

AskALibrarian.org

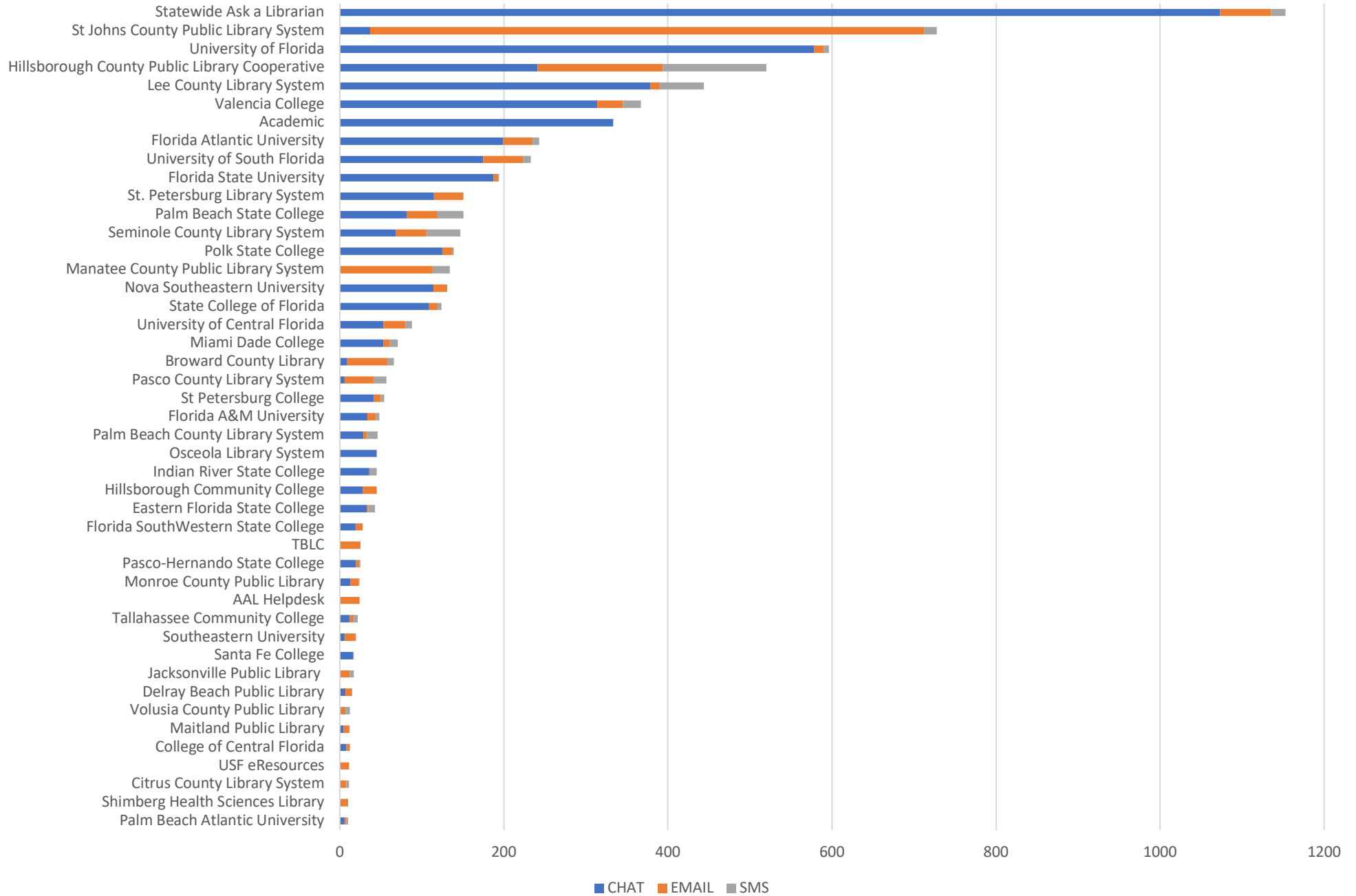
the Human Search Engine



July 2021 Statistics

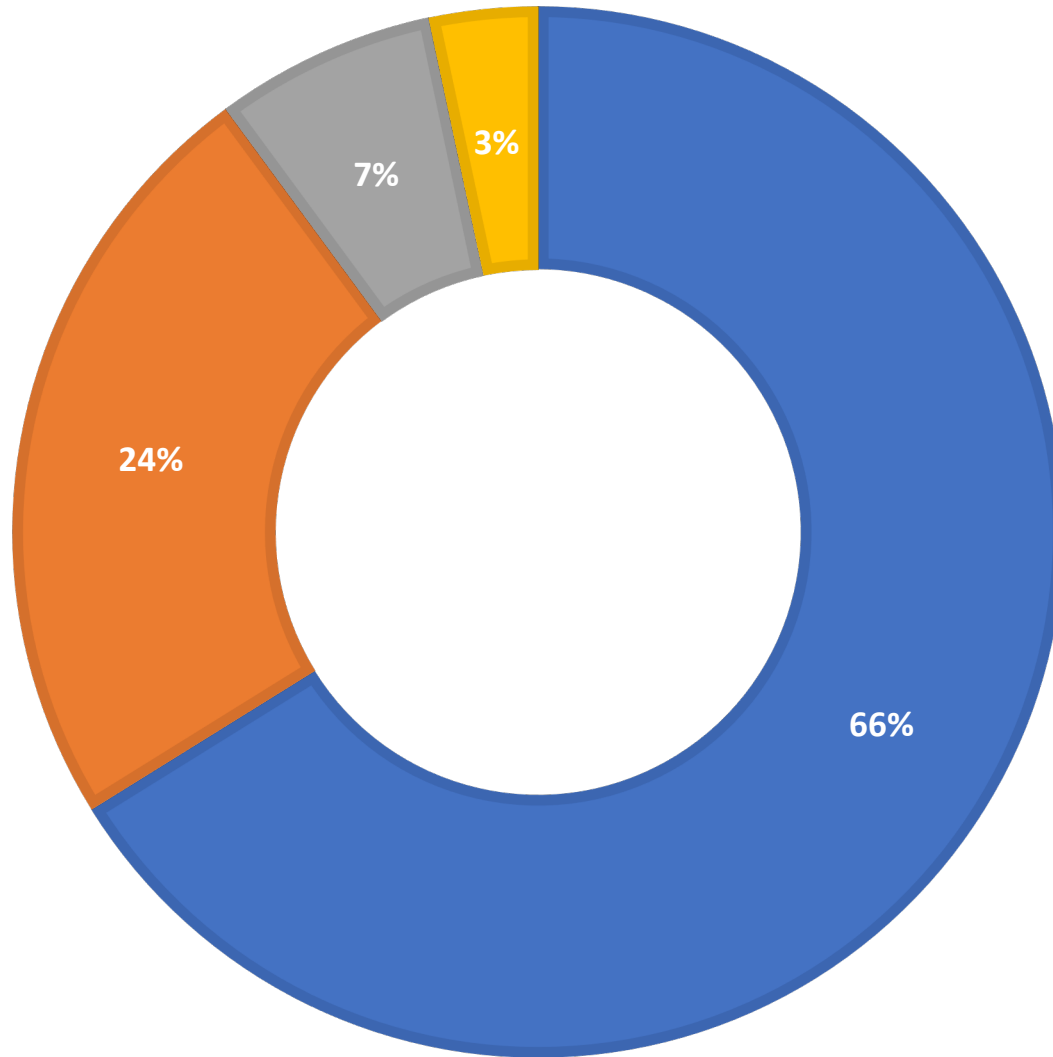
Question Type	
SMS	475
Chat	4,624
FAQ Views	232
Email	1,659
Total	6,990

Total Transactions by Entry Point (Top 45)



