

# AskALibrarian.org

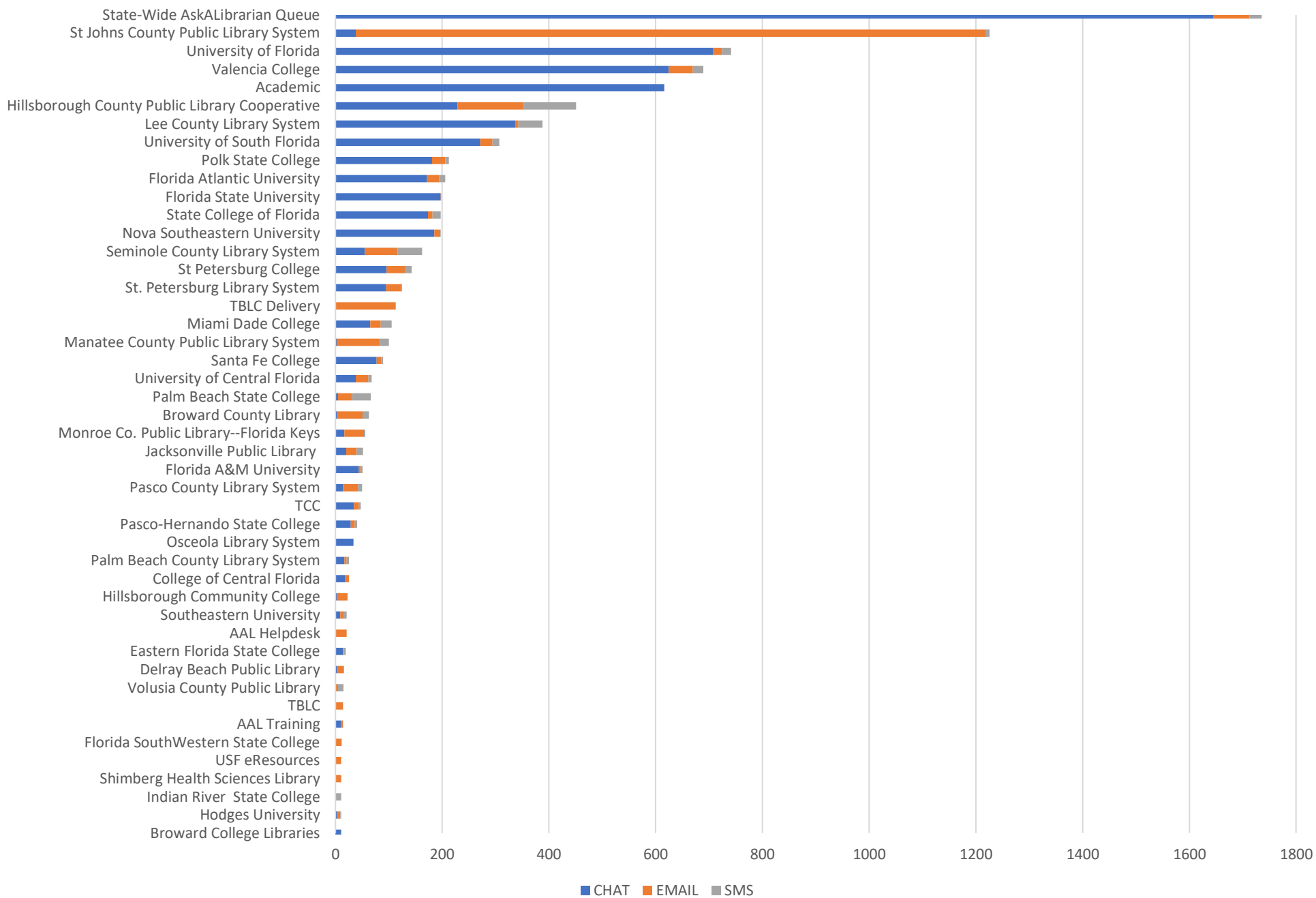
the Human Search Engine



## March 2022 Statistics

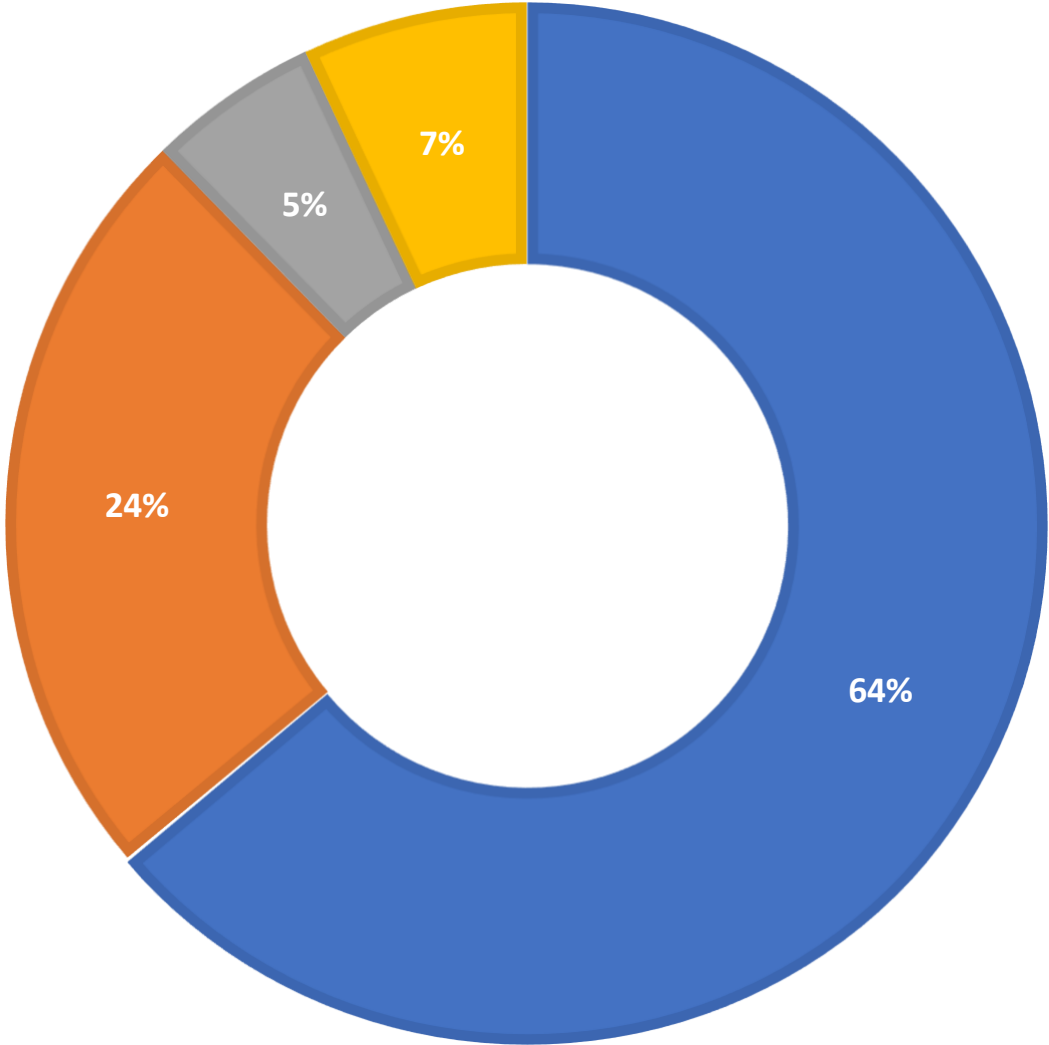
<b>Question Type</b>	
<b>SMS</b>	<b>510</b>
<b>Chat</b>	<b>6,113</b>
<b>FAQ Views</b>	<b>668</b>
<b>Email</b>	<b>2,274</b>
<b>Total</b>	<b>9,565</b>

