

AskALibrarian.org

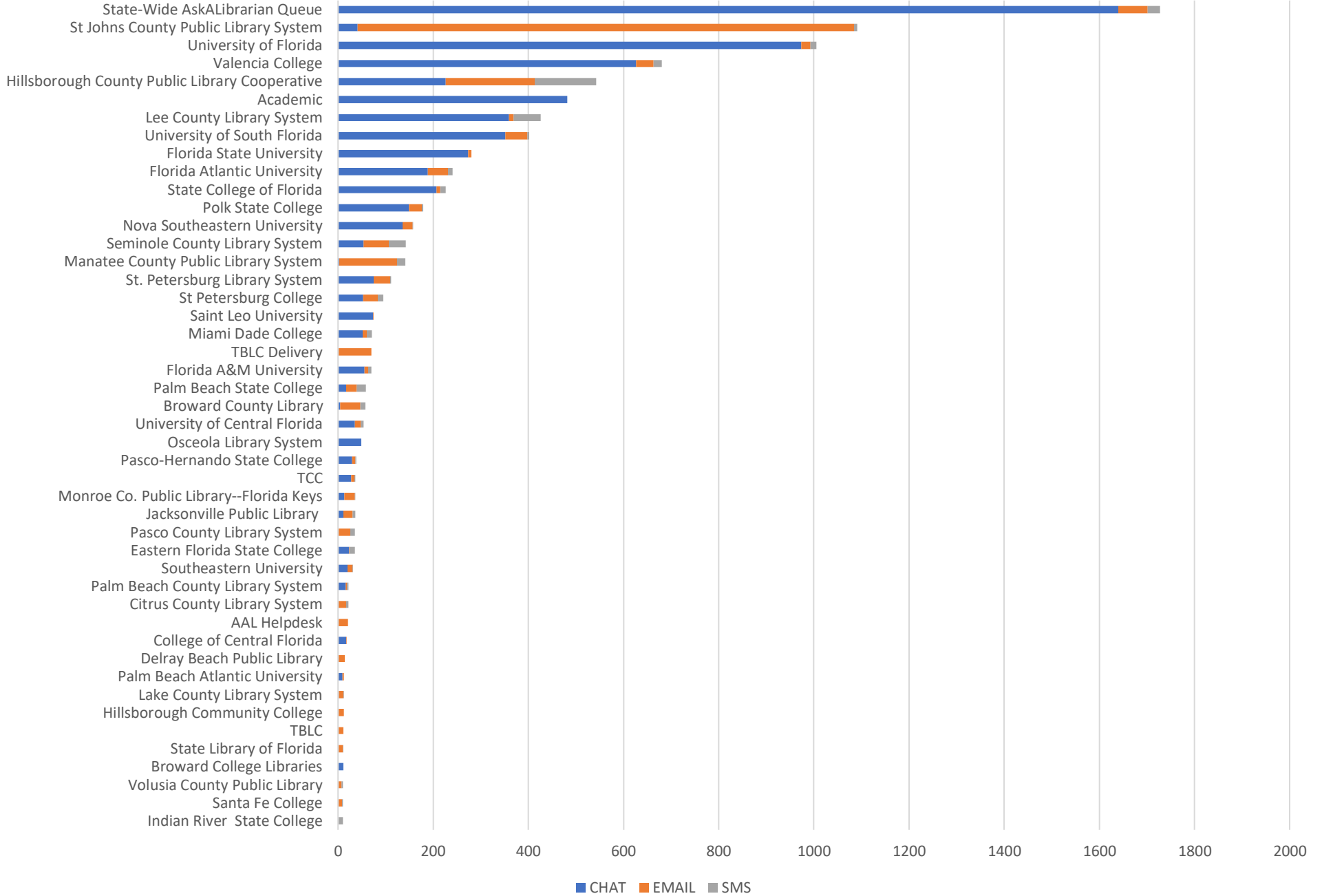
the Human Search Engine



February 2022 Statistics

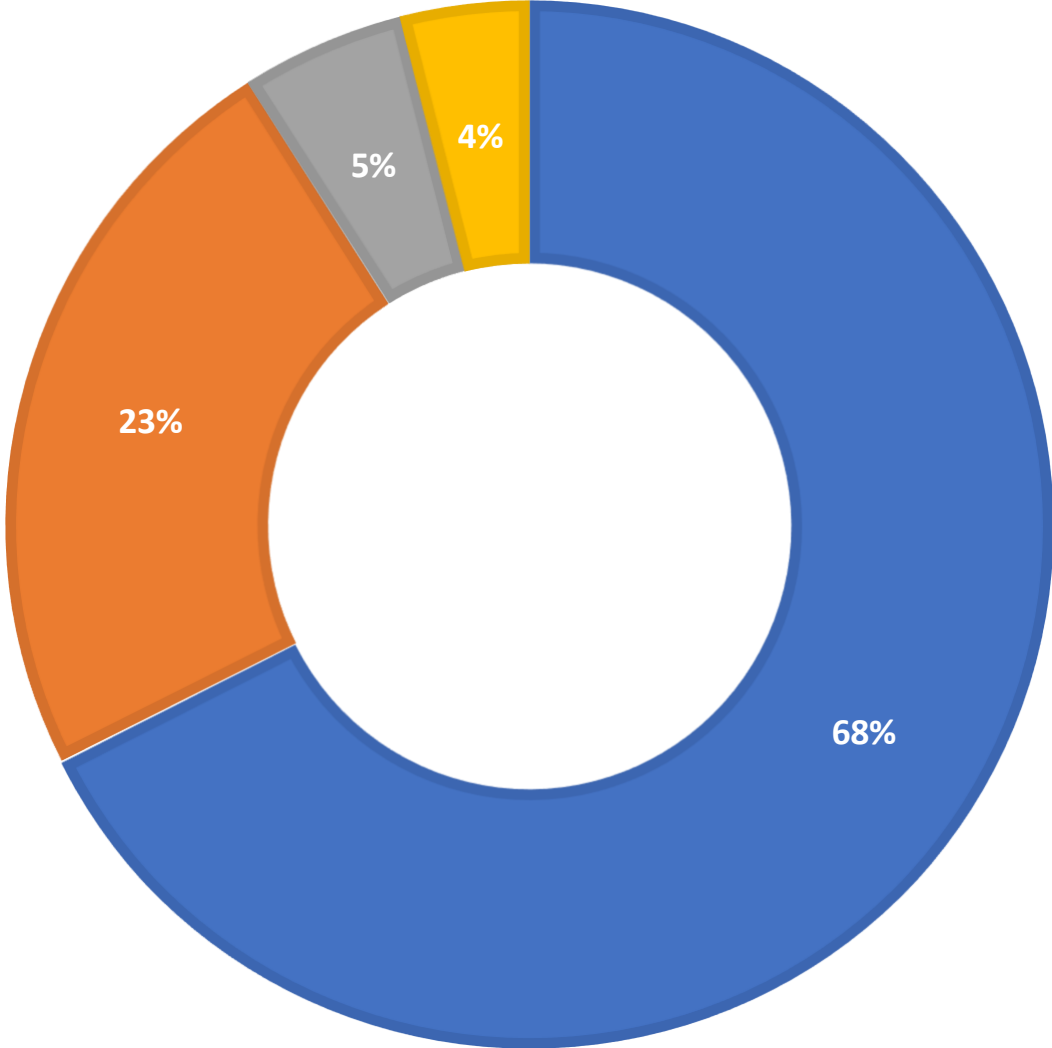
Question Type	
SMS	476
Chat	6,326
FAQ Views	370
Email	2,190
Total	9,362

Total Transactions by Entry Point (Top 46)