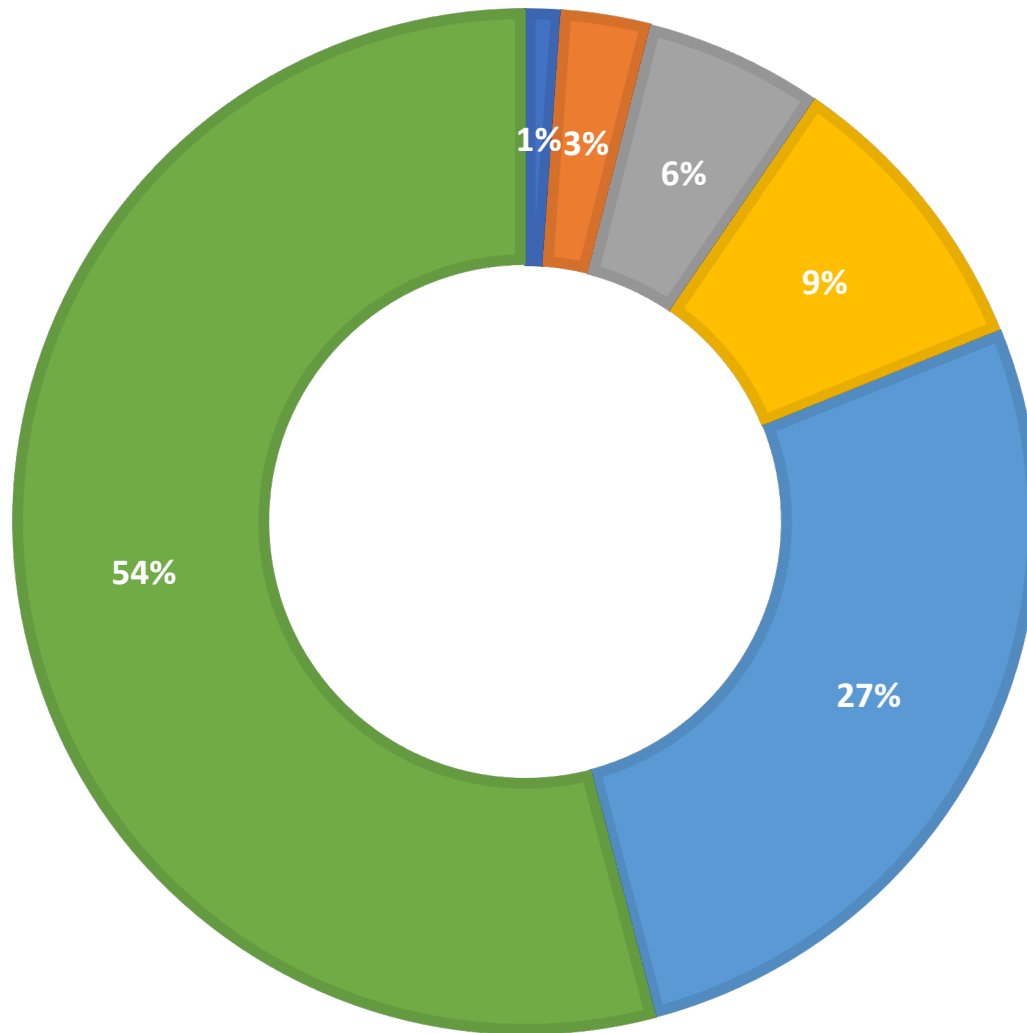
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

