

AskALibrarian.org

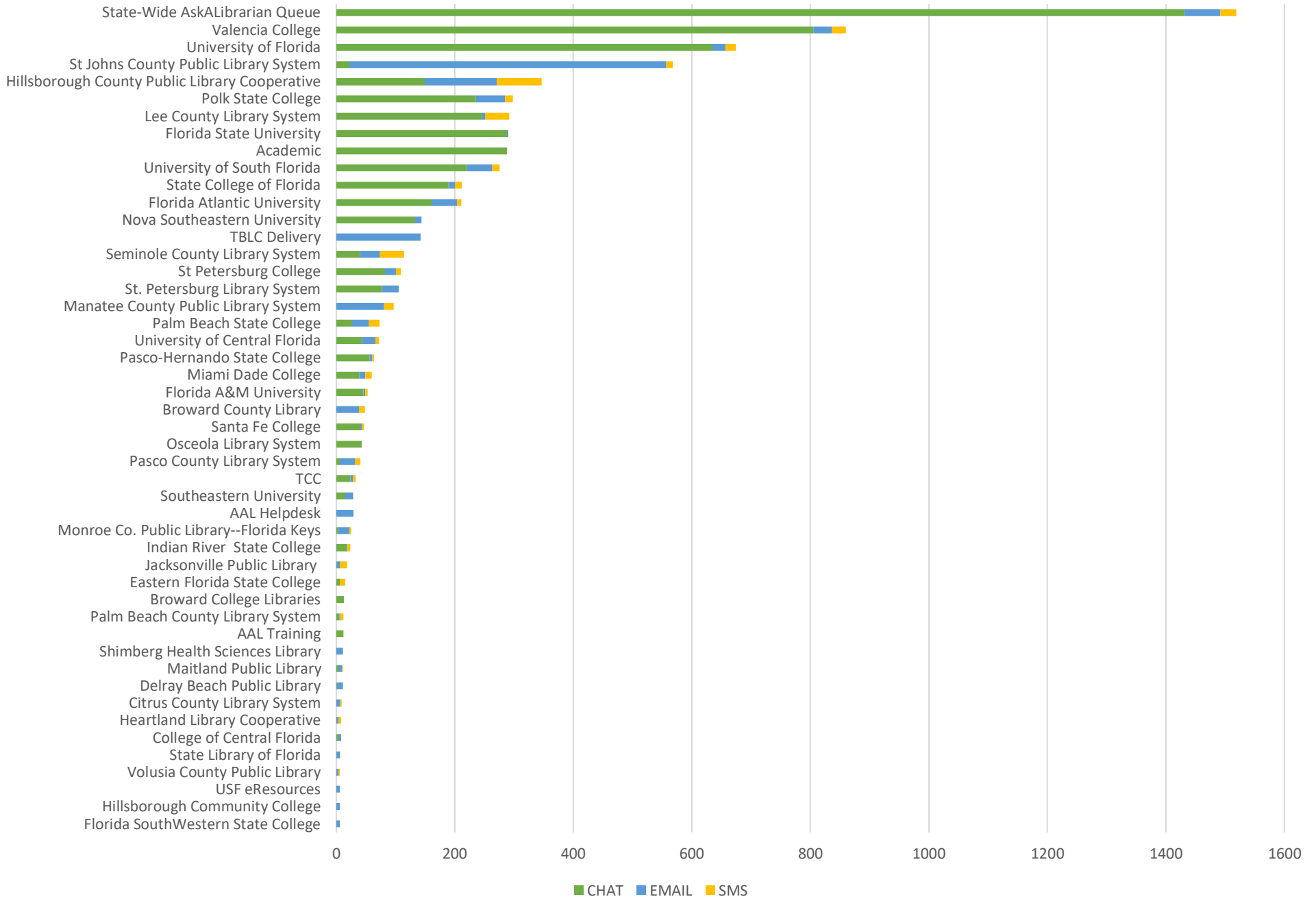
the Human Search Engine



November 2021 Statistics

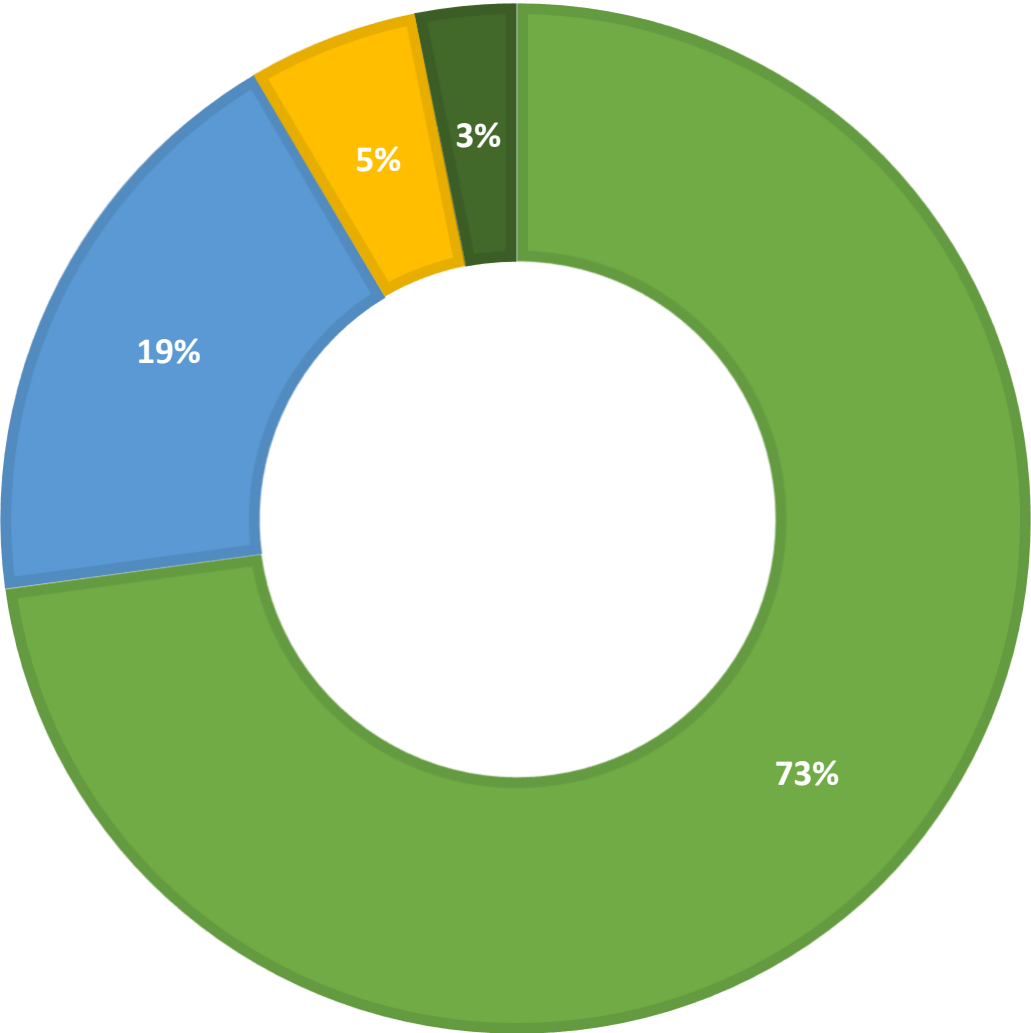
Question Type	
SMS	443
Chat	6,019
FAQ Views	259
Email	1,542
Total	8,263

Total Transactions by Entry Point (Top 48)