# Total Transactions by Entry Point (Top 46)



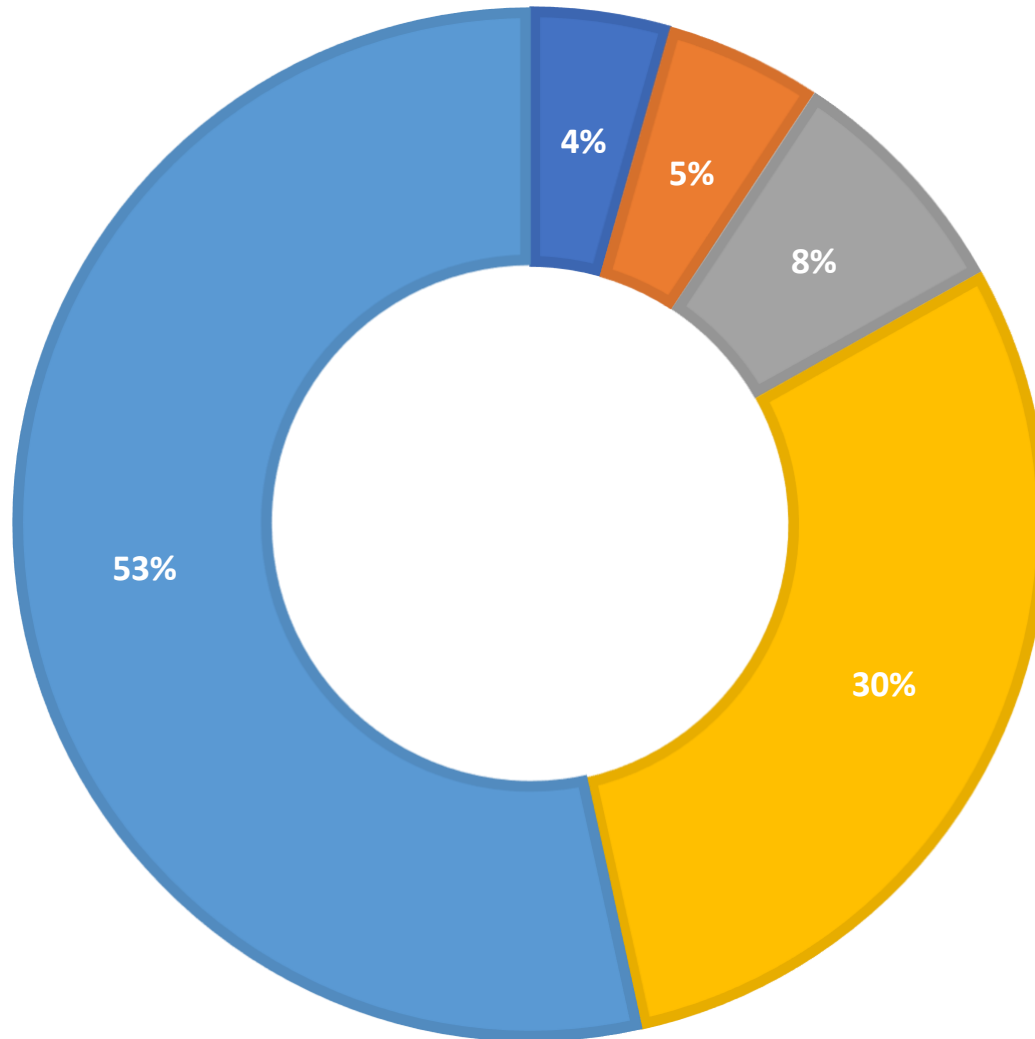
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

