

# AskALibrarian.org

the Human Search Engine



**Fiscal Year**

**October 2020 - September 2021 Statistics**

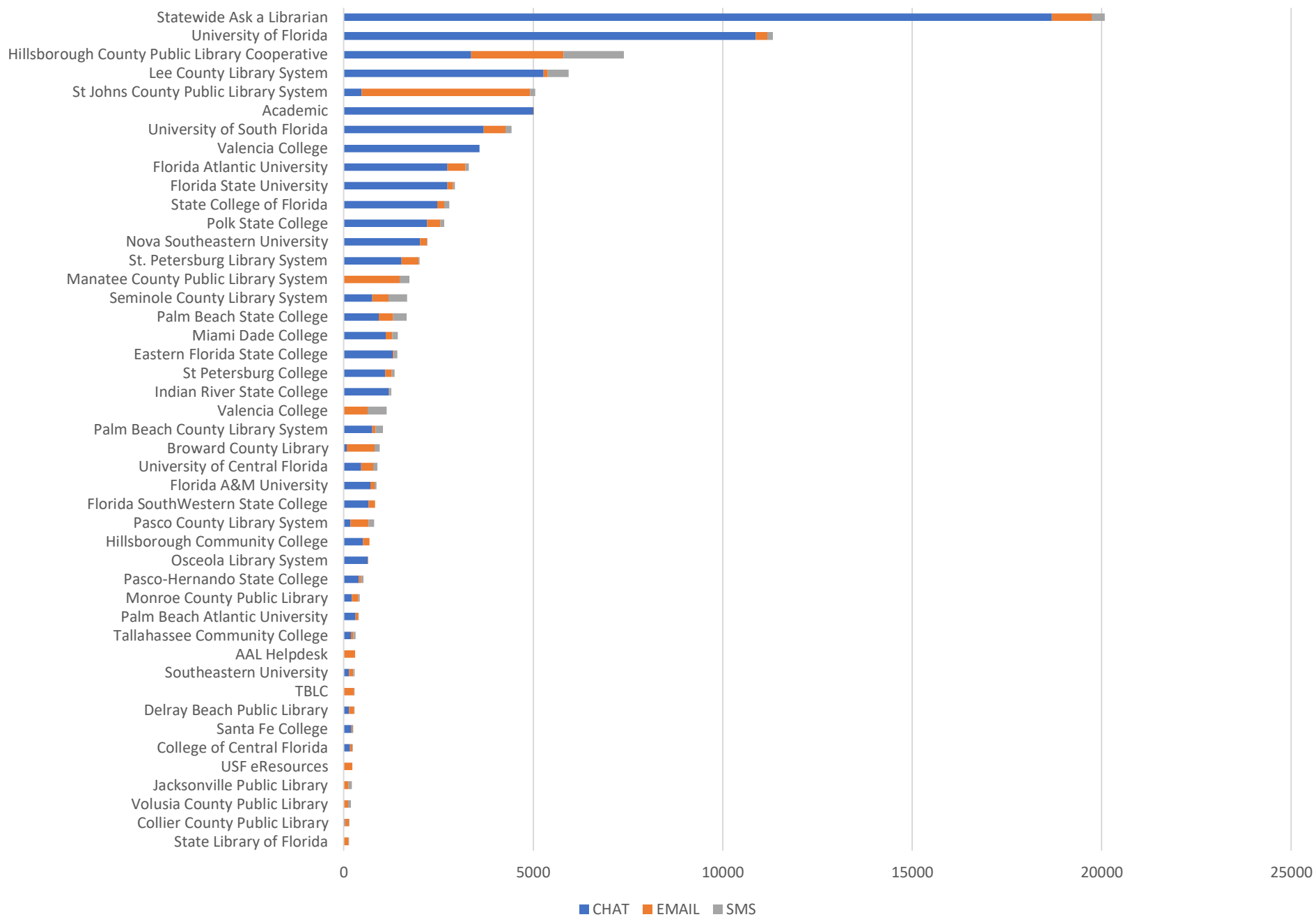
## Comparison to previous year

Question Type	Total for 2020-2021	Total for 2019-2020	Total for 2018-2019
SMS	6,546	7,092	5,107
Chat	73,865	69,975	37,577
FAQ Views	1,920	1,325	1,560
Email	19,975	22,657	16,706
Total	102,306	101,049	60,950