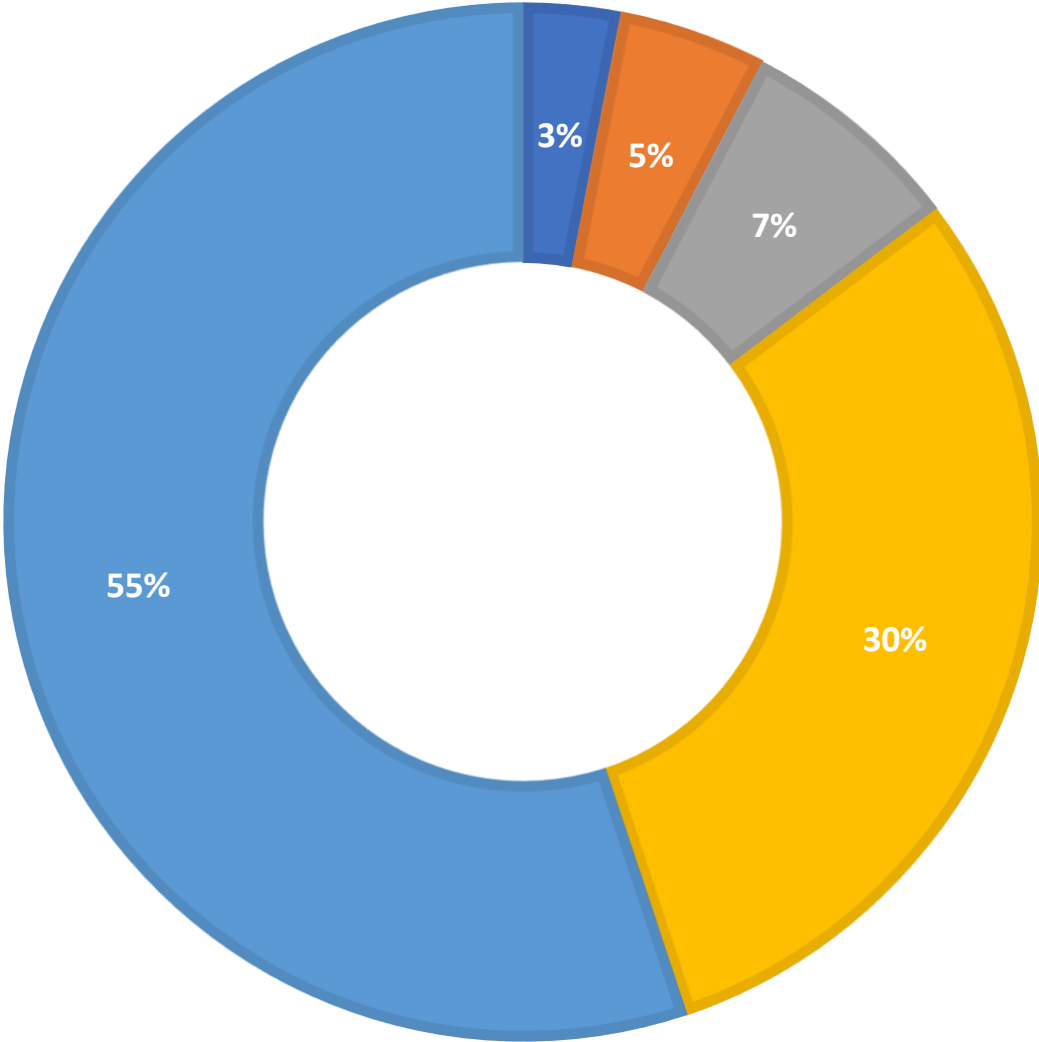
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