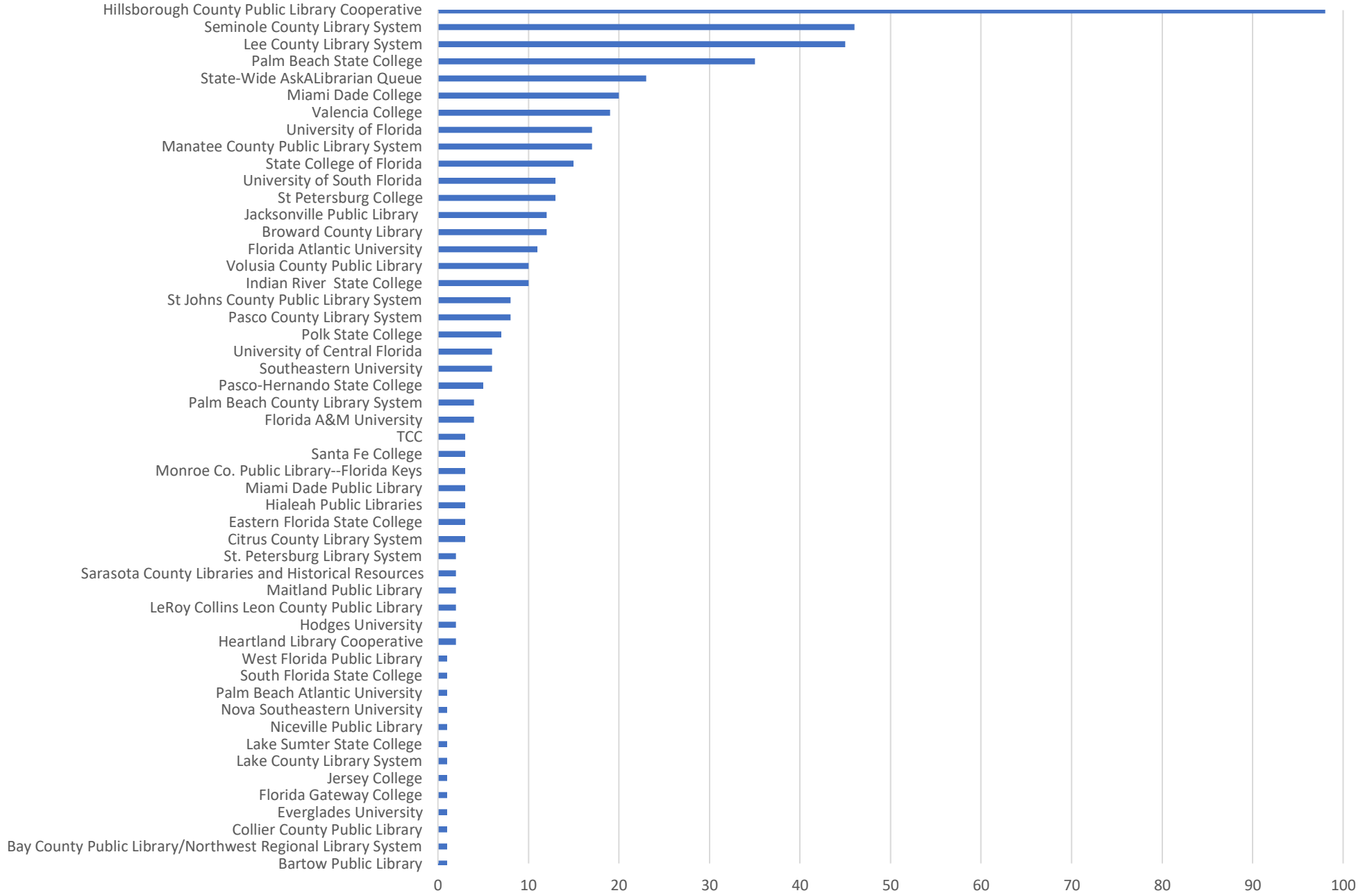
■ Android ■ Chrome OS ■ iPhone ■ Macintosh ■ Windows



