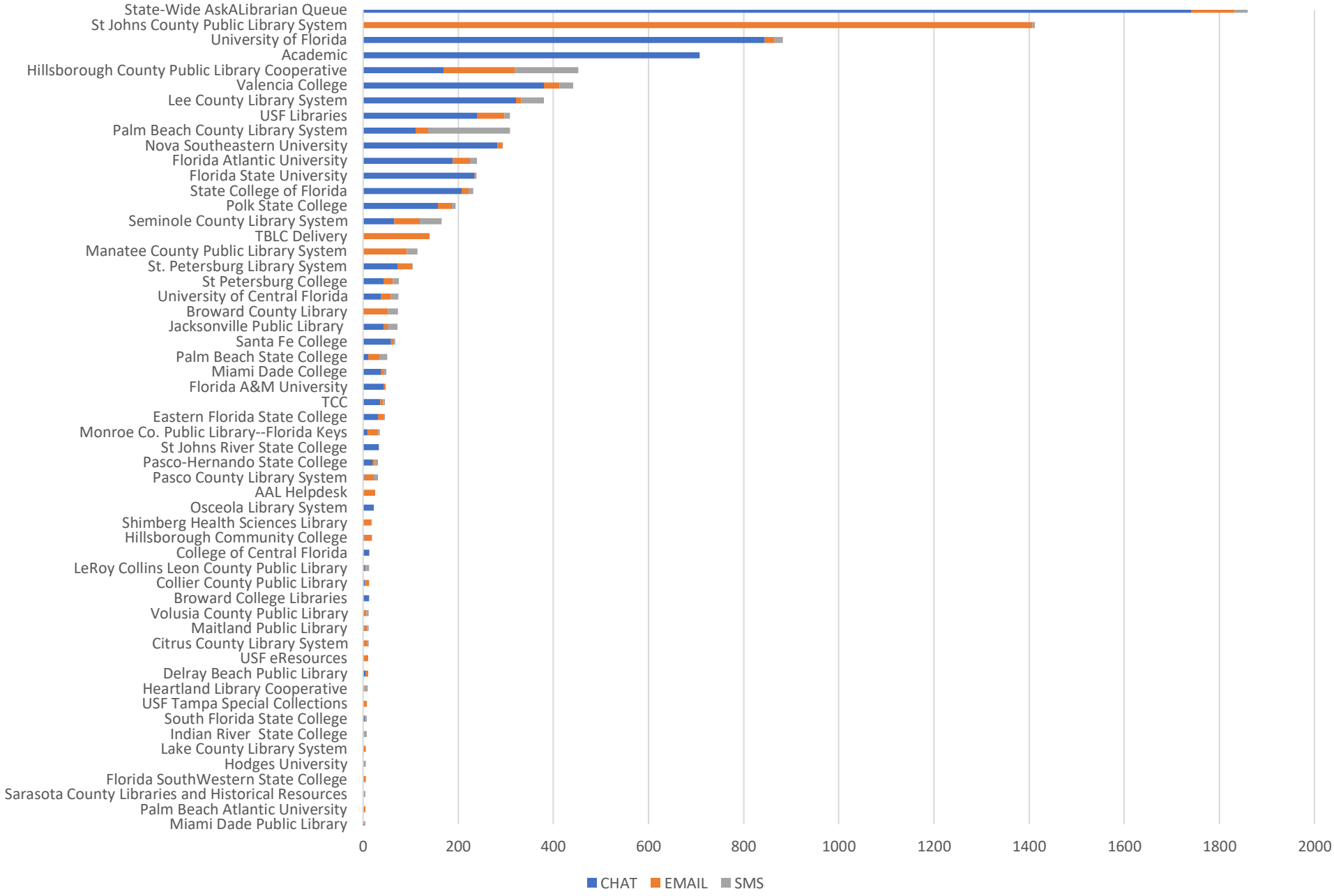
AskALibrarian.org

the Human Search Engine

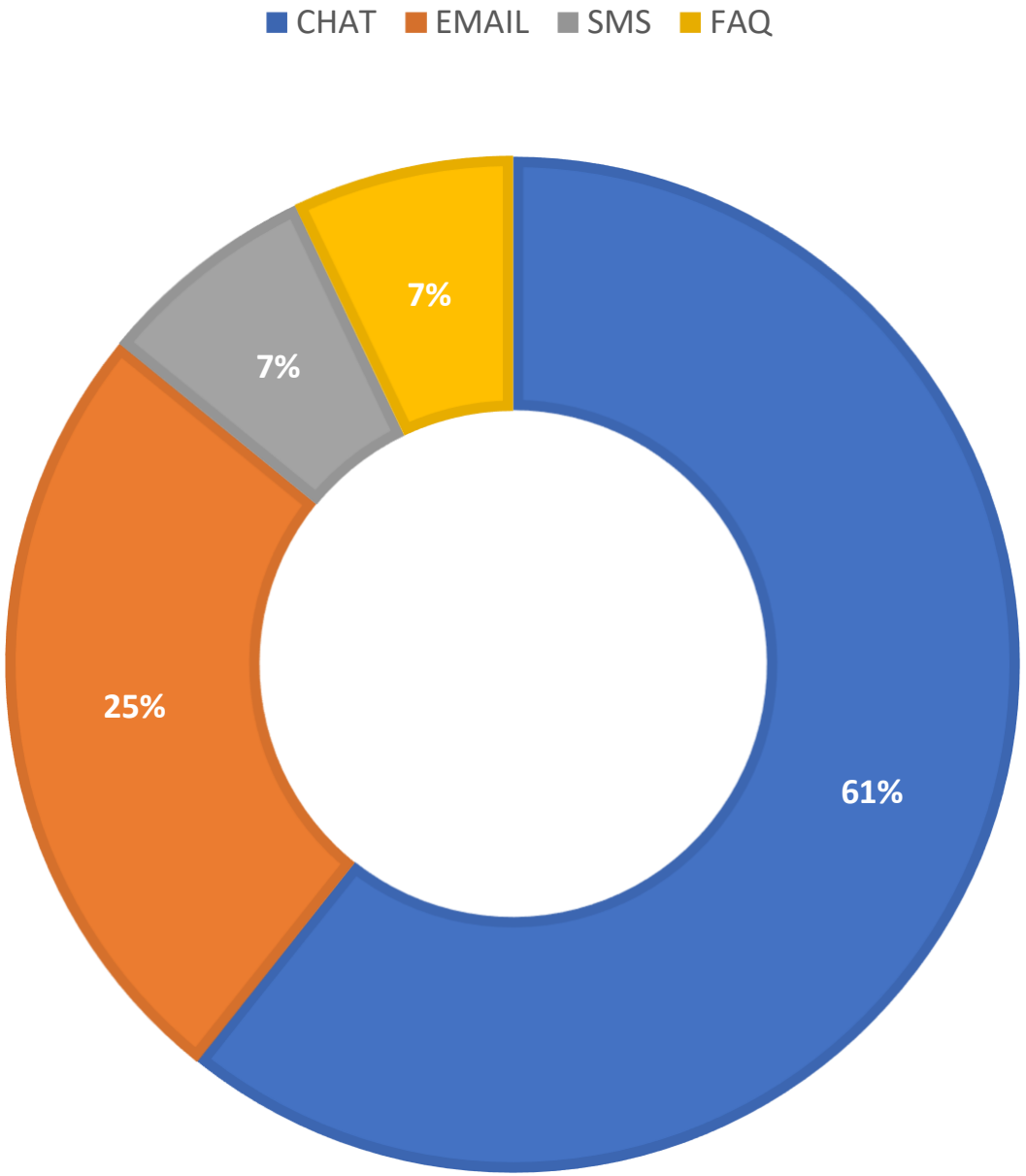