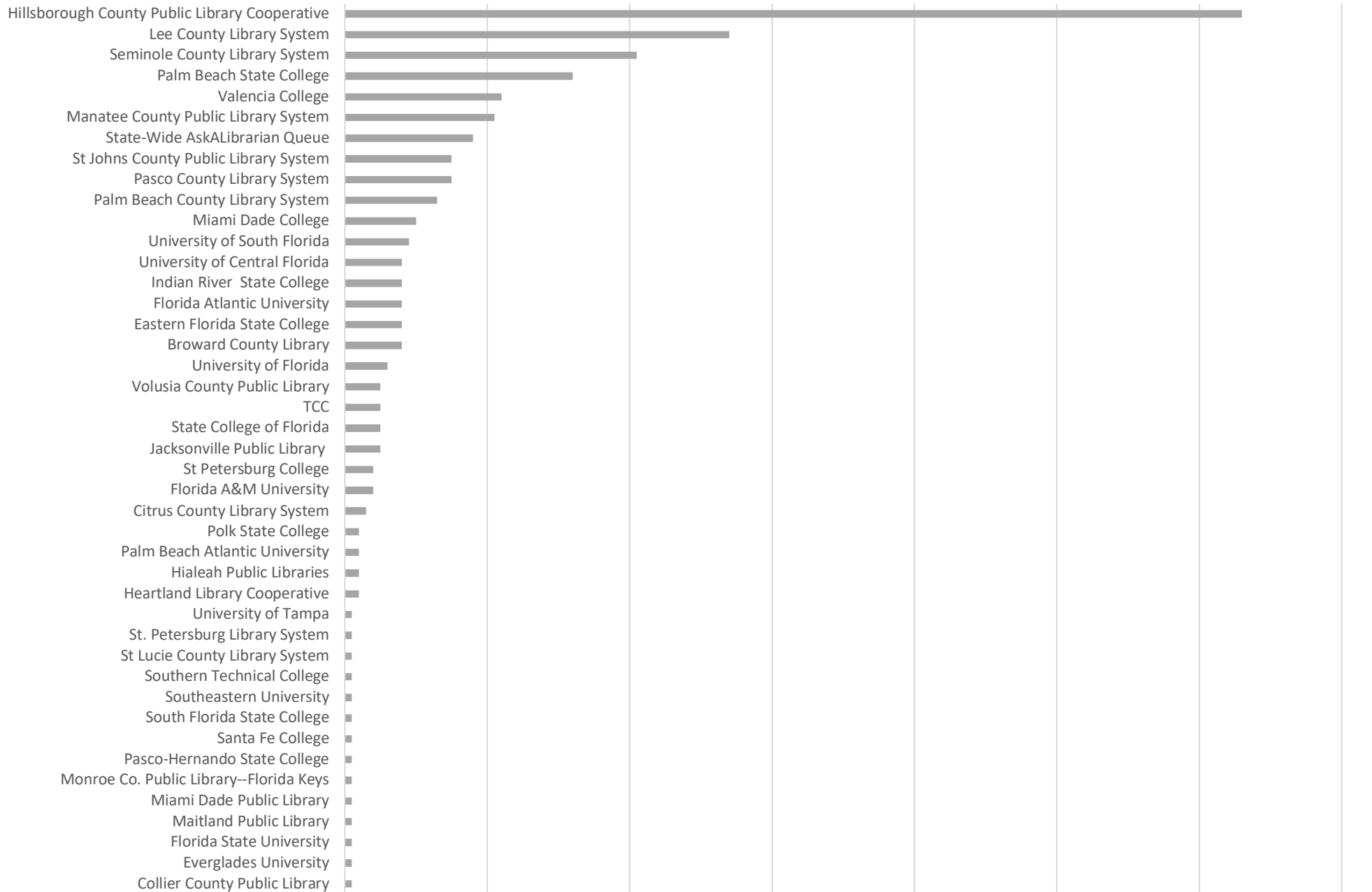
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