# SMS



# Total SMS by Library



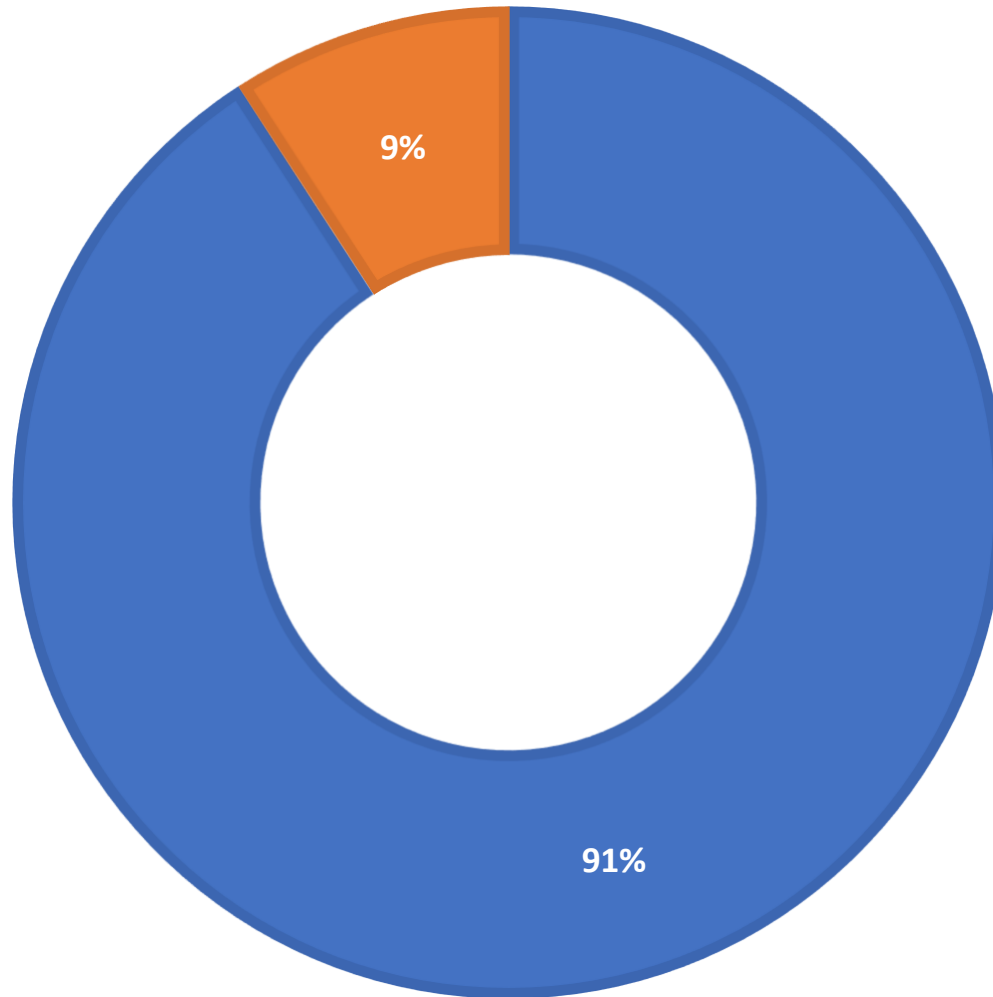
# Chat





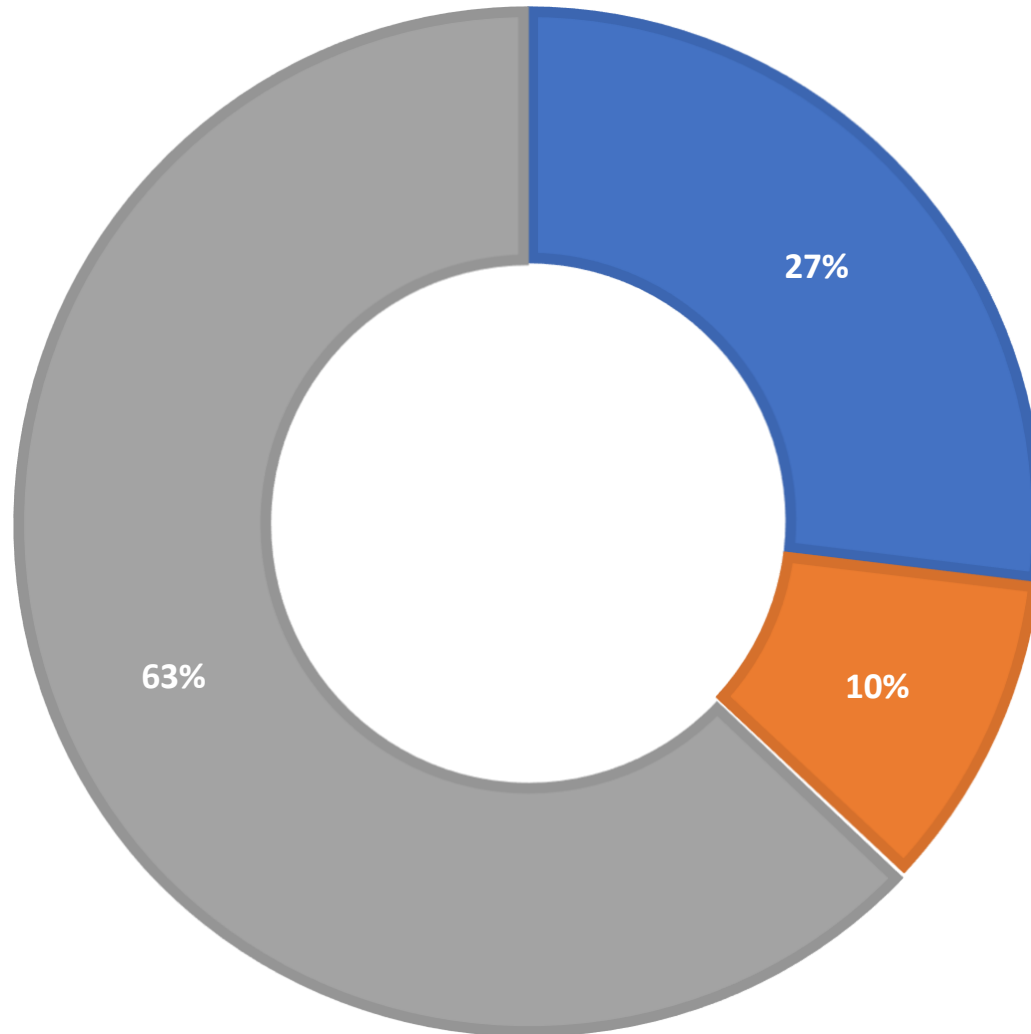
# What Percent of Chats Were Answered/Missed?