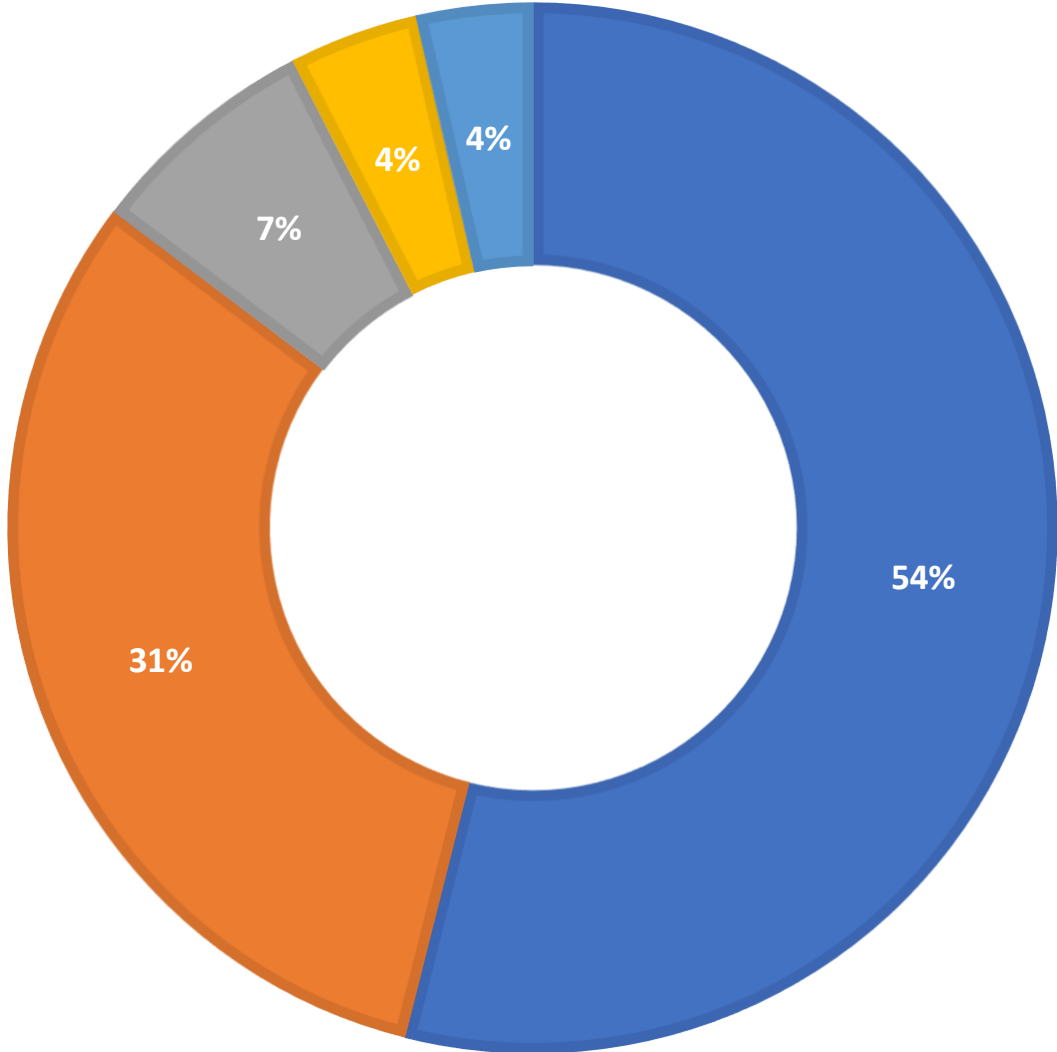
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