September 2022 Statistics

Question Type	
SMS	720
Chat	6,206
FAQ Views	722
Email	2,574
Total	10,222

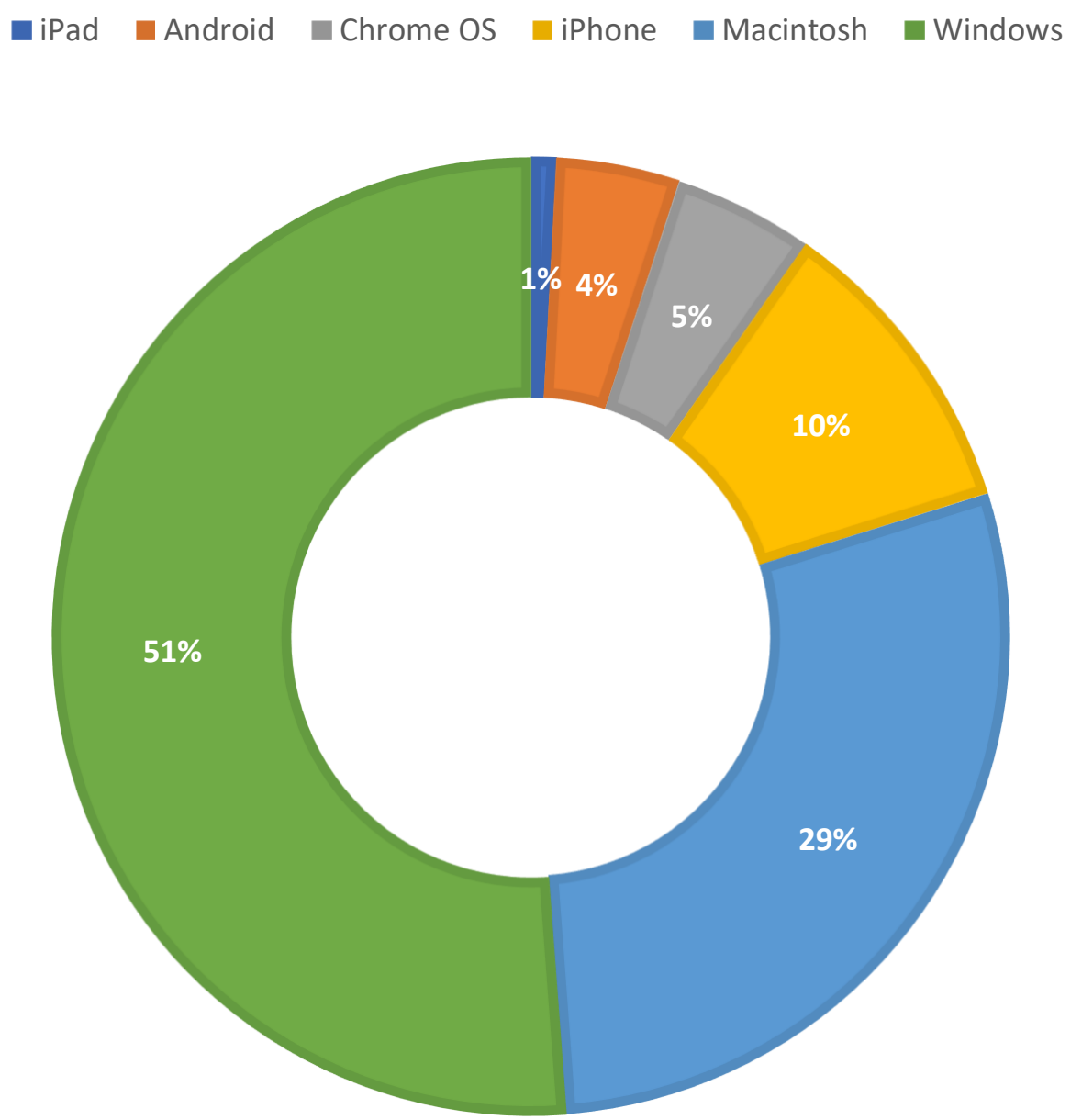
Total Transactions by Entry Point (Top 55)



What's the Breakdown of Questions by Source?