ANSWERED MISSED

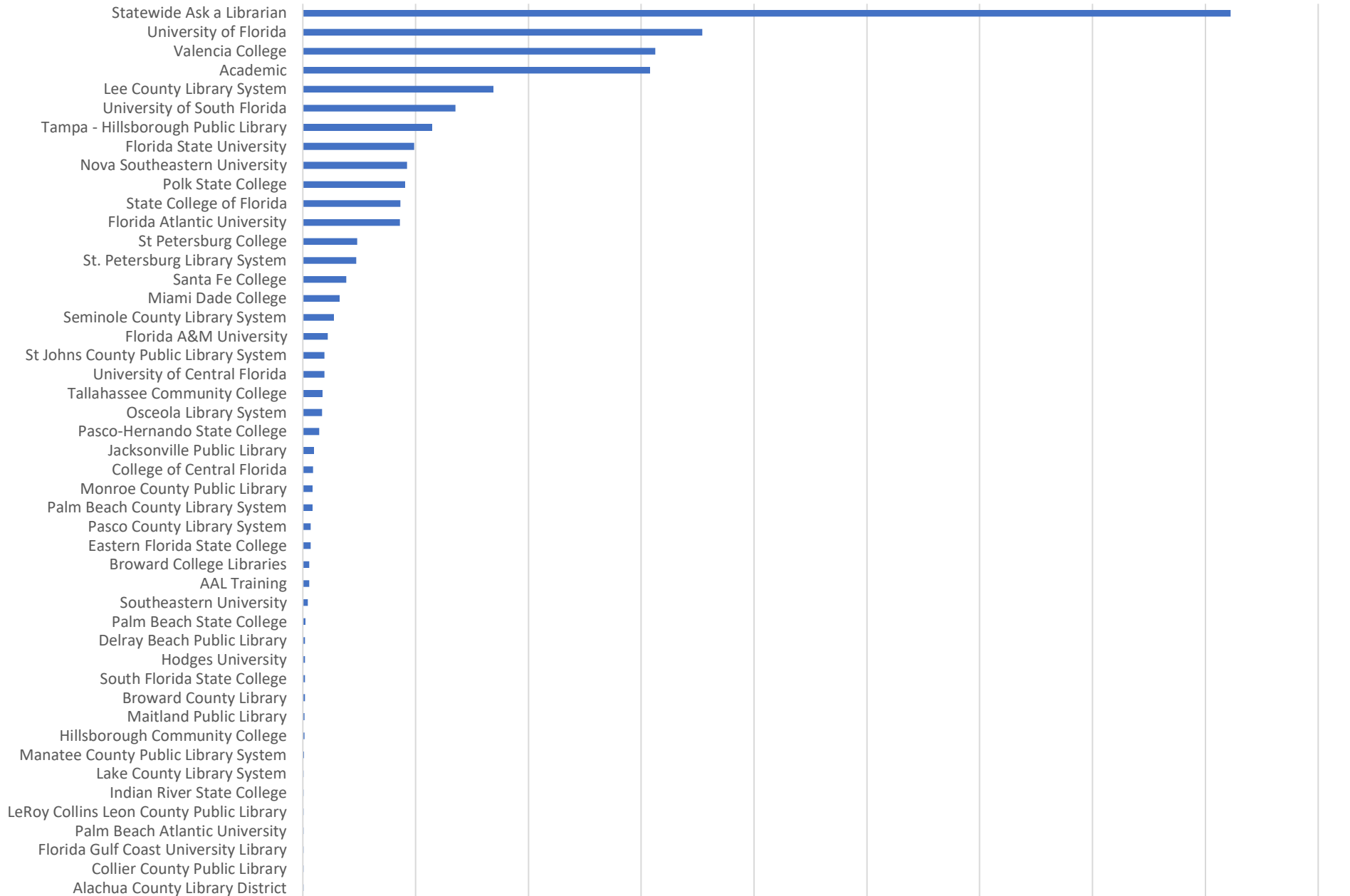


# Which Departments Answered Chats (by type)?

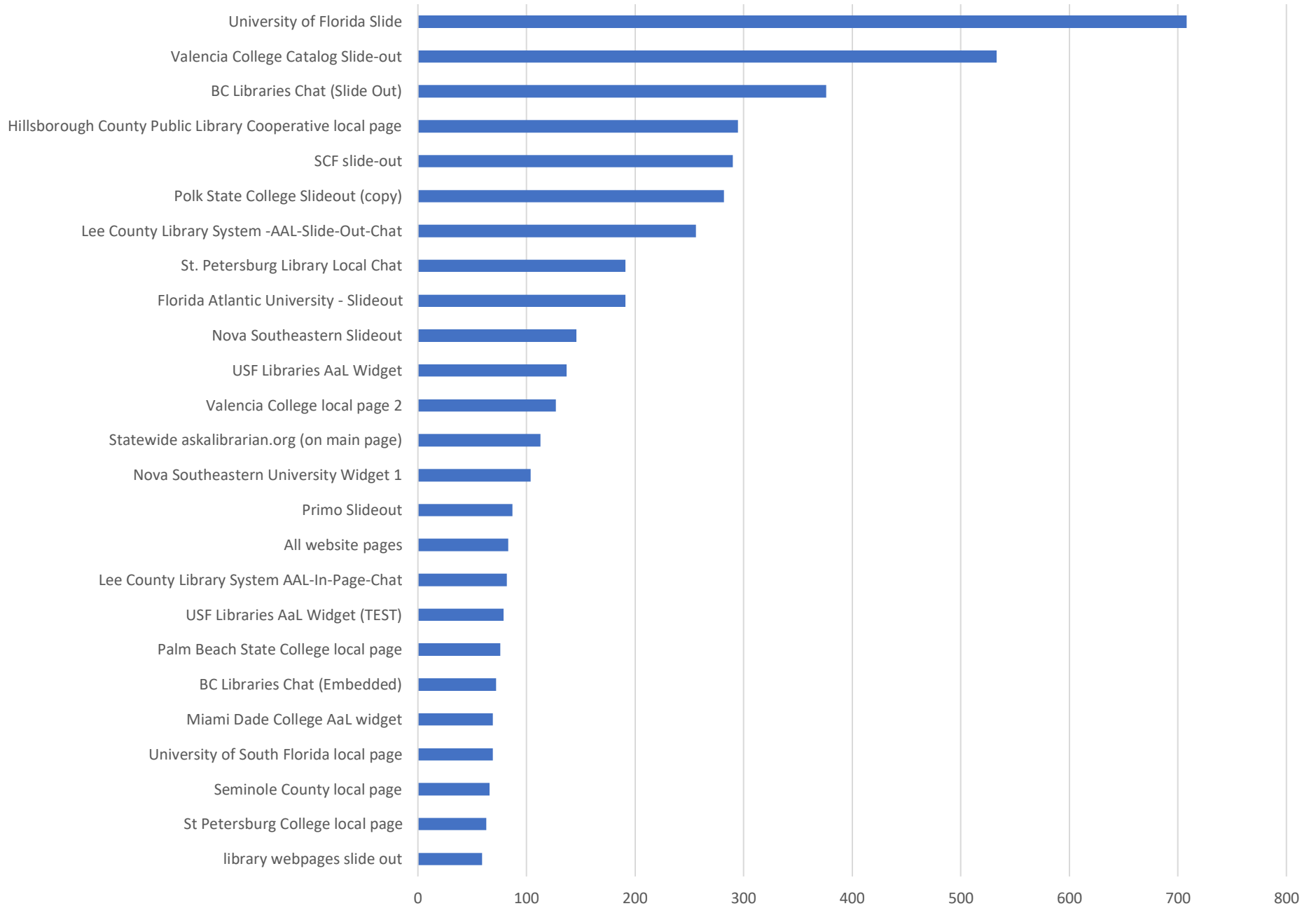
Statewide Academic Local



# Which Department Answered Chats (by local library)?