## Chat, Email, SMS and FAQ Views by Month

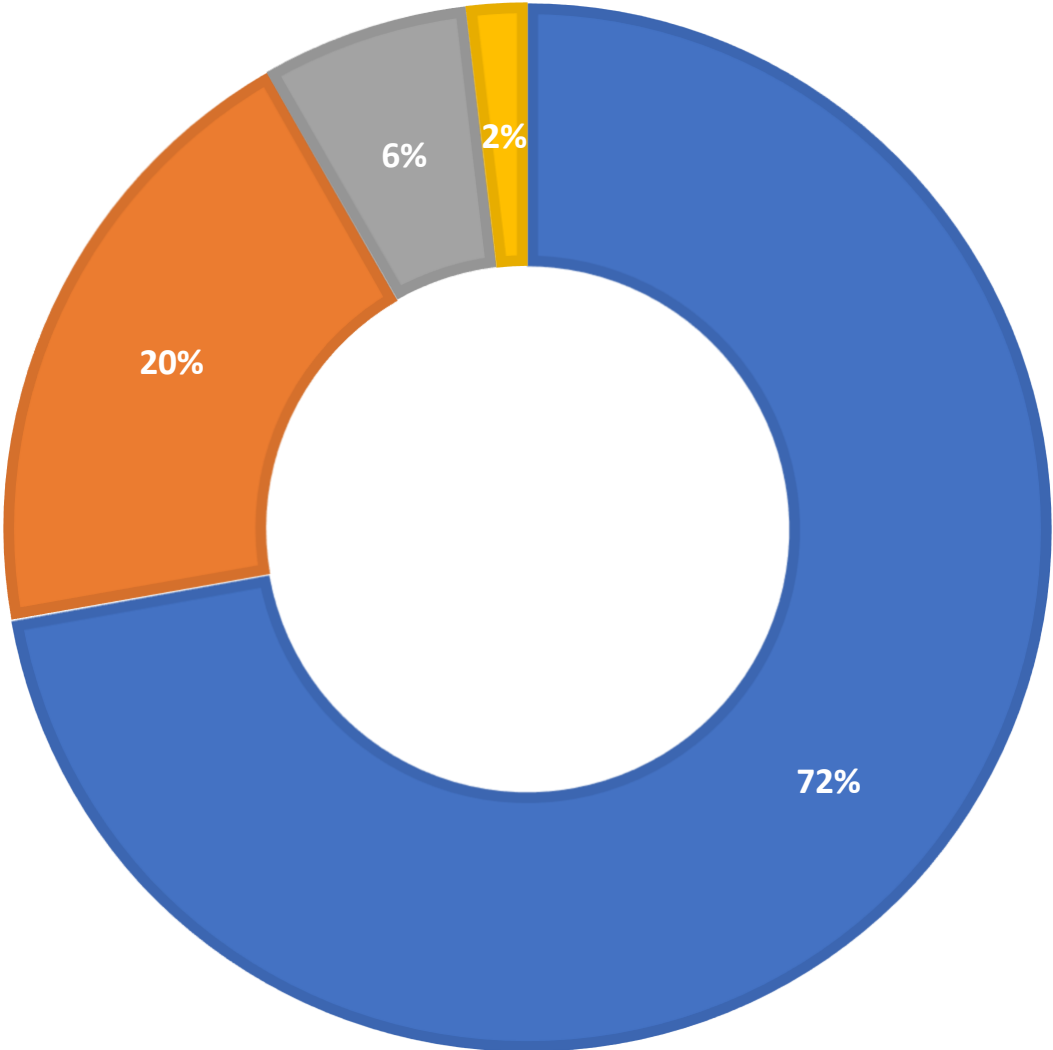
Month	Live Chat per Month	E-mails per Month	Texts per Month	FAQ Views per Month	Combined Sessions Per Month
Oct	9562	1992	674	63	12291
Nov	6900	2120	599	58	9677
Dec	4150	1234	444	132	5960
Jan	6768	1611	664	202	9245
Feb	6231	1530	523	165	8449
Mar	7066	1470	573	138	9247
Apr	6328	1332	516	103	8279
May	4675	1742	468	154	7039
June	4720	1555	470	202	6947
July	4624	1659	475	232	6990
Aug	5121	1441	557	236	7355
Sept	7720	2289	583	235	10827
<b>Totals</b>	<b>73865</b>	<b>19975</b>	<b>6546</b>	<b>1920</b>	<b>102306</b>