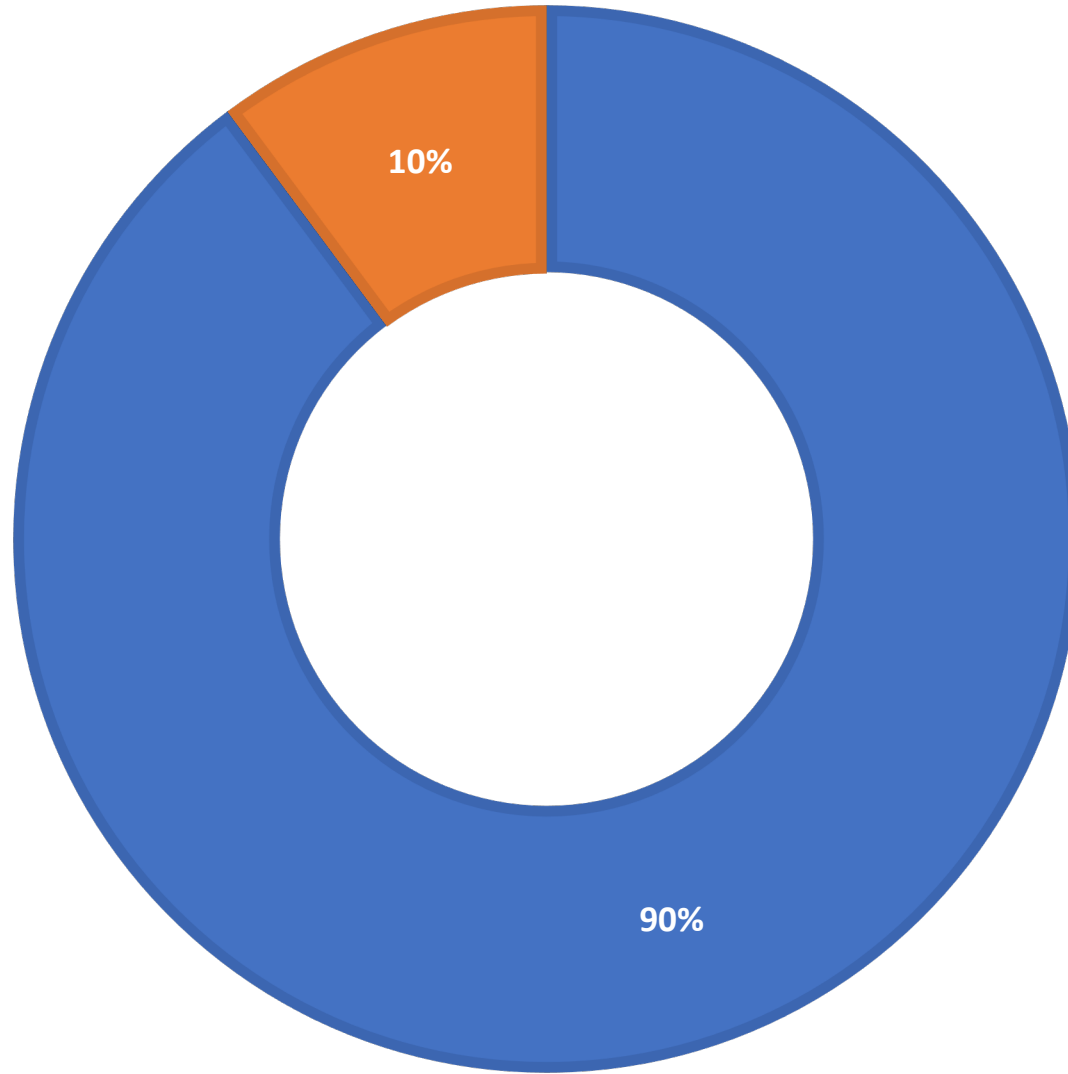


Chat



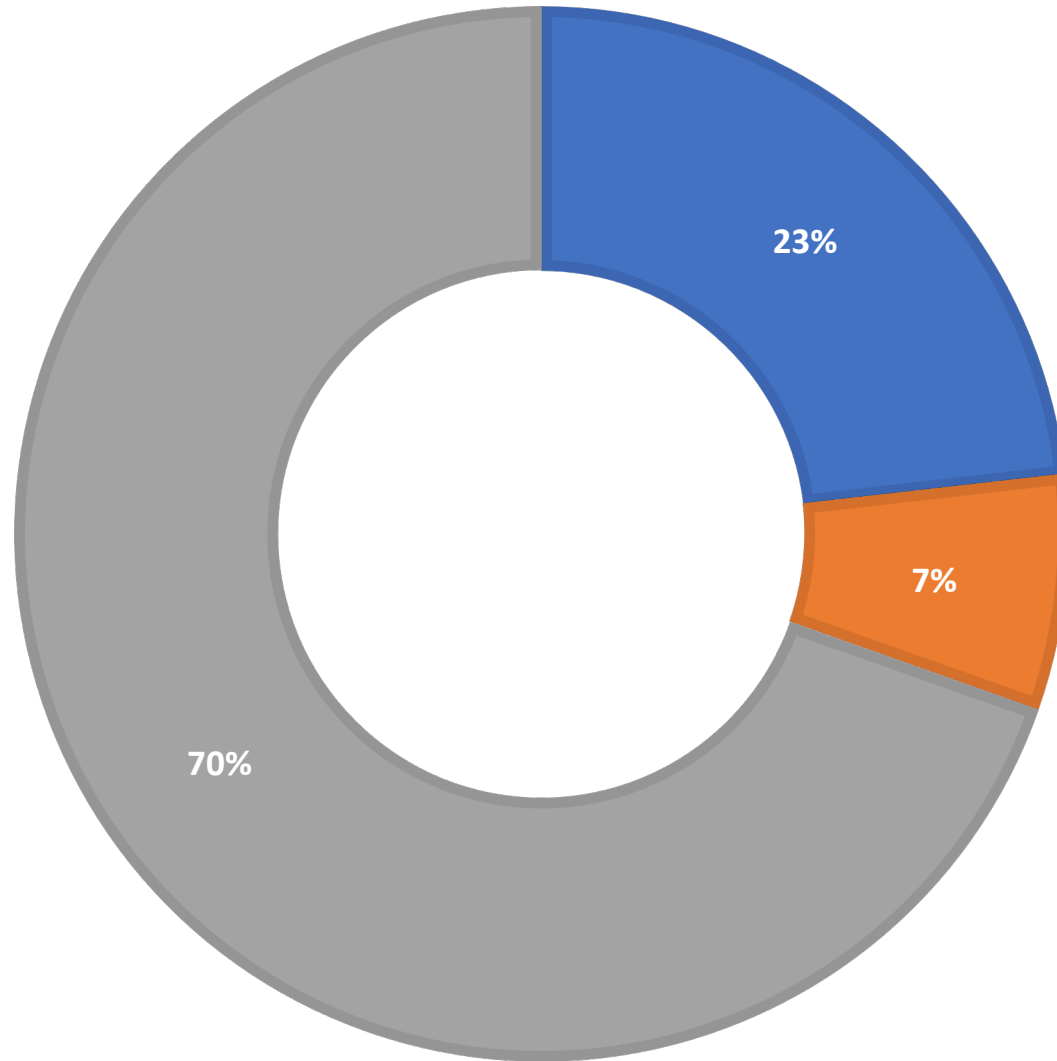
What Percent of Chats Were Answered/Missed?