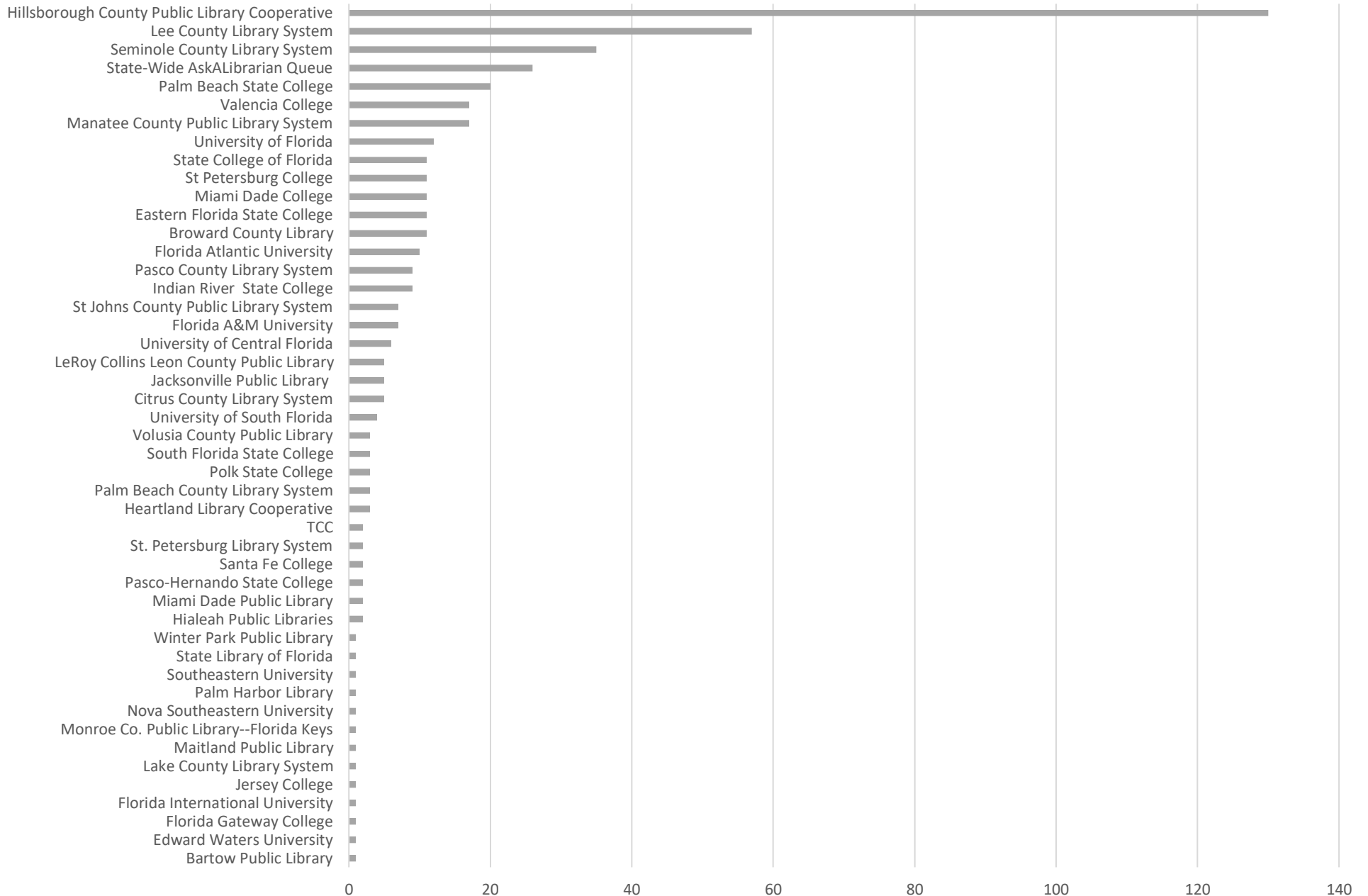
■ Windows ■ Macintosh ■ iPhone ■ Chrome OS ■ Android