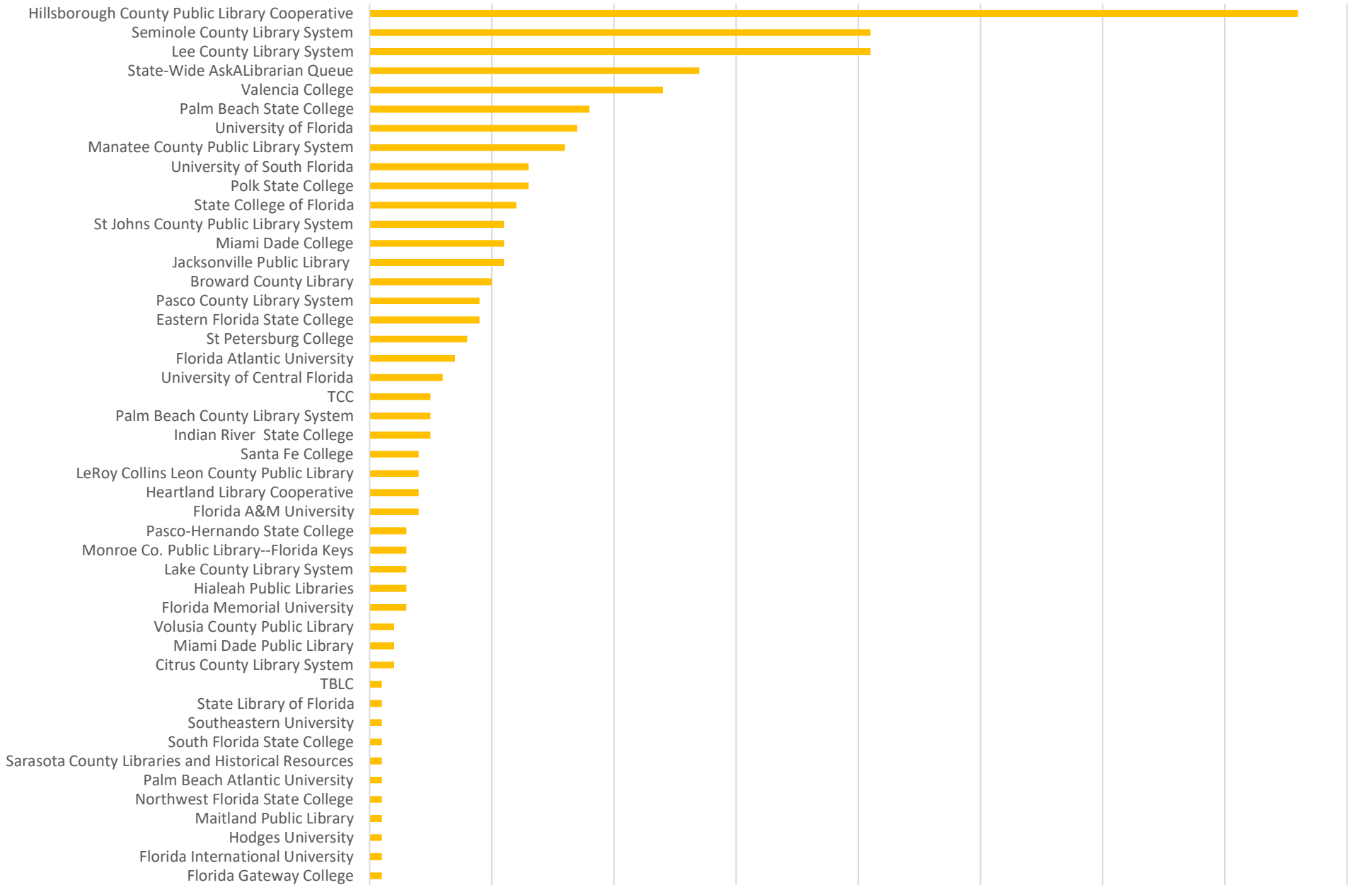
■ Android ■ Chrome OS ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