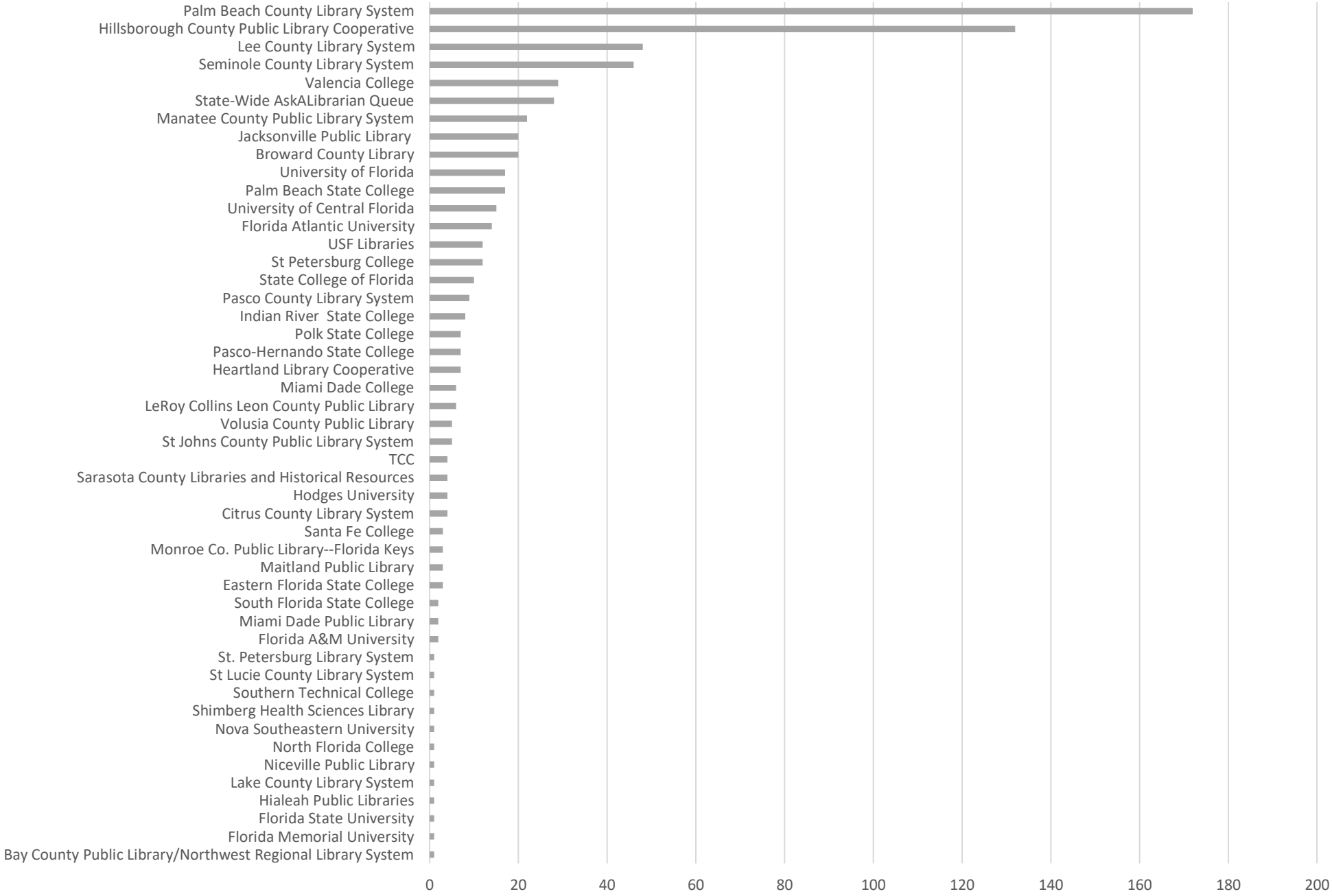


What Devices are Patrons Using to Ask Questions?