SMS



Total SMS by Library

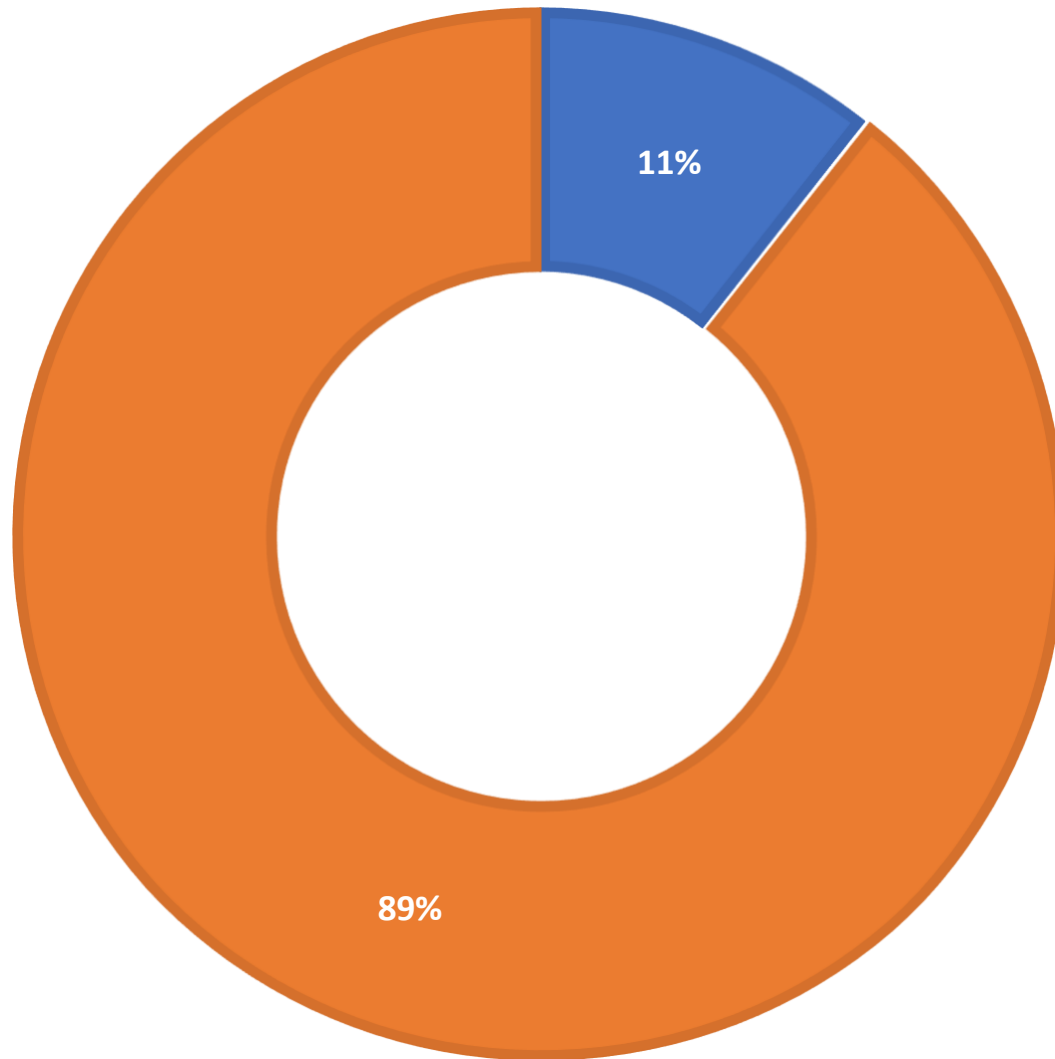


Chat



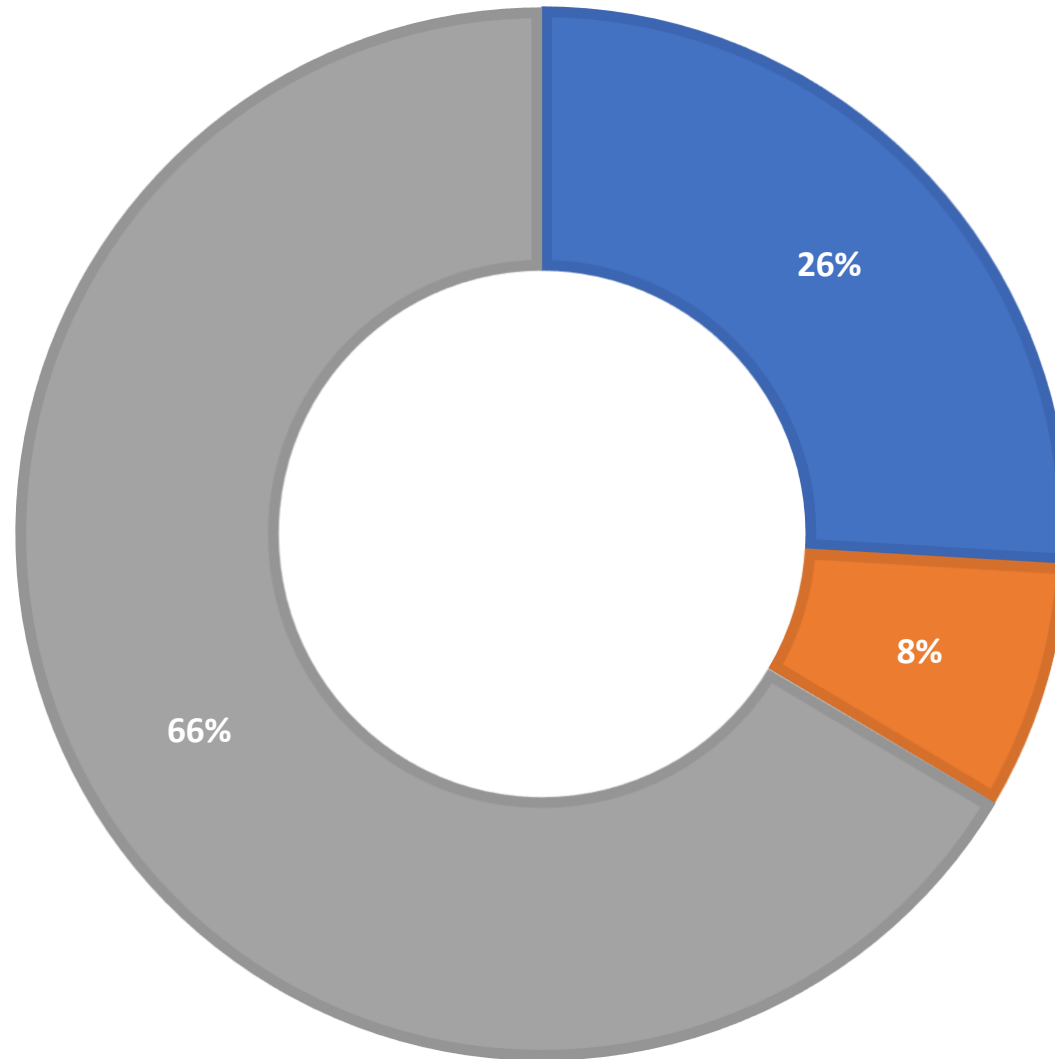
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