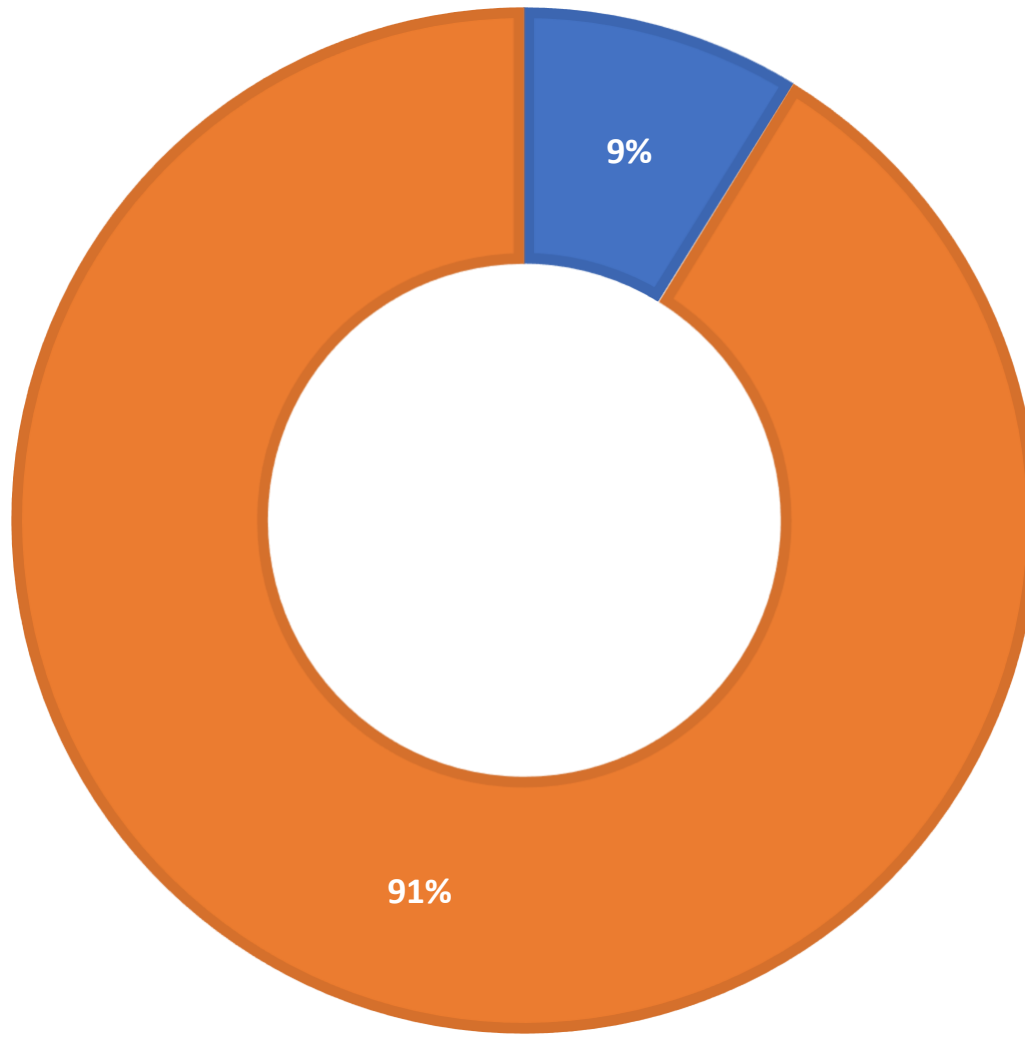


Chat



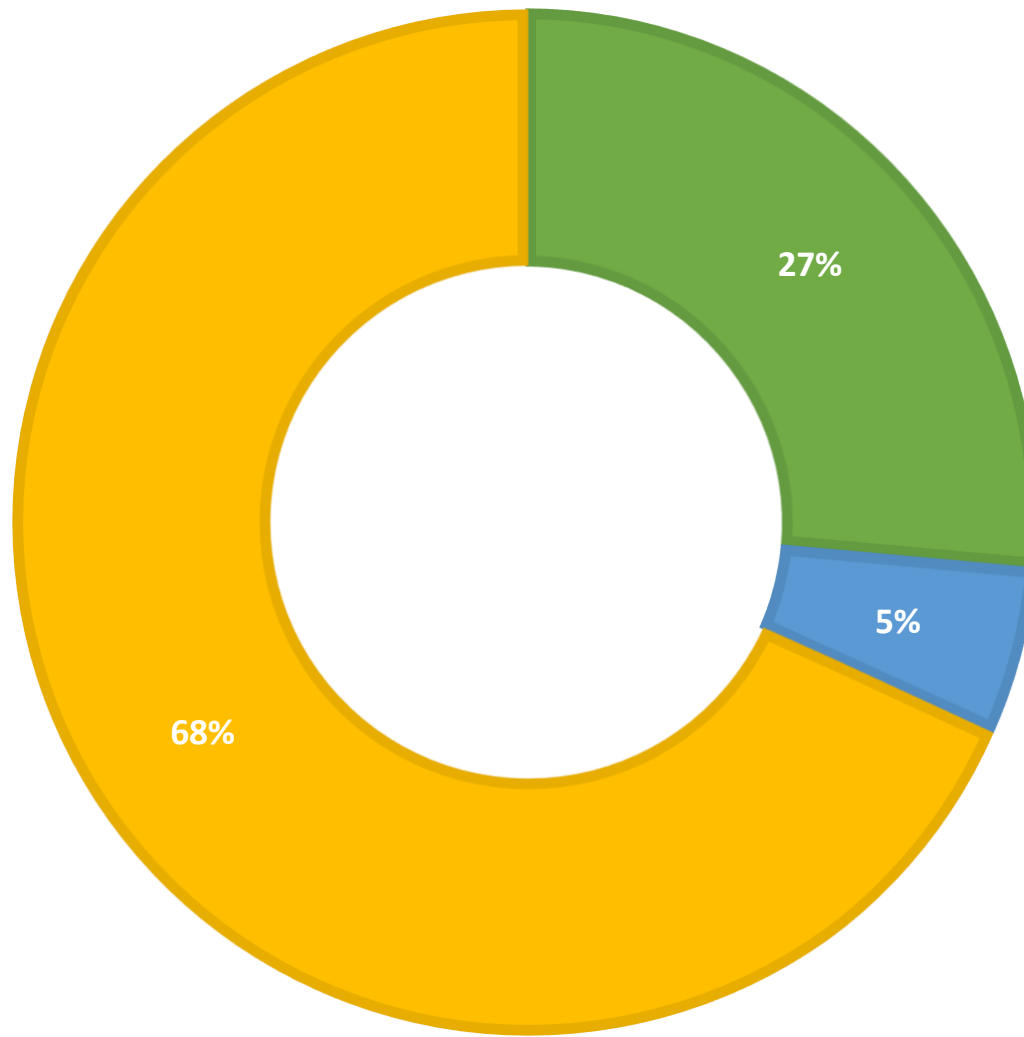
What Percent of Chats Were Answered/Missed?