■ Answered ■ Missed

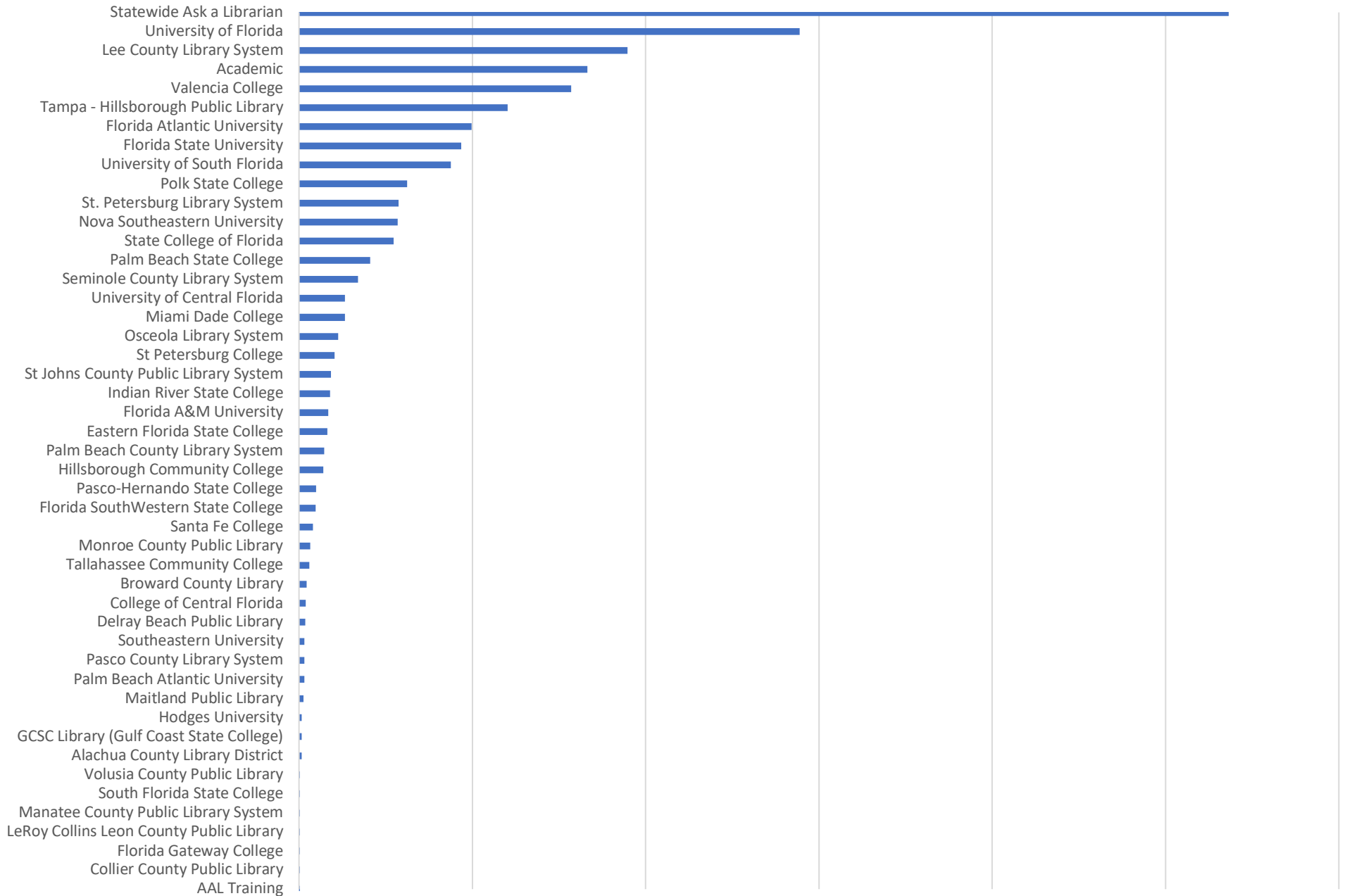


Which Departments Answered Chats (by type)?