# Total Transactions by Entry Point (Top 45)



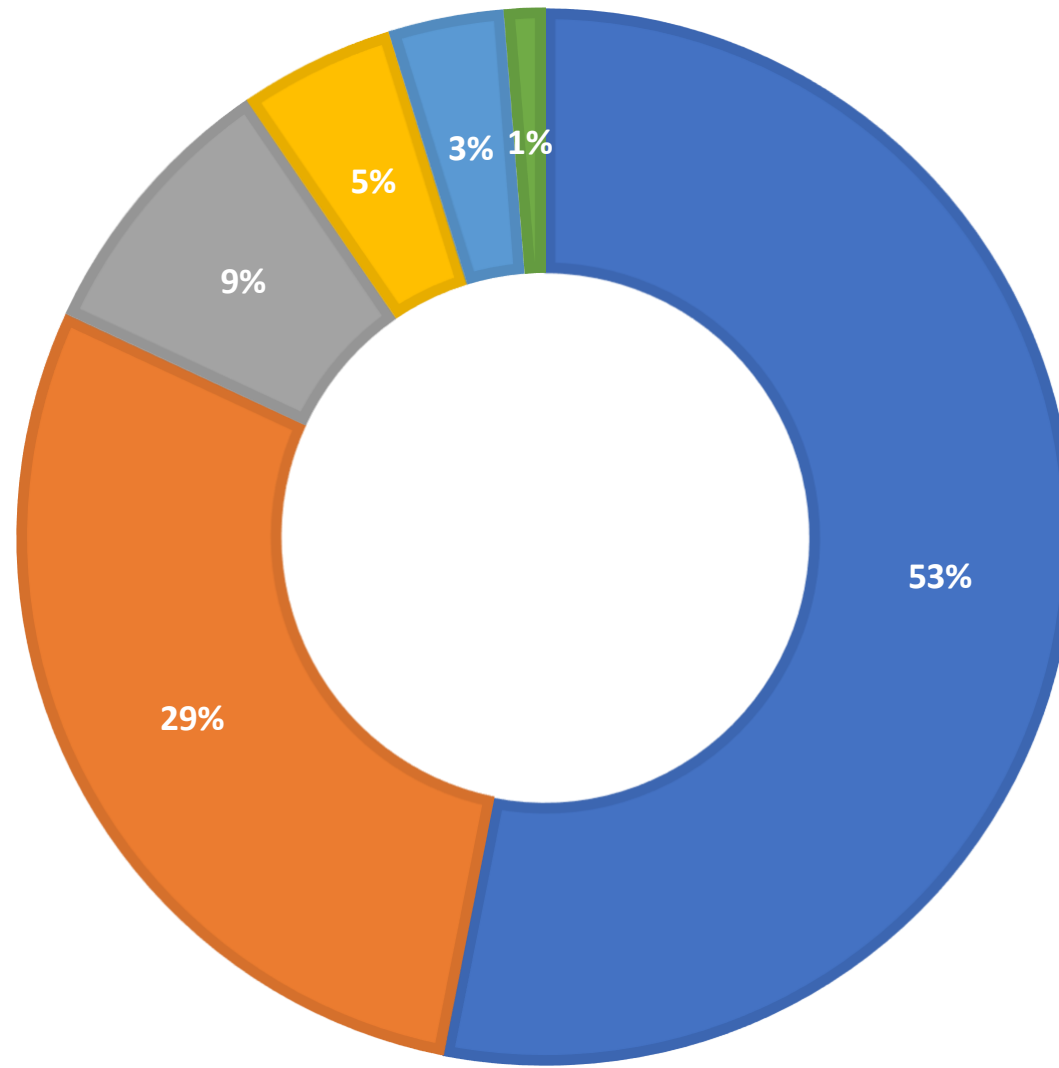
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

