

# AskALibrarian.org

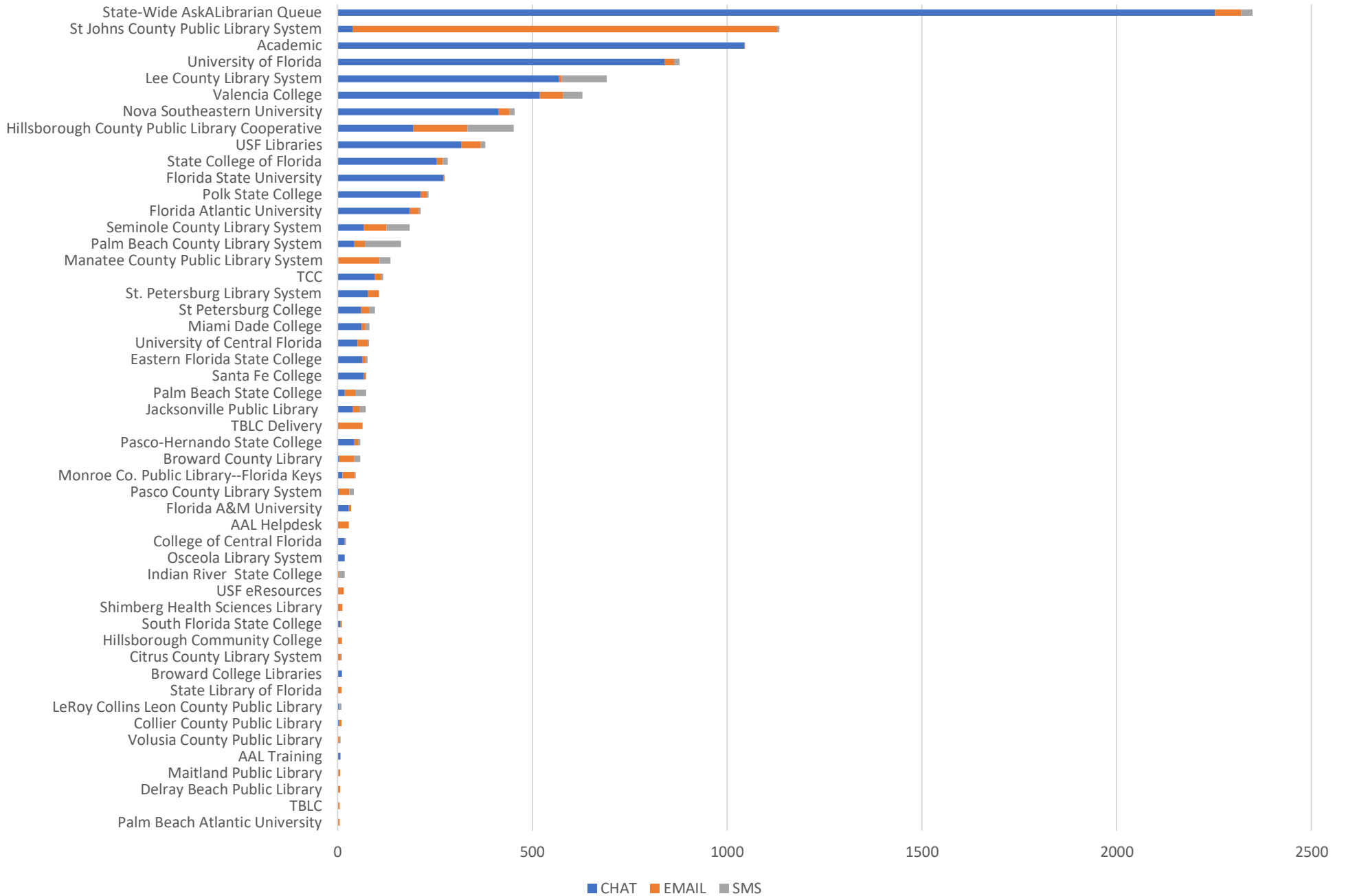
the Human Search Engine



## October 2022 Statistics

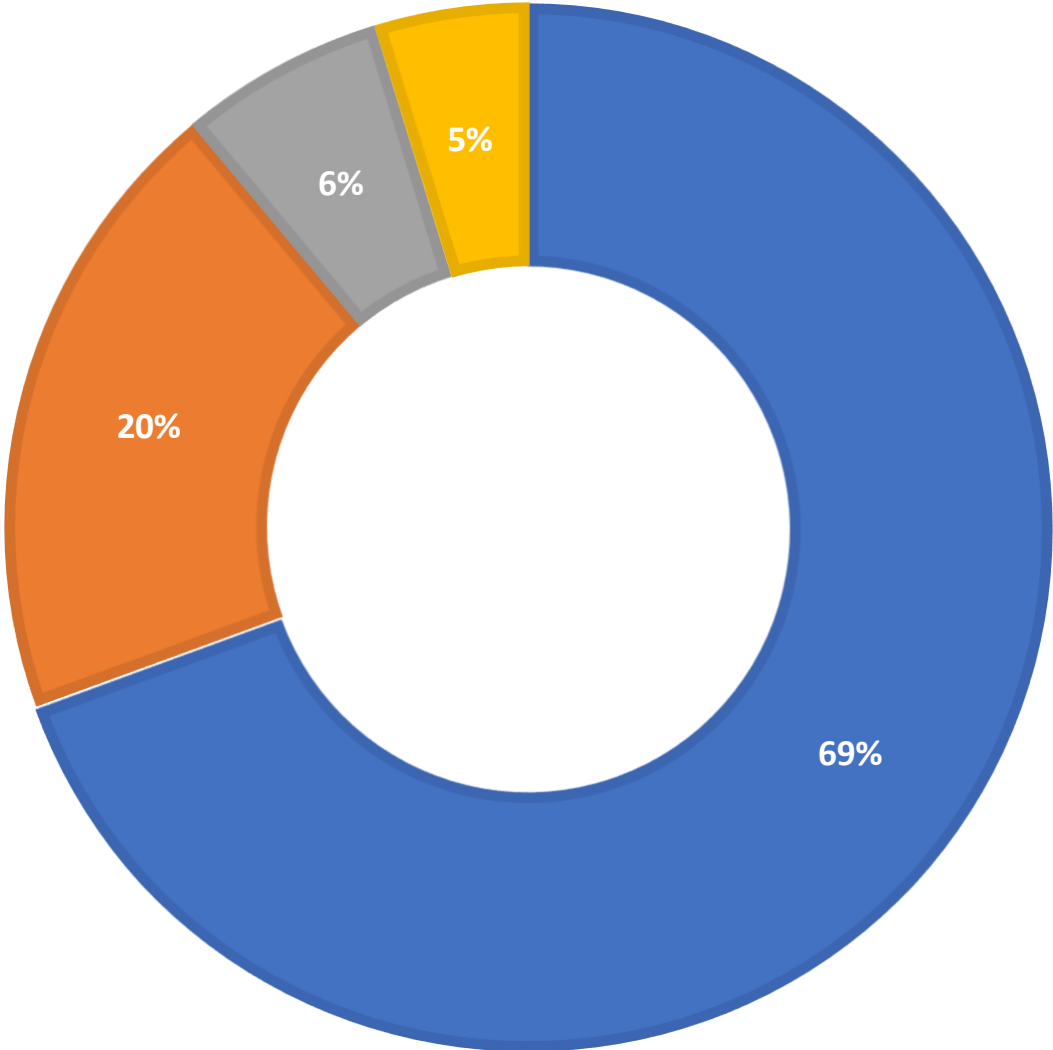
<b>Question Type</b>	
<b>SMS</b>	<b>726</b>
<b>Chat</b>	<b>7,926</b>
<b>FAQ Views</b>	<b>540</b>
<b>Email</b>	<b>2,223</b>
<b>Total</b>	<b>11,415</b>