■ Missed ■ Answered

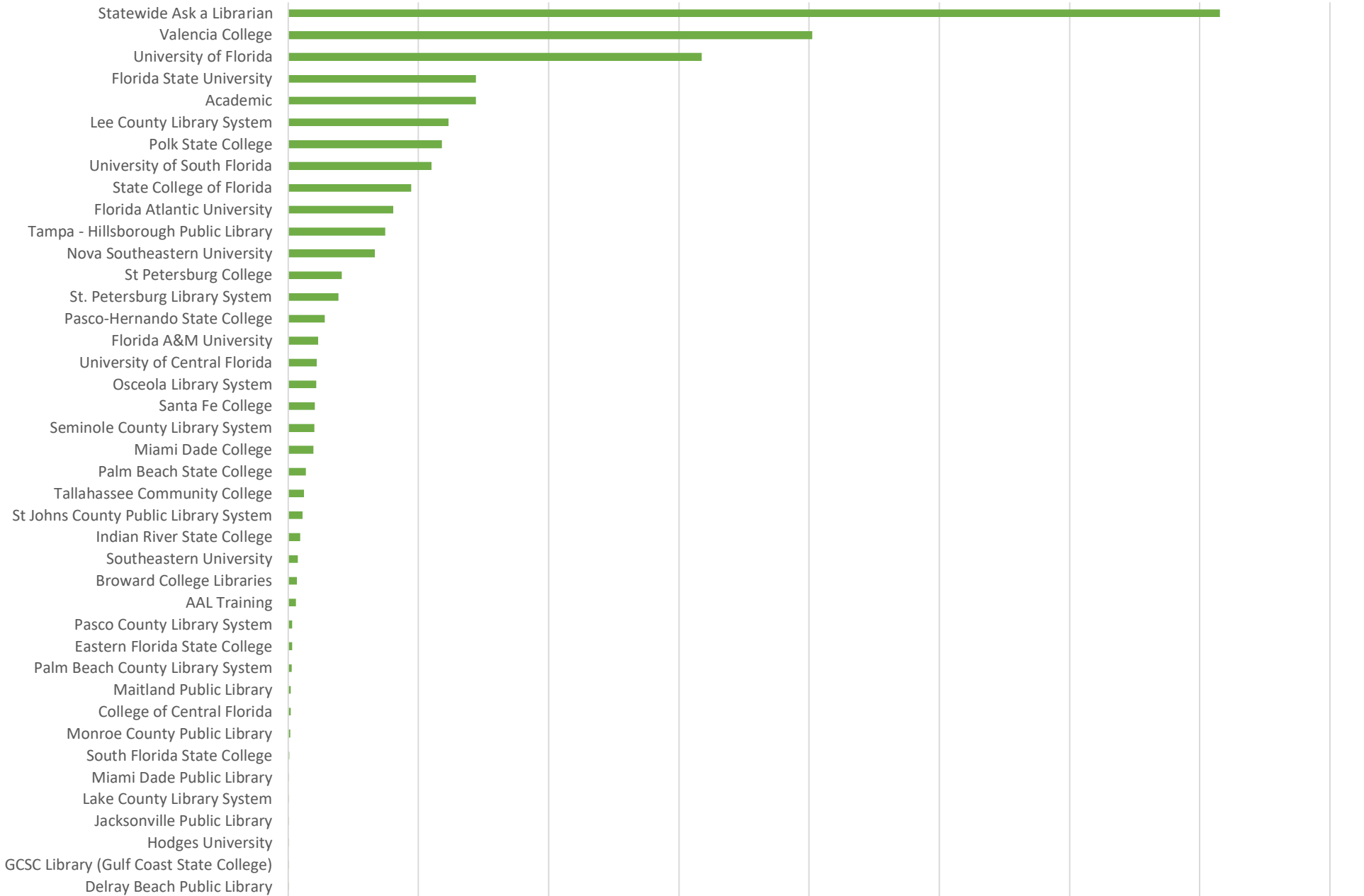


Which Departments Answered Chats (by type)?