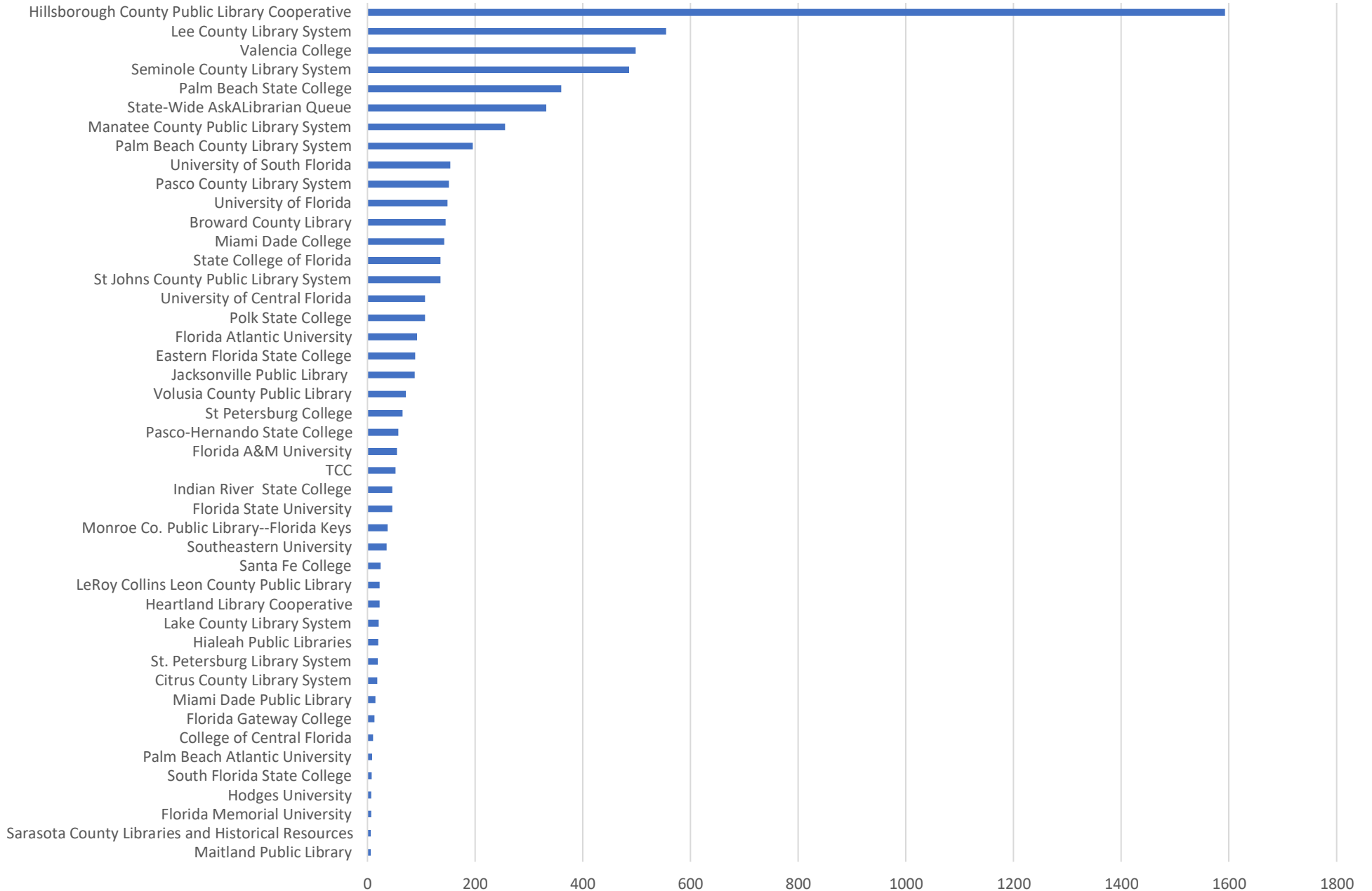
■ Windows ■ Macintosh ■ iPhone ■ Android ■ Chrome OS ■ iPad