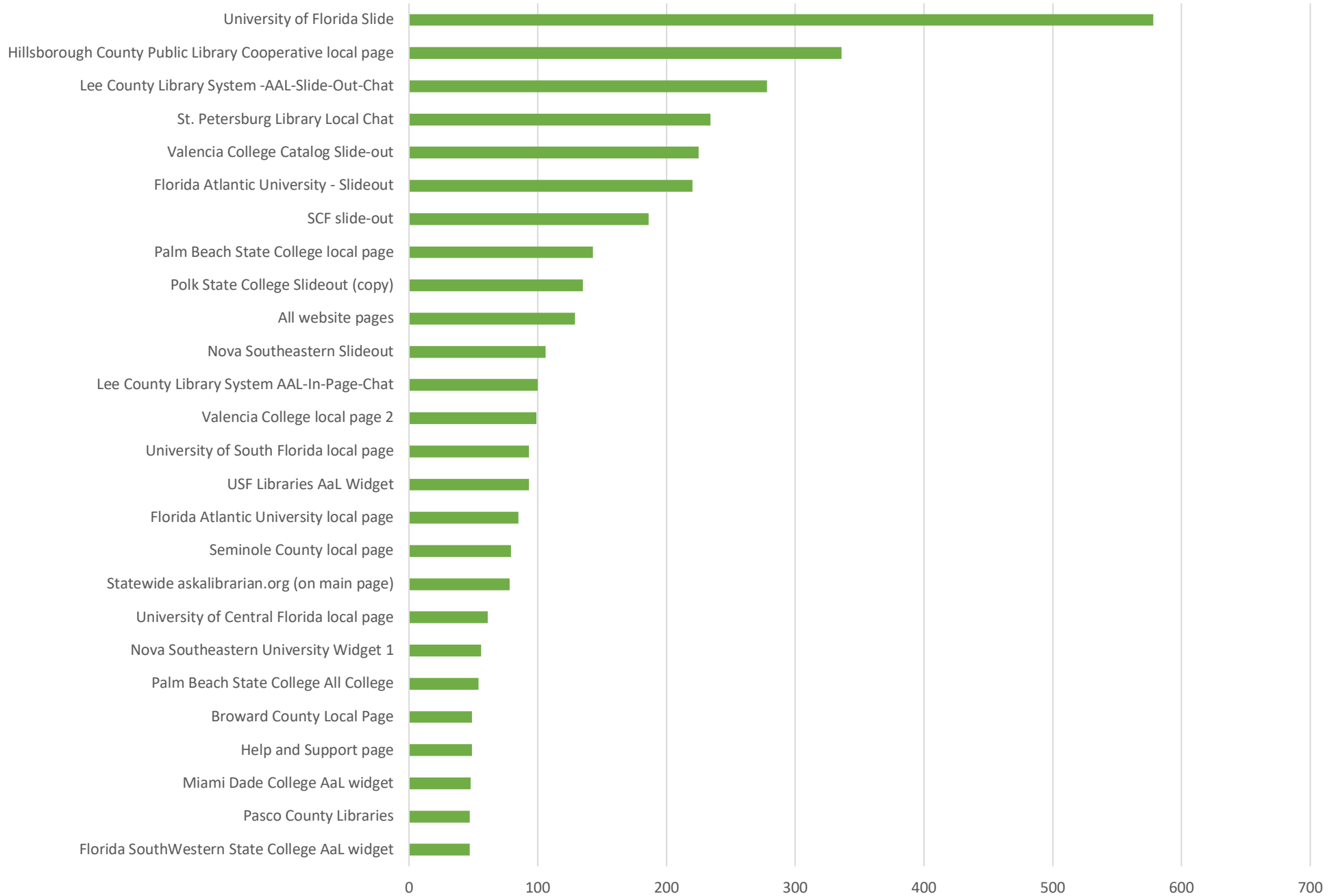
Statewide Academic Local



Which Department Answered Chats (by local library)?