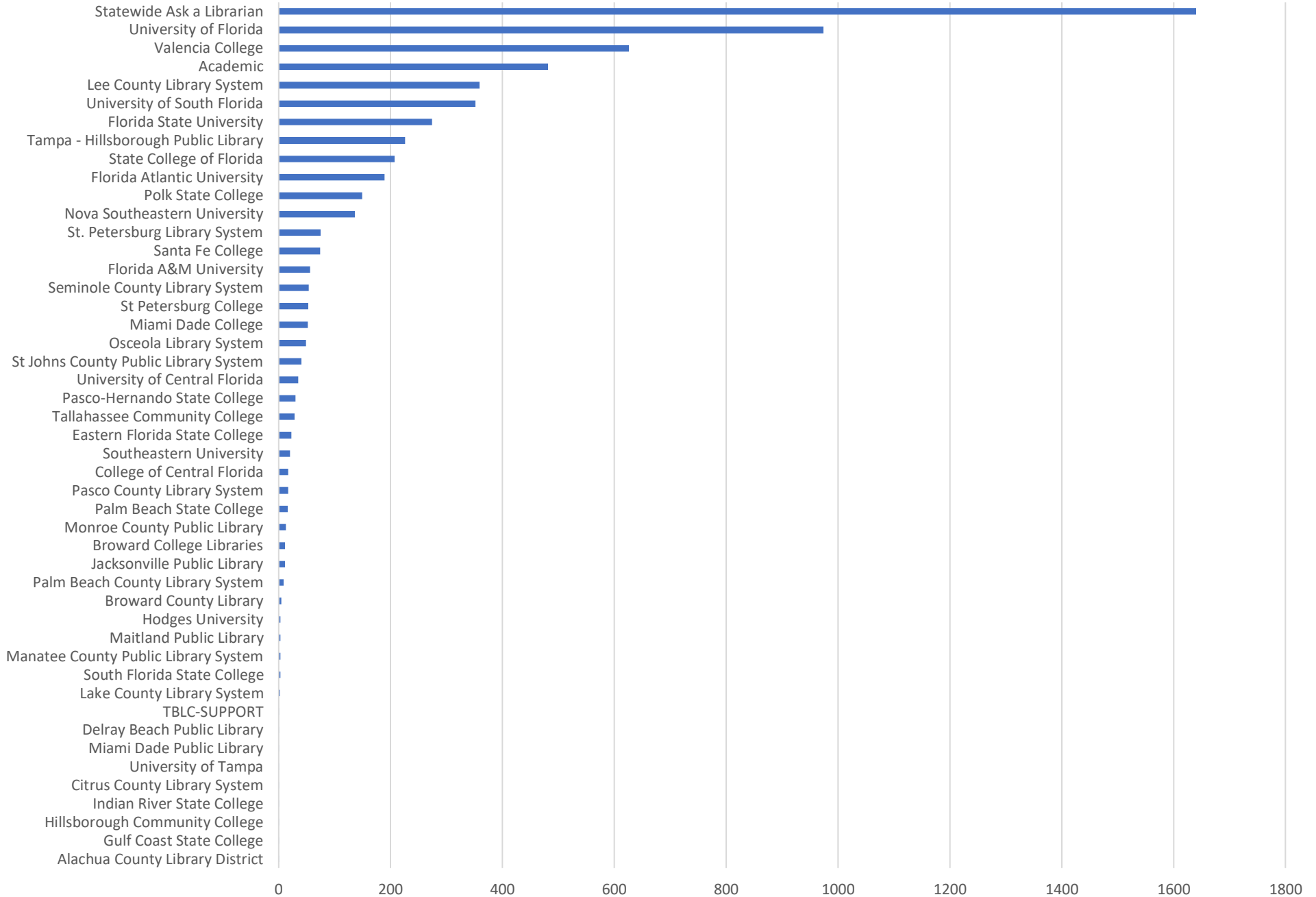


Which Departments Answered Chats (by type)?