# Total Transactions by Entry Point (Top 50)



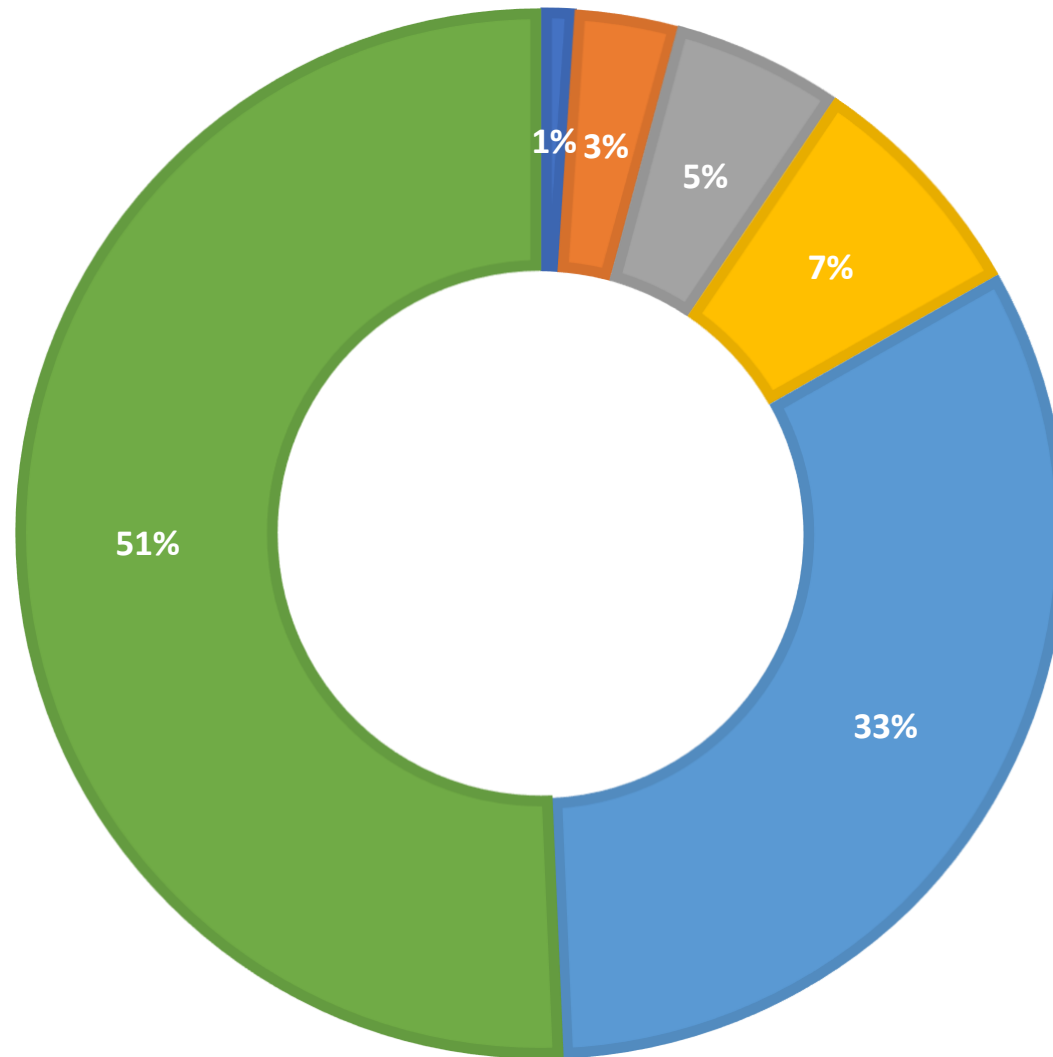
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