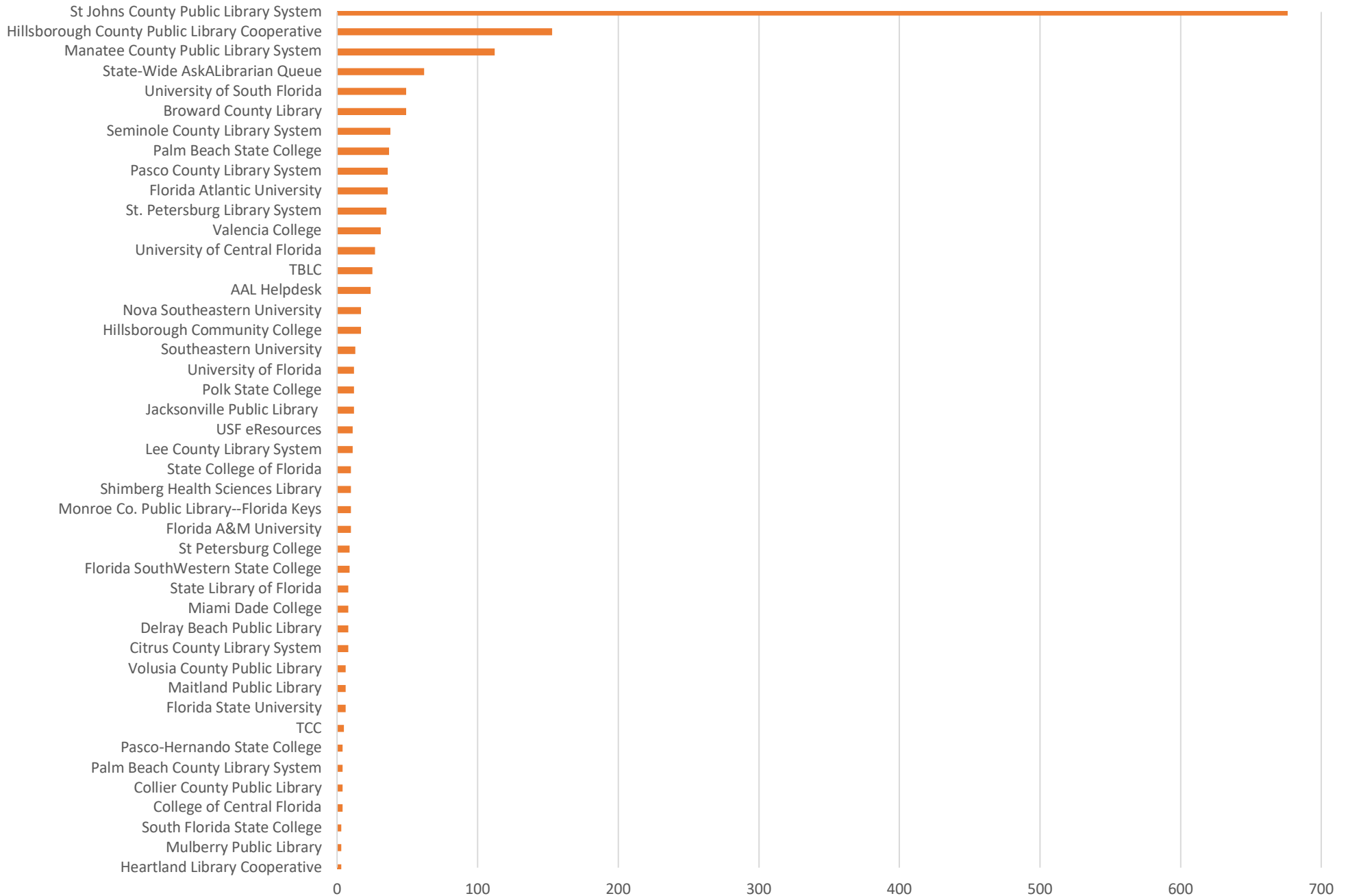
Which Widgets Brought in the Most Chats (Top 26)?



Email



Total Emails by Library (Top 44)



Top 25 FAQ Search Terms (Queries)

education	5	notice	2
books	4	haal	2
technology	4	pass	2
card	4	says	2
display	4	find	2
library	3	received	2
default	2	real	2
pin	2	license	2
conservatorship	2	act	2
online	2	tax	2
edmondston	2	compliant	2
kate	2	credentials	2
telehealth	2		