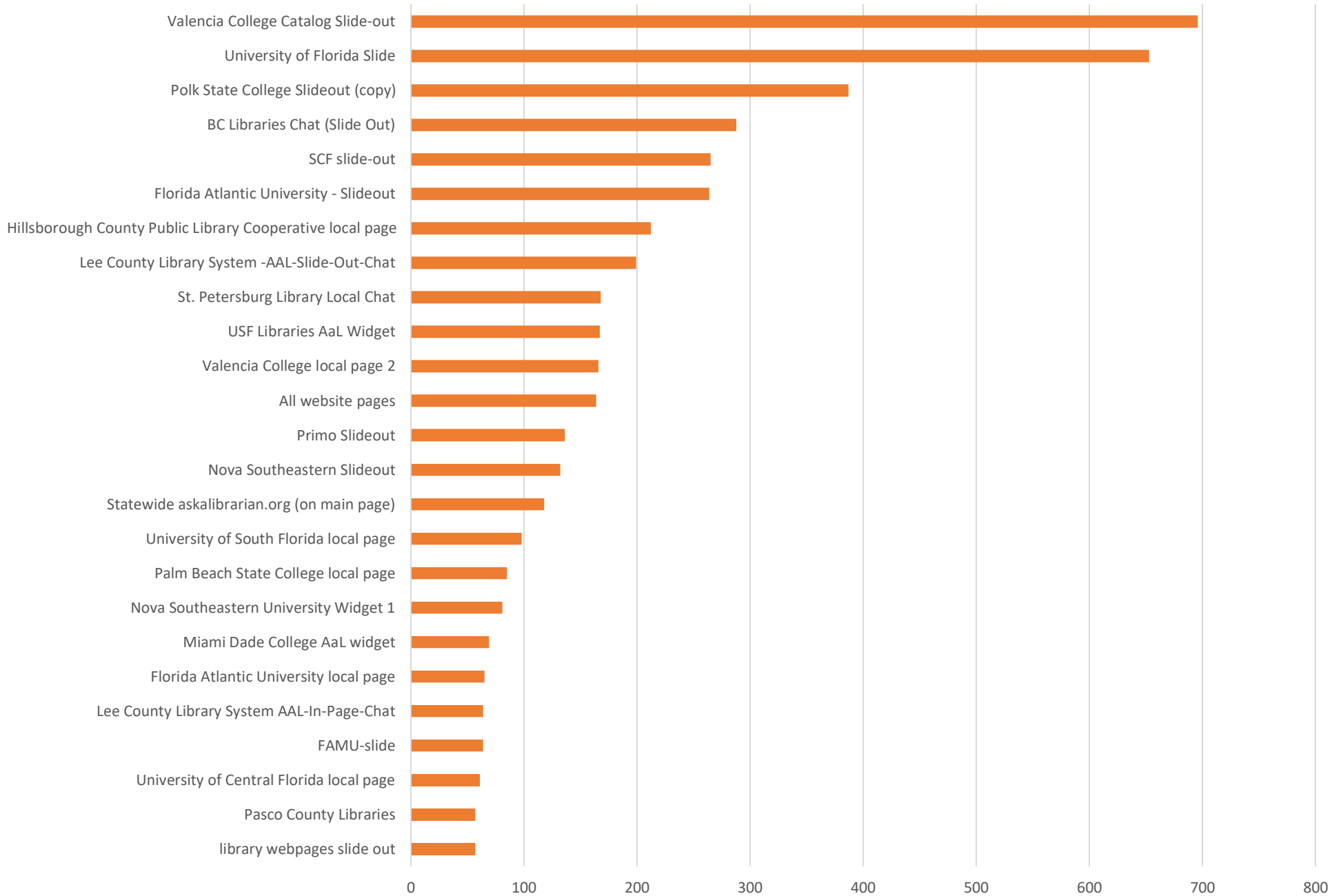
Statewide Academic Local



Which Department Answered Chats (by local library)?