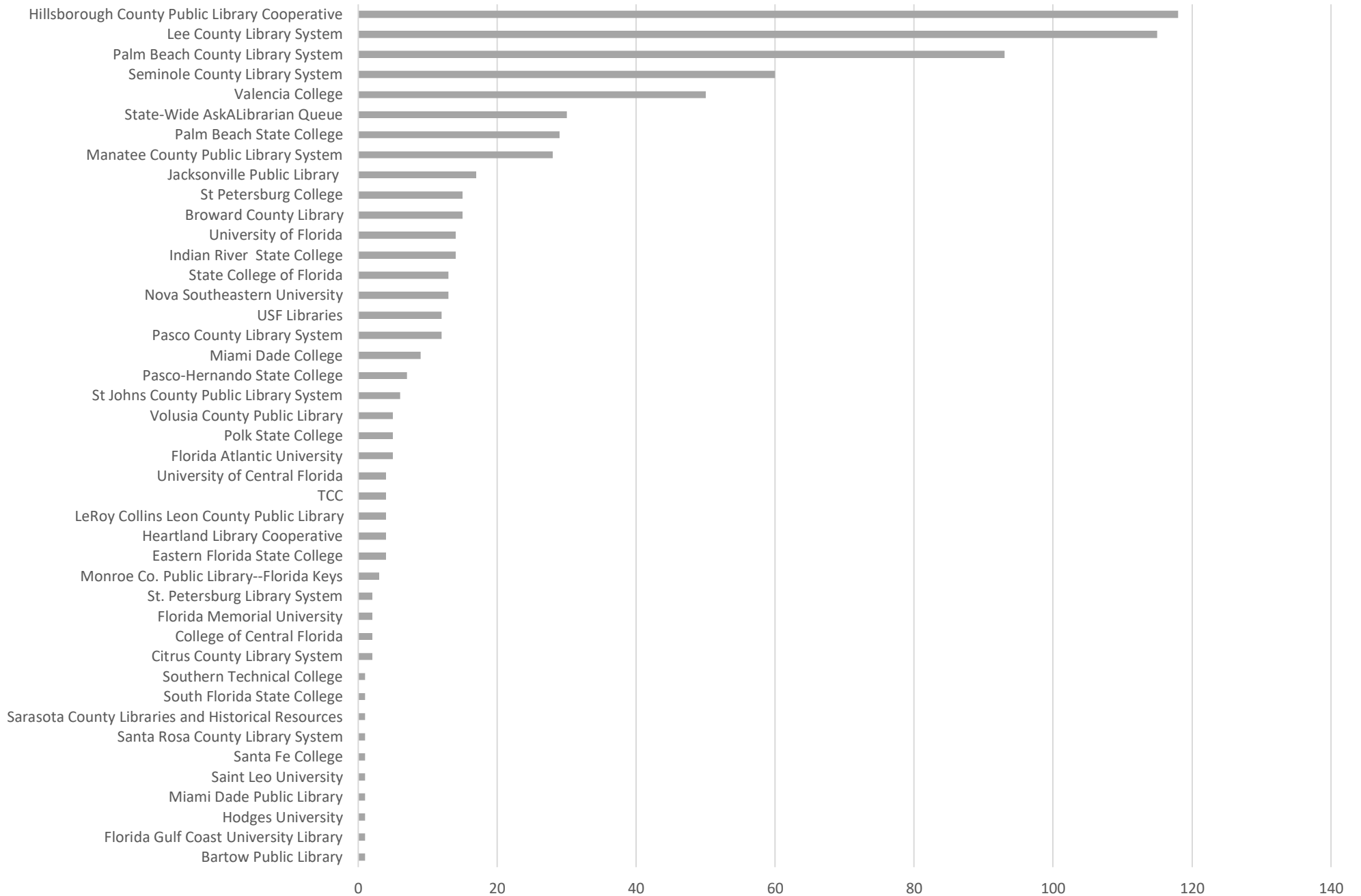
■ iPad ■ Android ■ Chrome OS ■ iPhone ■ Macintosh ■ Windows