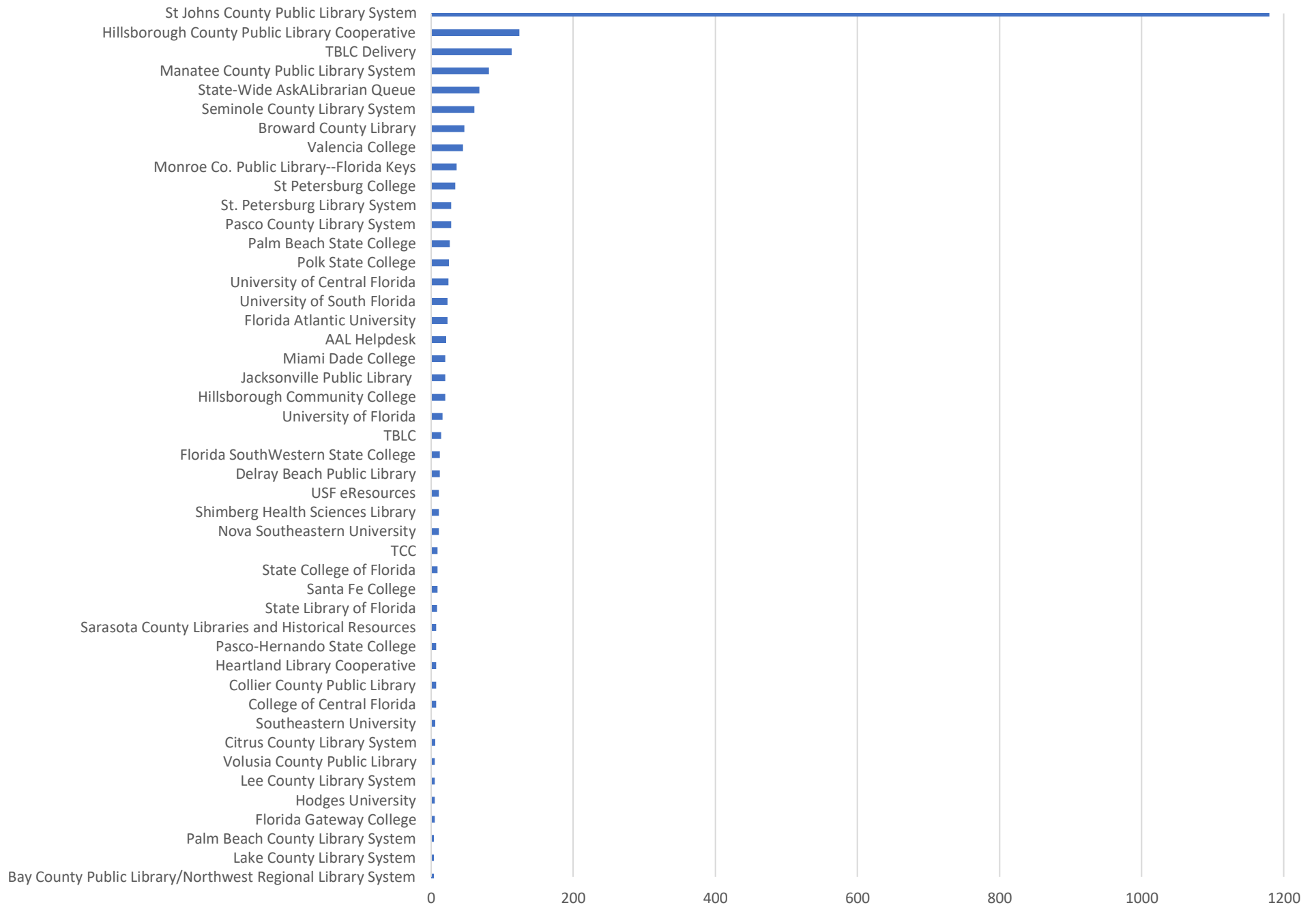
# Which Widgets Brought in the Most Chats (Top 25)?



# Email



# Total Emails by Library (Top 46)



## Top 16 FAQ Search Terms (Queries)

scale	13	bill	2
weight	11	bubble	2
library	10	picture	2
request	9	call	2
card	8	saying	2
shipper	7	mailers	2
login	5	massachusetts	2
cost	4	driver's	2
license	3	office	2
temporary	2	into	2
bad	2	account	2
story	2	issues	2
long	2		