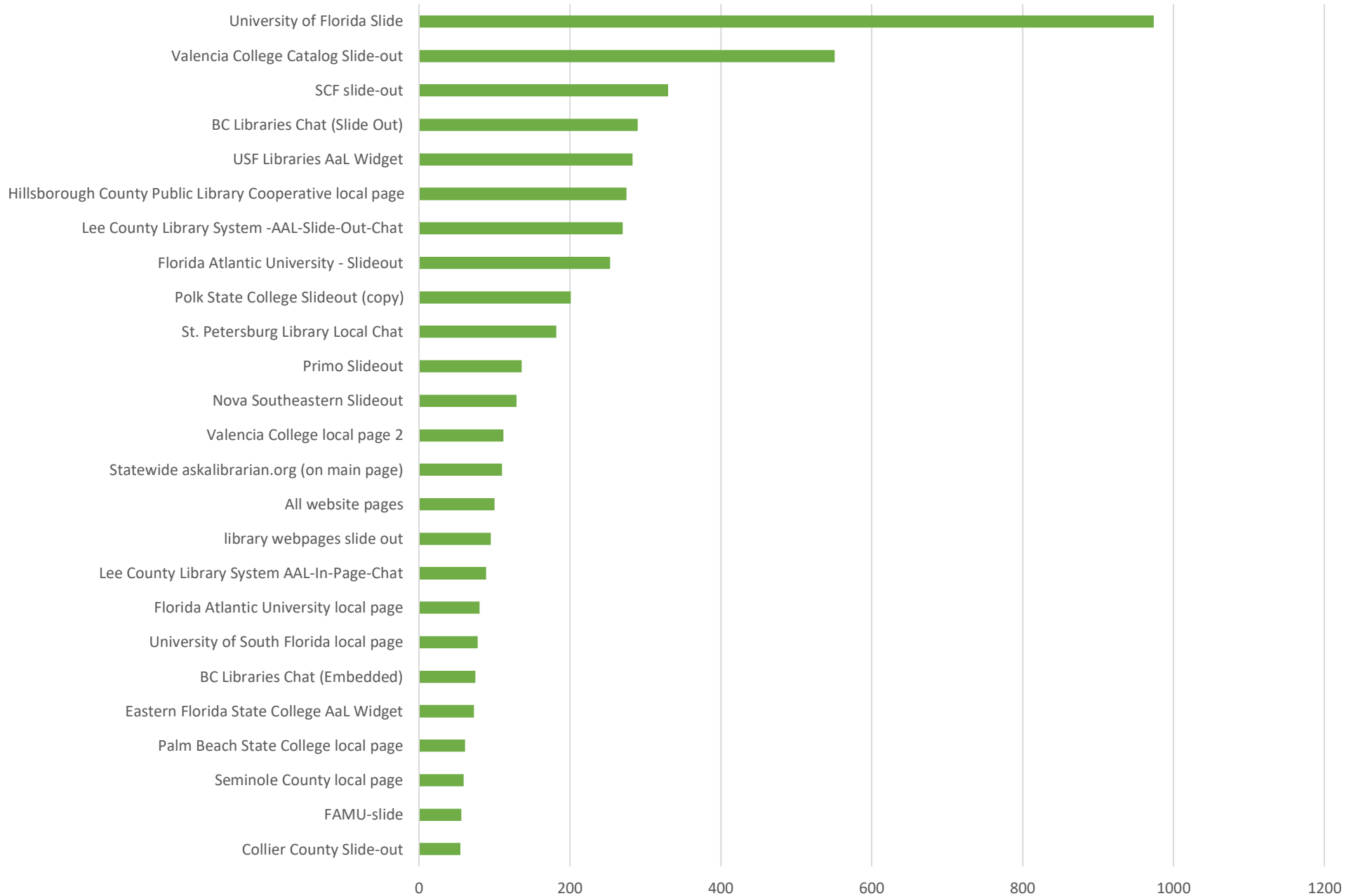
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