# SMS



# Total SMS by Library (Top 45)



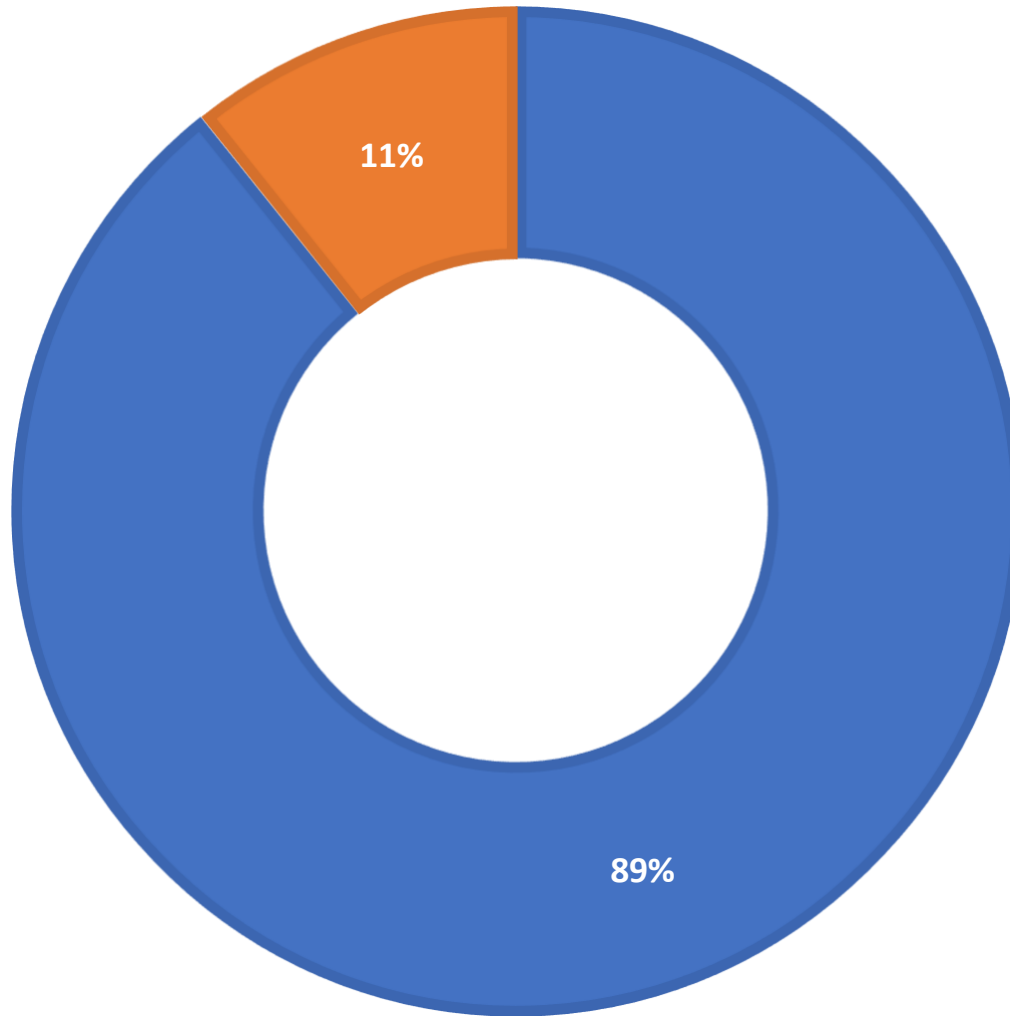


# Chat



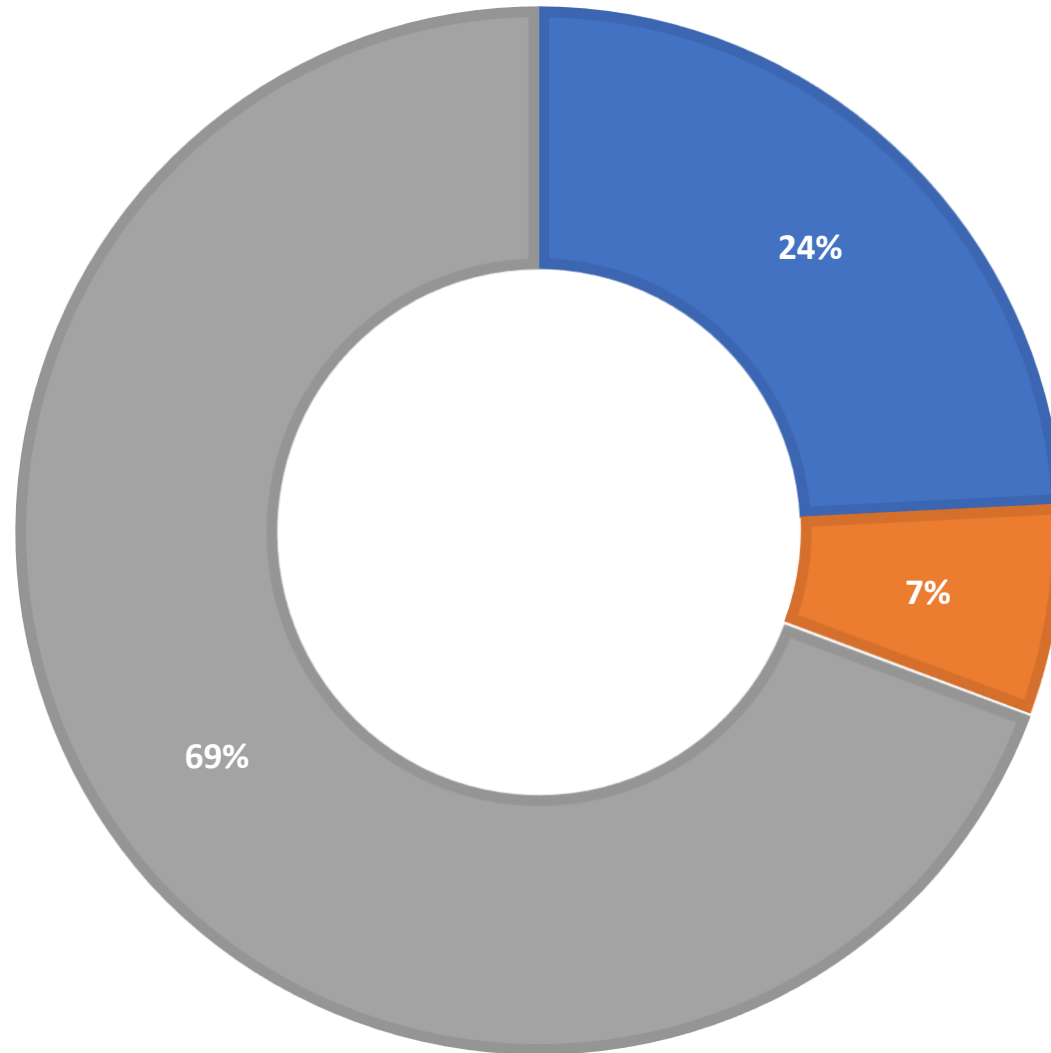
# What Percent of Chats Were Answered/Missed?