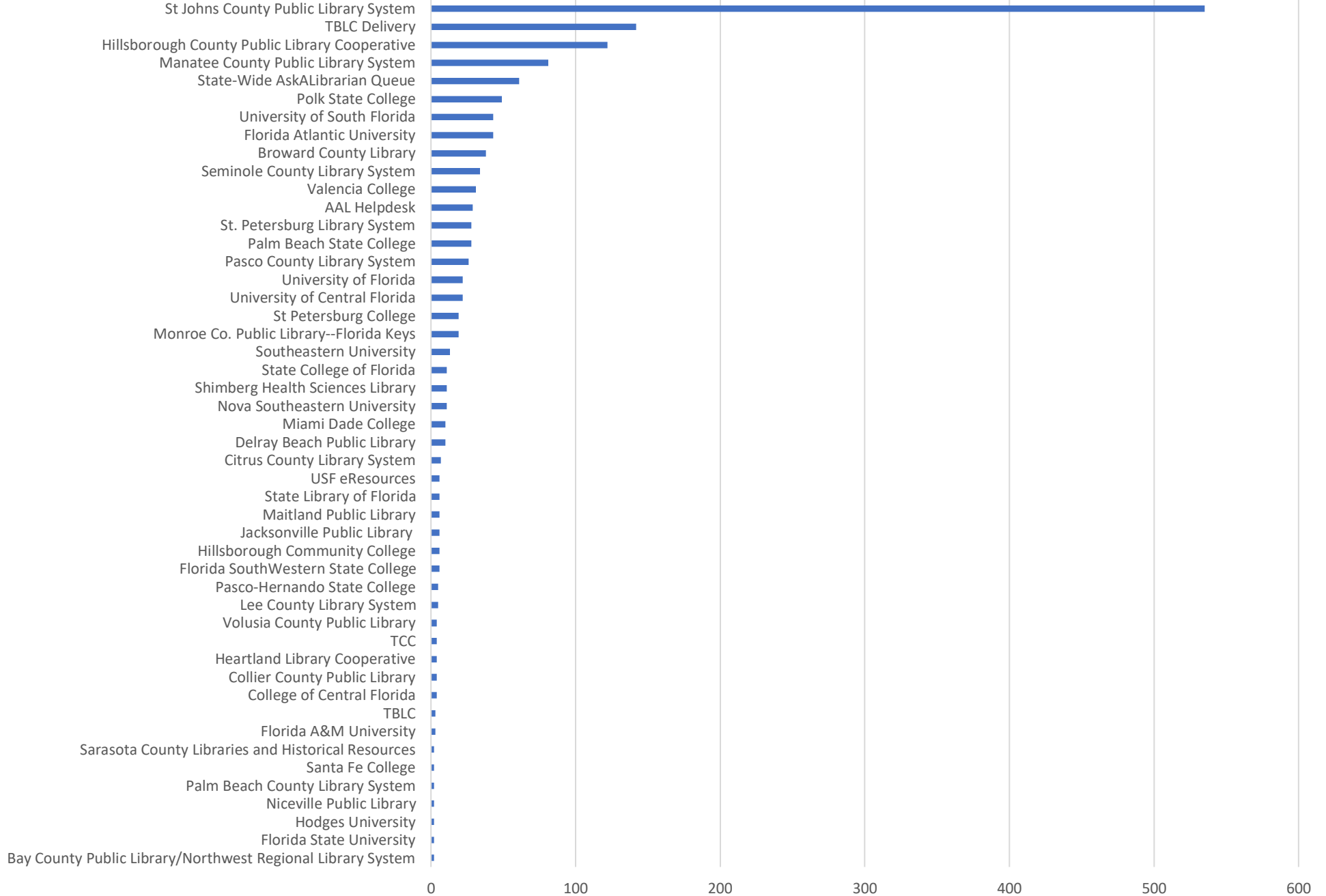
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 48)



Top 25 FAQ Search Terms (Queries)

library	4	oxford	1
book	4	hours	1
hcc	2	dictionary	1
assistance	2	operation	1
renew	2	play	1
card	2	virtual	1
new	2	accessing	1
need	2	english	1
idea	2	verizon	1
replacement	2	feather	1
food	2	white	1
download	2	hello	1
ebook	2		