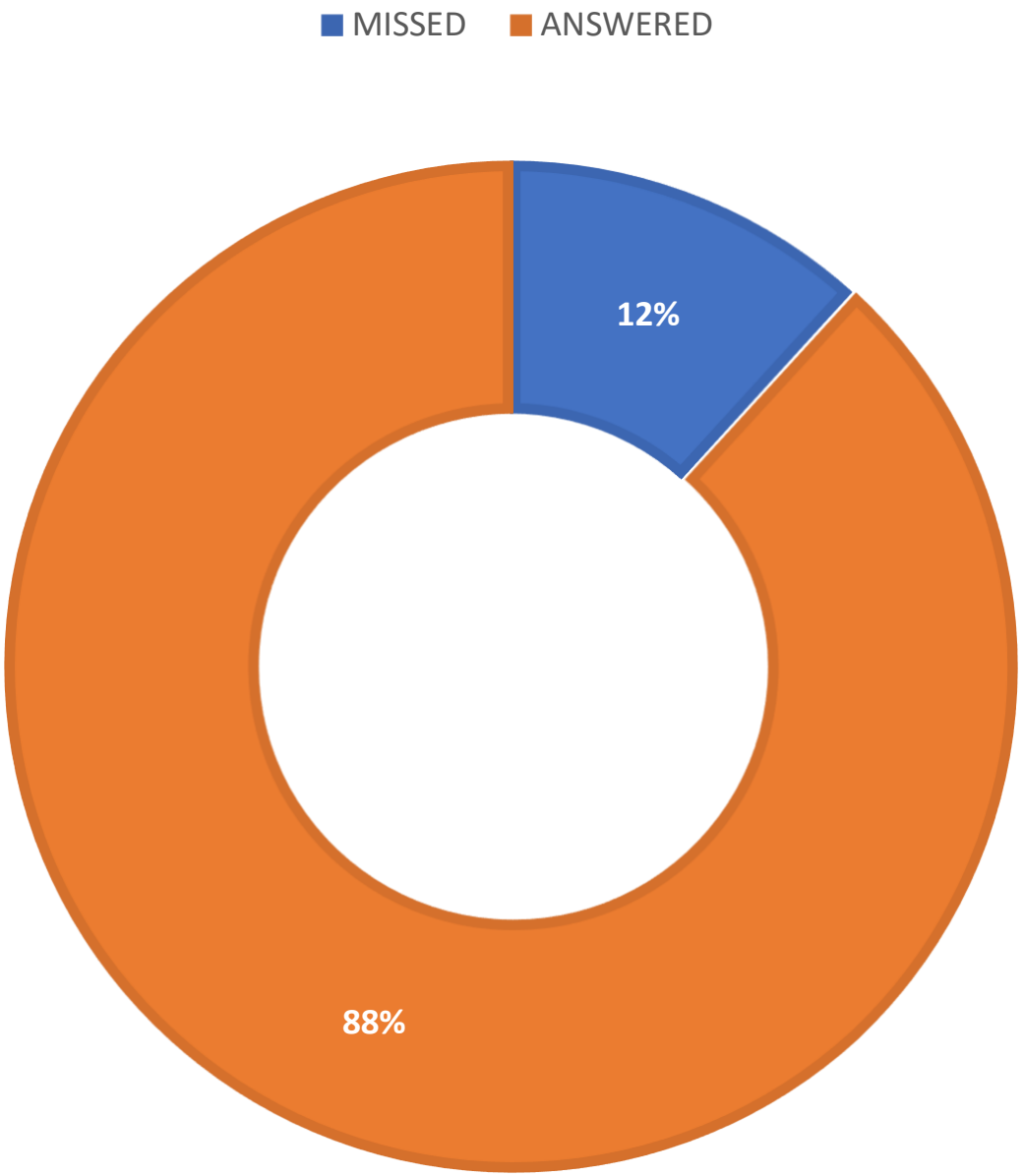
SMS

Total SMS by Library

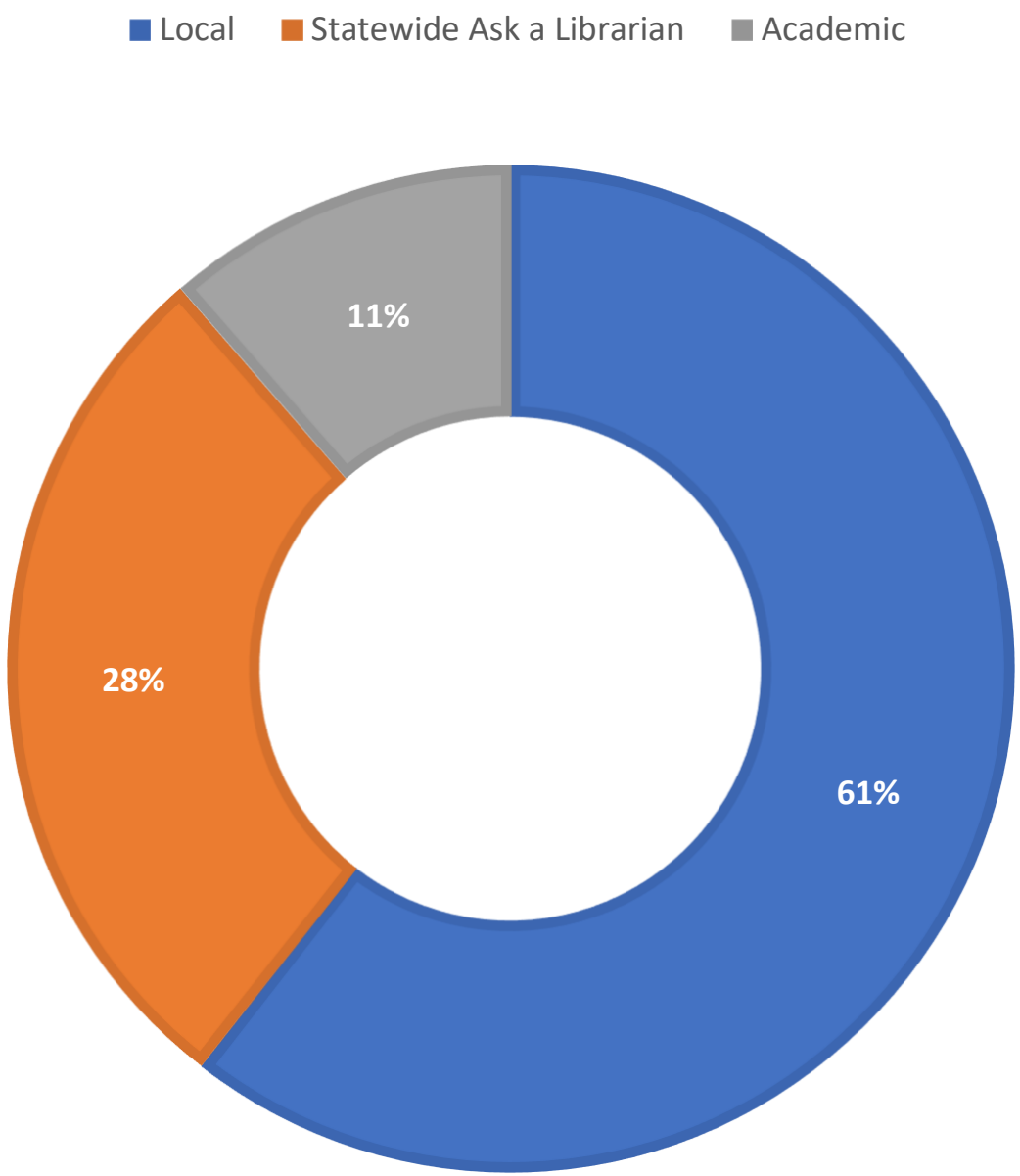