ANSWERED MISSED

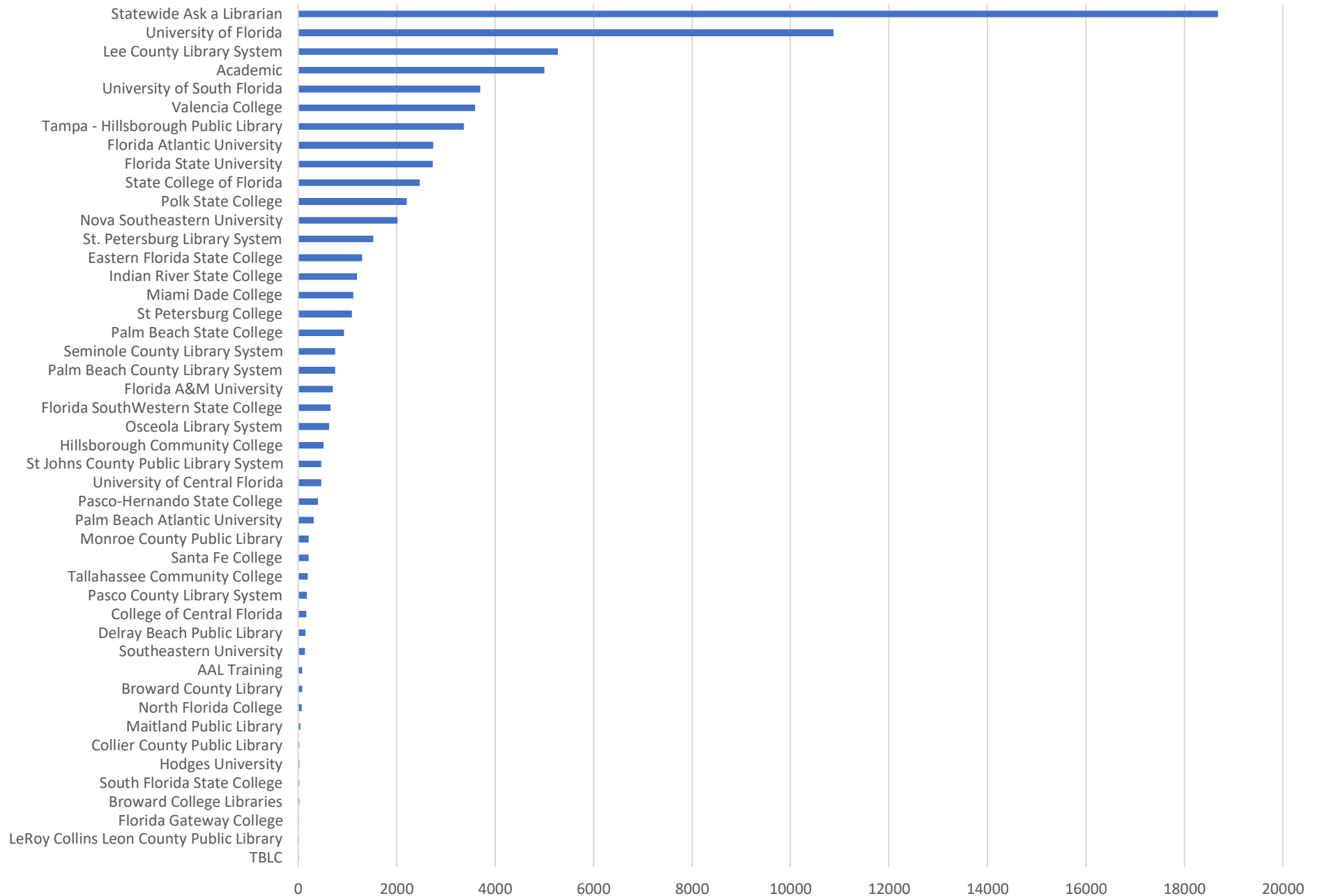


# Which Departments Answered Chats (by type)?

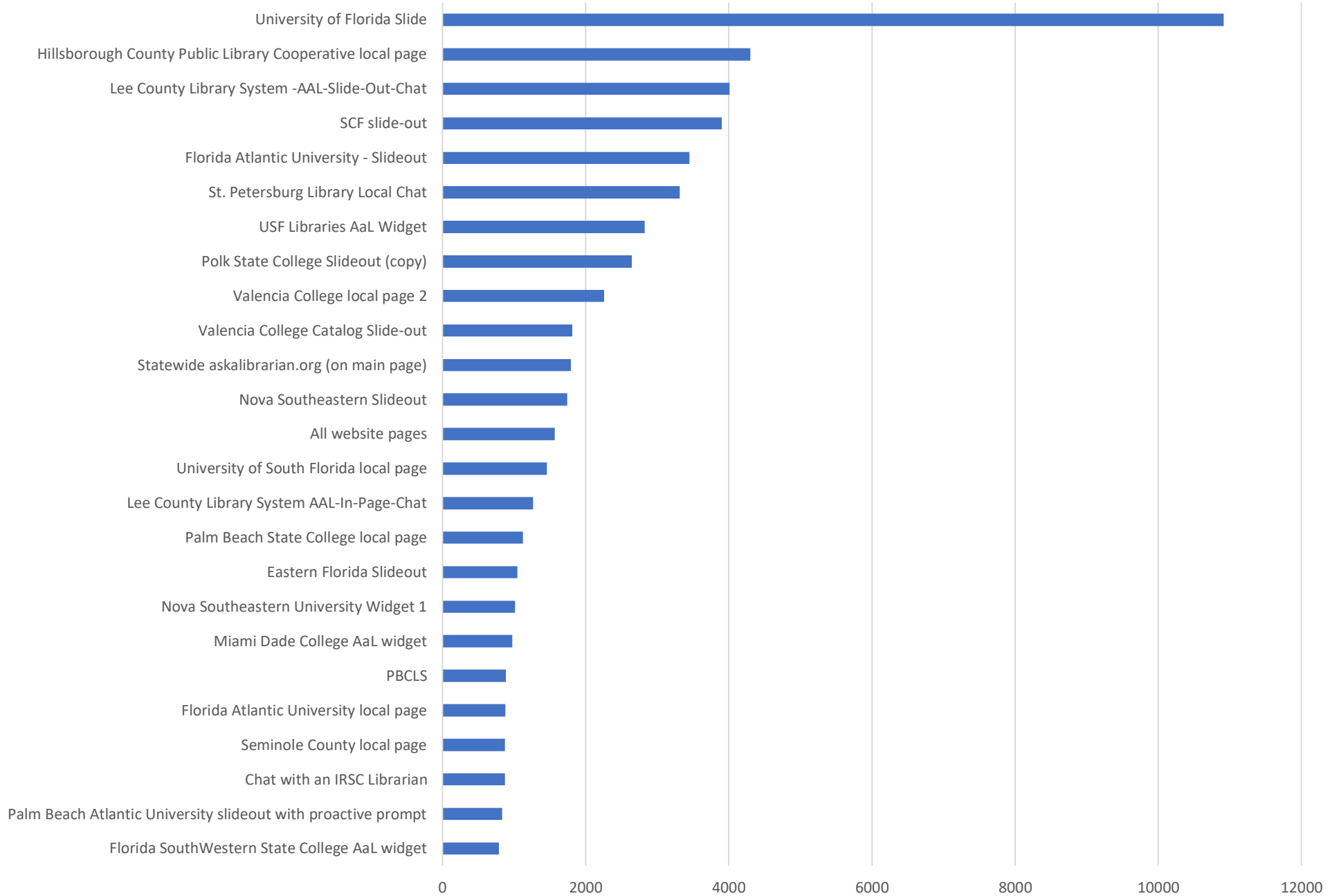
■ Statewide ■ Academic ■ Local



