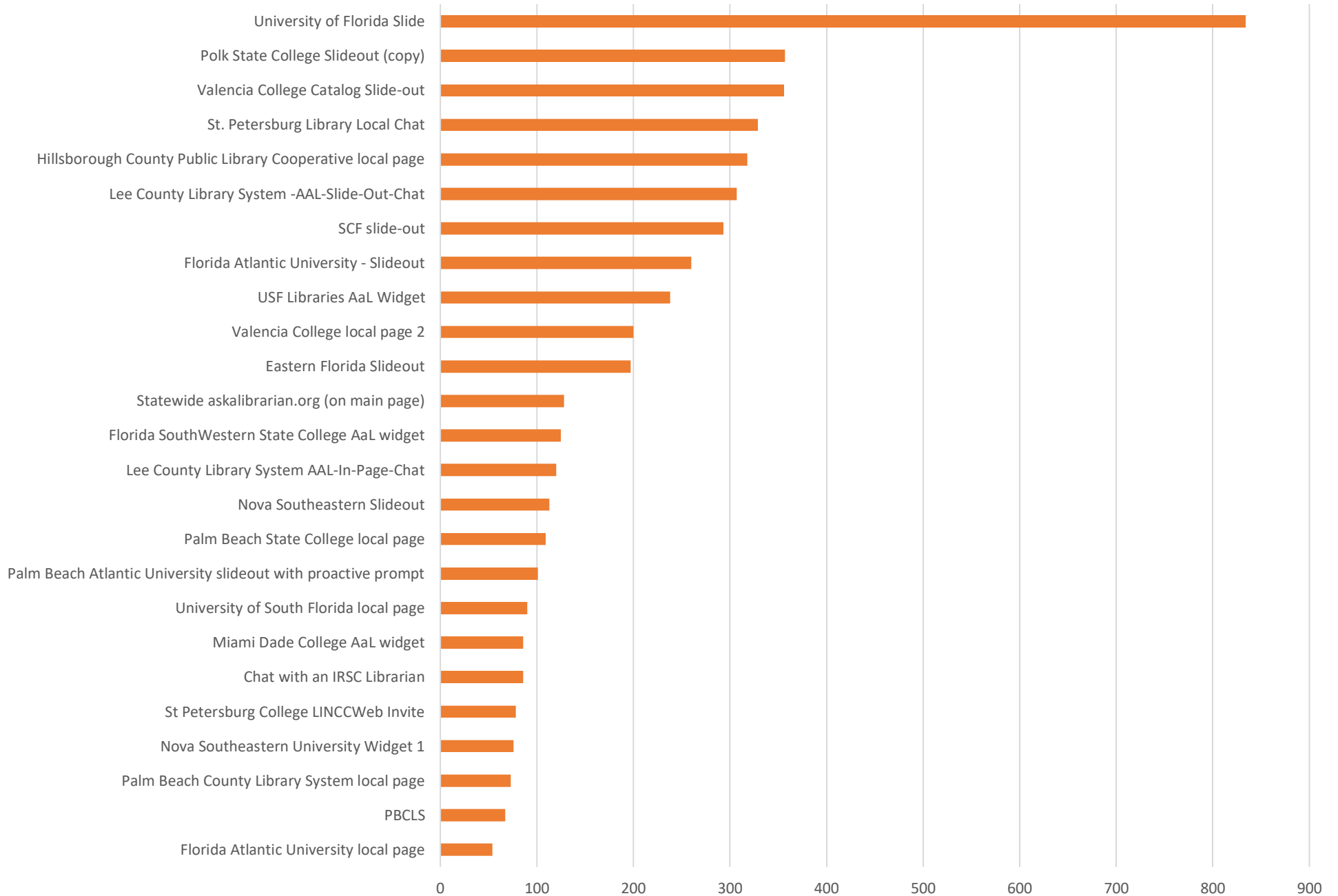Legend: Statewide, Academic, Local

- Statewide: 20%
- Academic: 6%
- Local: 74%

Which Department Answered Chats (by local library)?
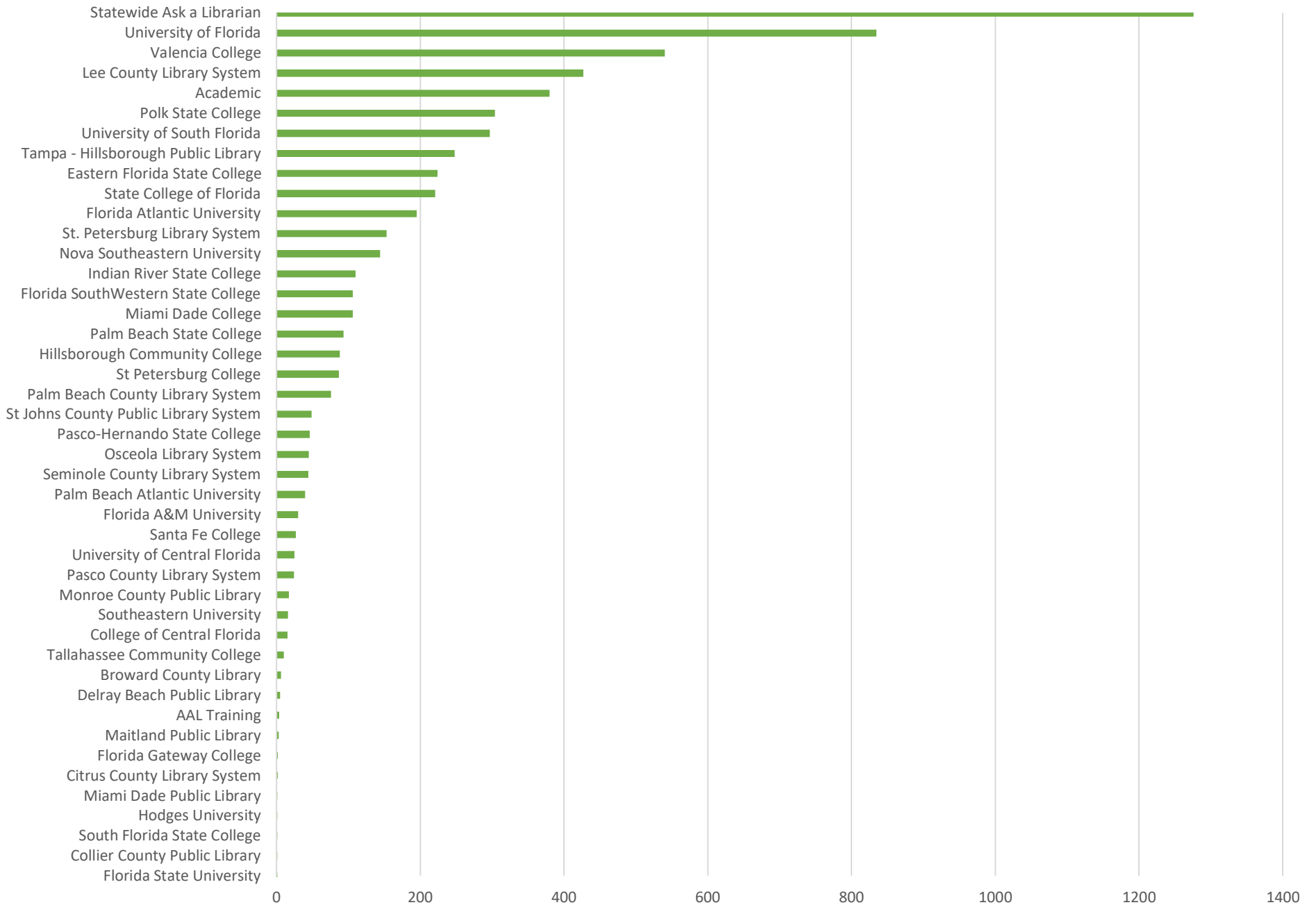
Which Widgets Brought in the Most Chats (Top 25)?

Email

Total Emails by Library (Top 43)

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

Axis: 0, 20, 40, 60, 80, 100, 120, 140, 160, 180, 200

Top 25 FAQ Search Terms (Queries)

library	13		nicaragua	3
card	9		wanting	3
renew	6		currently	3
their	4		resources	3
eyes	4		human	3
watching	4		economy	2
statistics	4		government	2
coronavirus	3		expired	2
health	3		issues	2
god	3		moral	2
mental	3		flagler	2
book	3		st-segment	2
books	3			