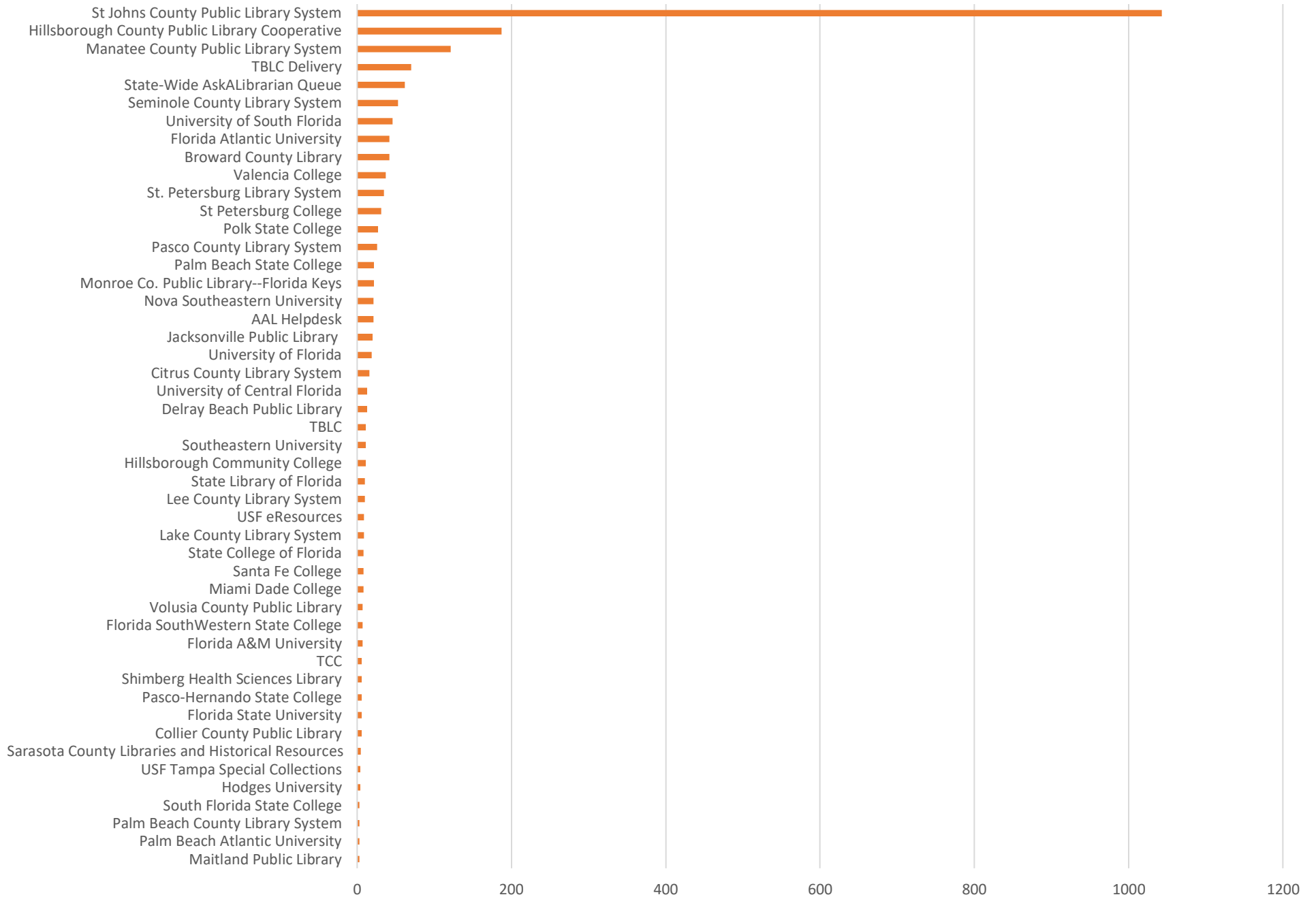
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 48)



Top 16 FAQ Search Terms (Queries)

ask	153	brevard	2
your	153	card	2
question	151	drivers	2
florida	5	fee	2
library	4	find	2
county	3	late	2
license	3	many	2
book	2	public	2