# Which Department Answered Chats (by Local Library – Top 46)?



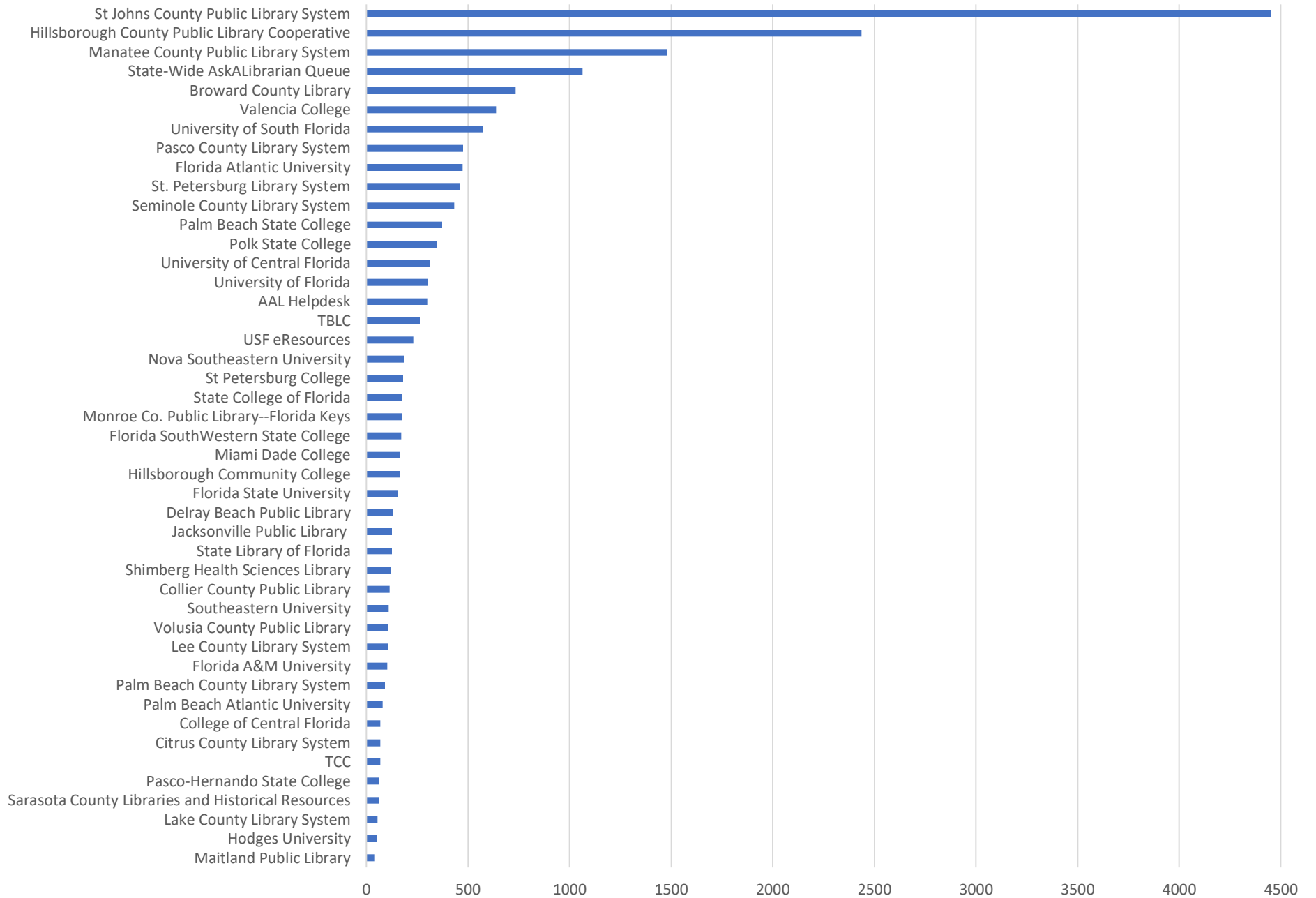
# Which Widgets Brought in the Most Chats (Top 25)?