Chat

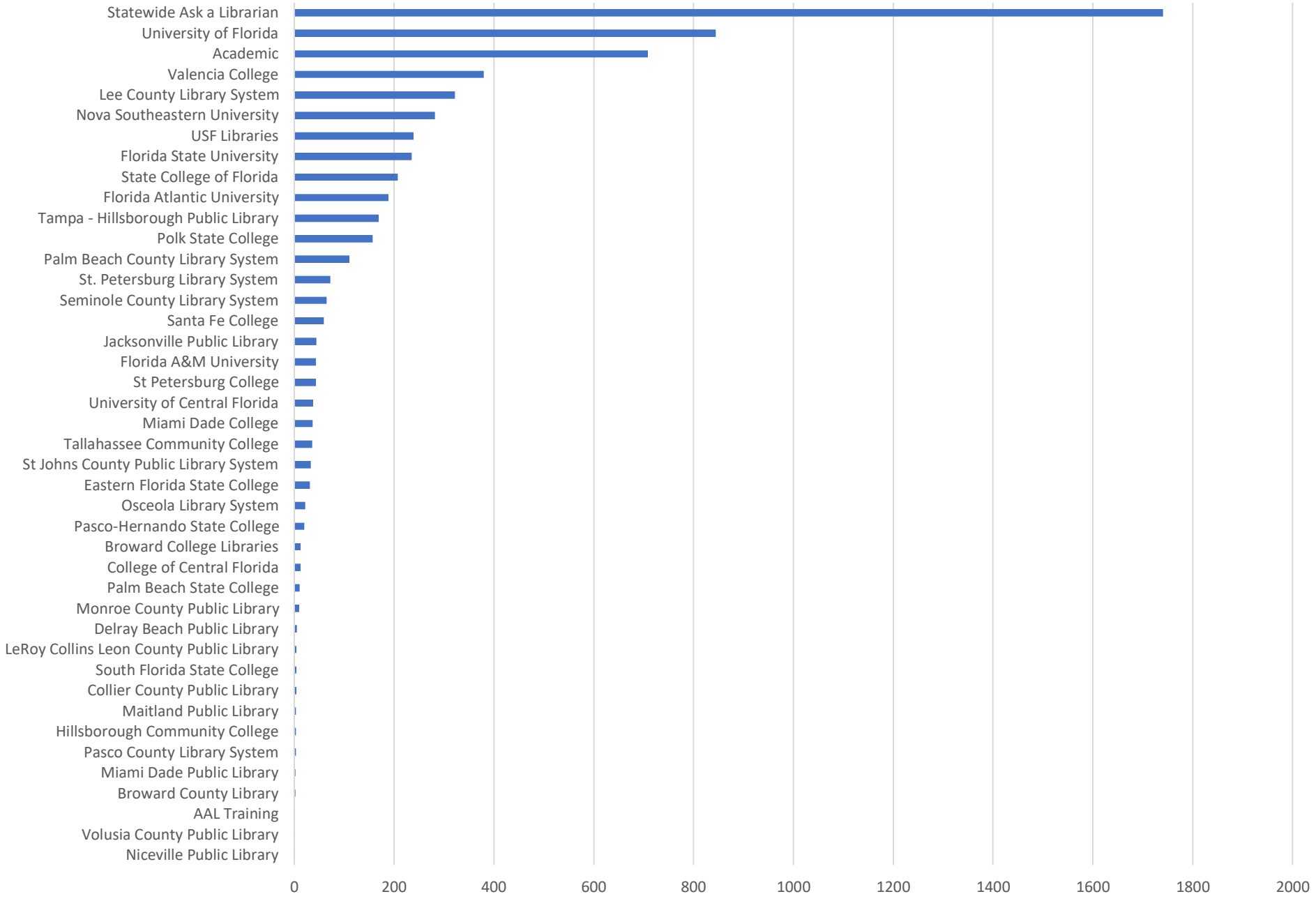
What Percent of Chats Were Answered/Missed?



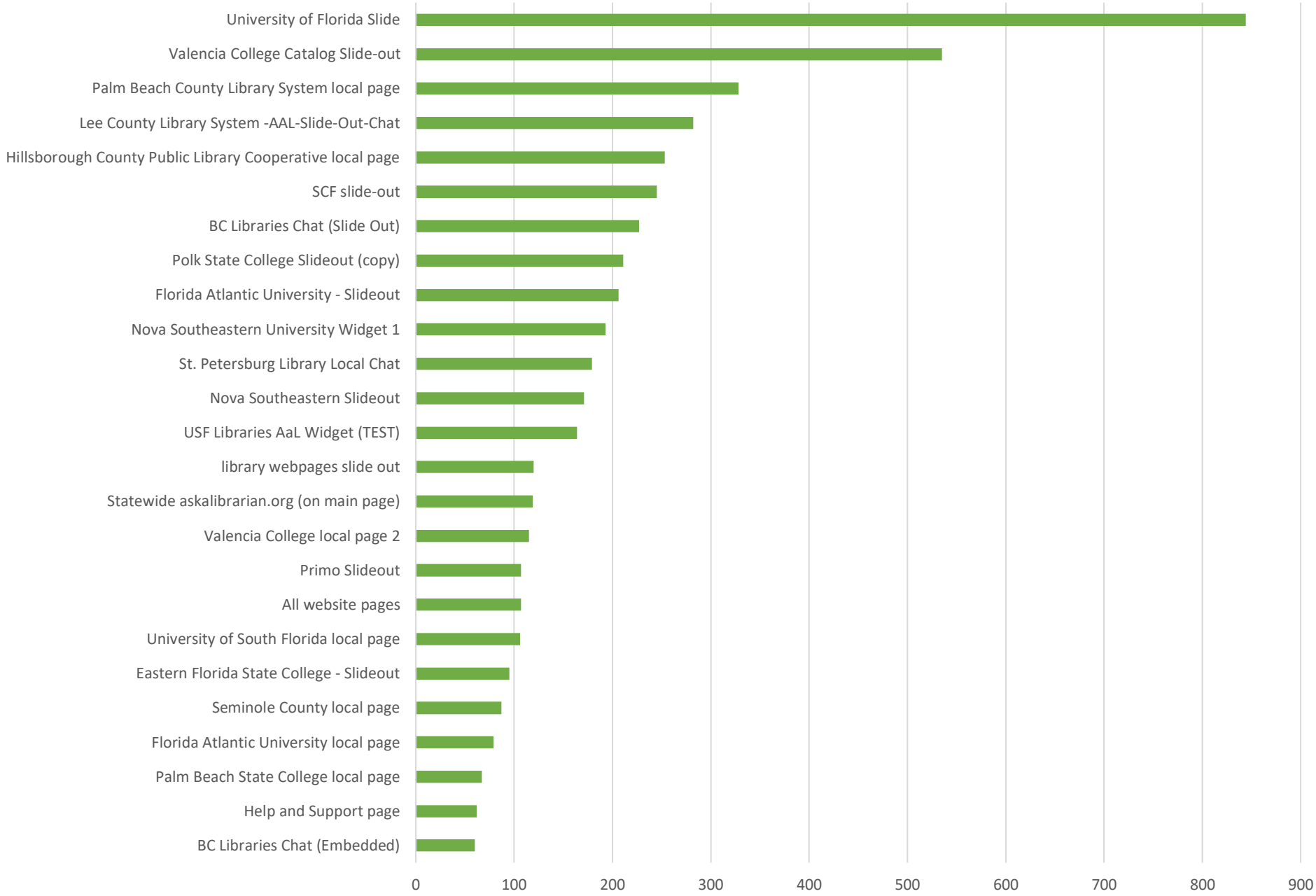
Which Departments Answered Chats (by type)?