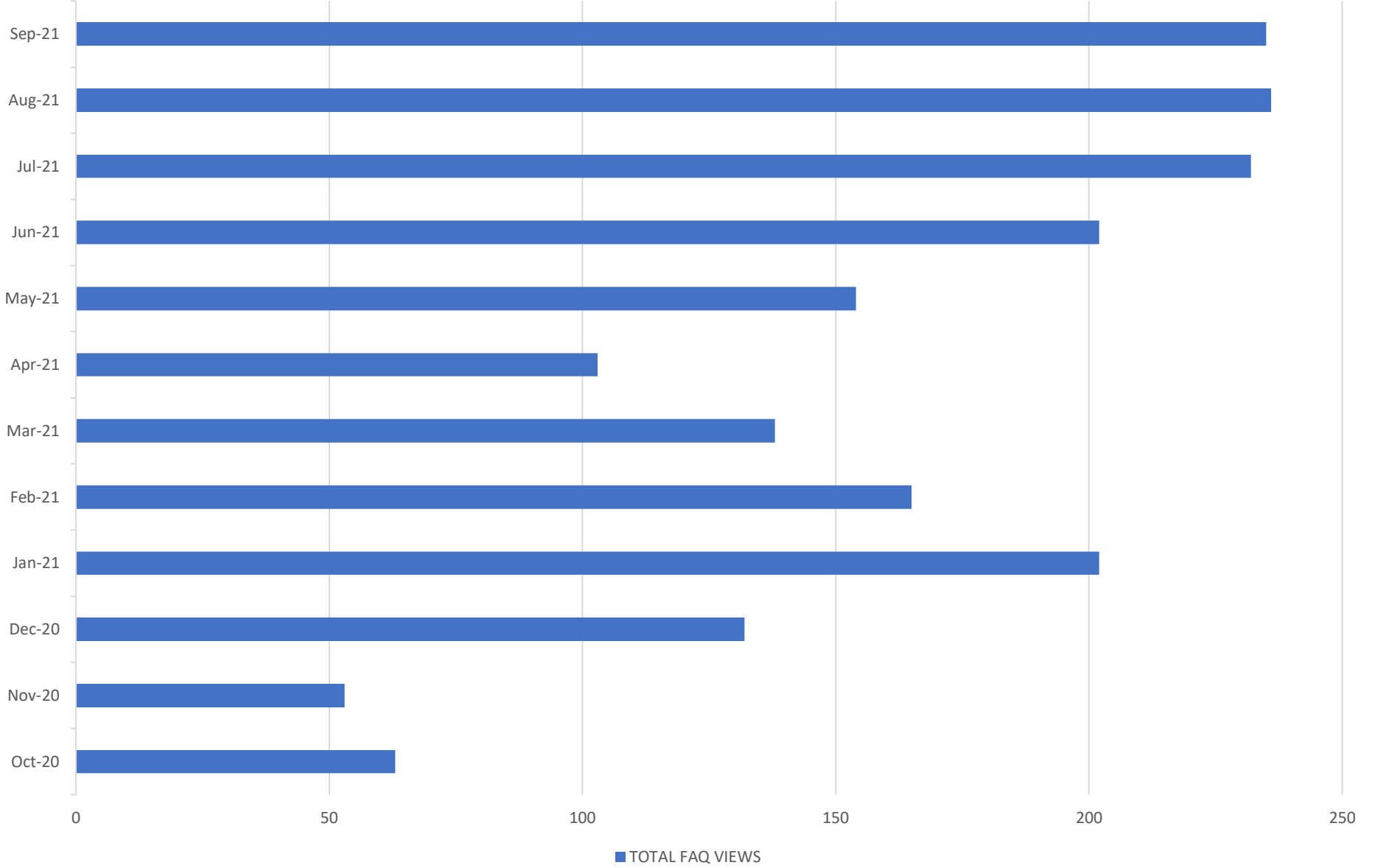
# Email



# Total Emails by Library (Top 45)



# FAQ Views by Month





## Top 25 FAQ Search Terms (Queries)

library	60	access	8
card	37	line	8
books	18	replace	7
renew	17	article	6
audio	14	pin	6
book	14	drivers	6
need	13	county	6
license	13	articles	6
find	11	address	6
visual	11	florida	6
donated	11	technology	5
help	9	apply	5
online	9		