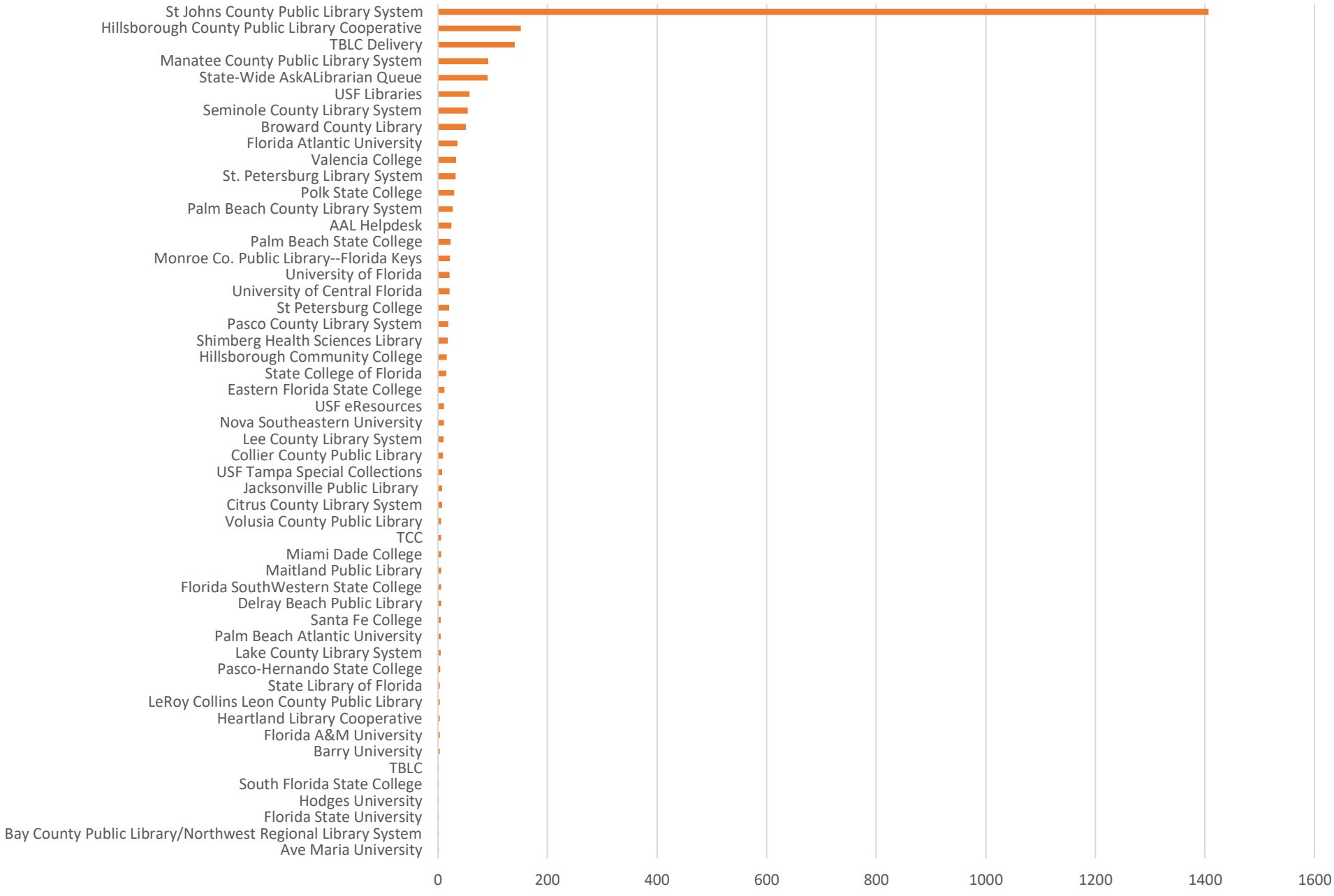


Which Department Answered Chats (by local library)?



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



Email

Total Emails by Library (Top 52)