# SMS



# Total SMS by Library



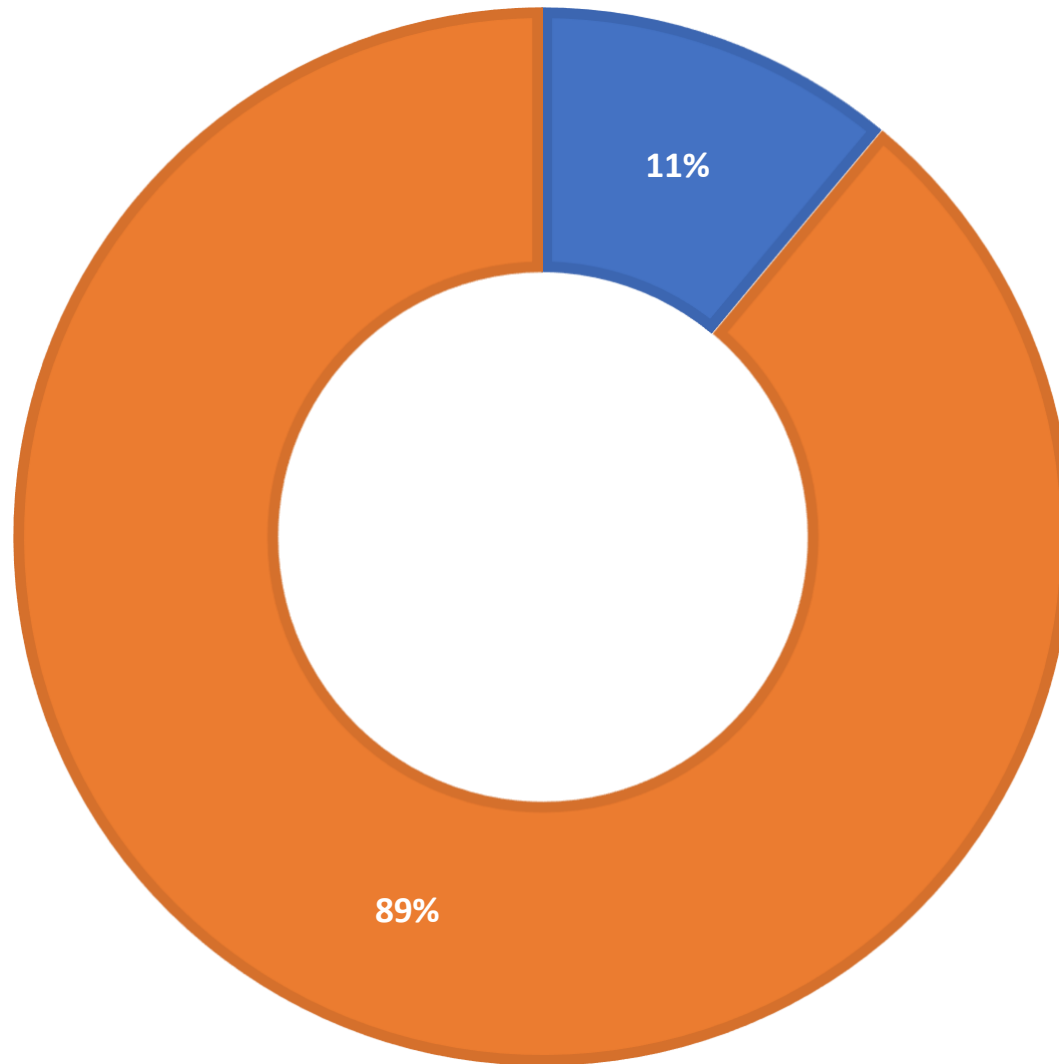
# Chat





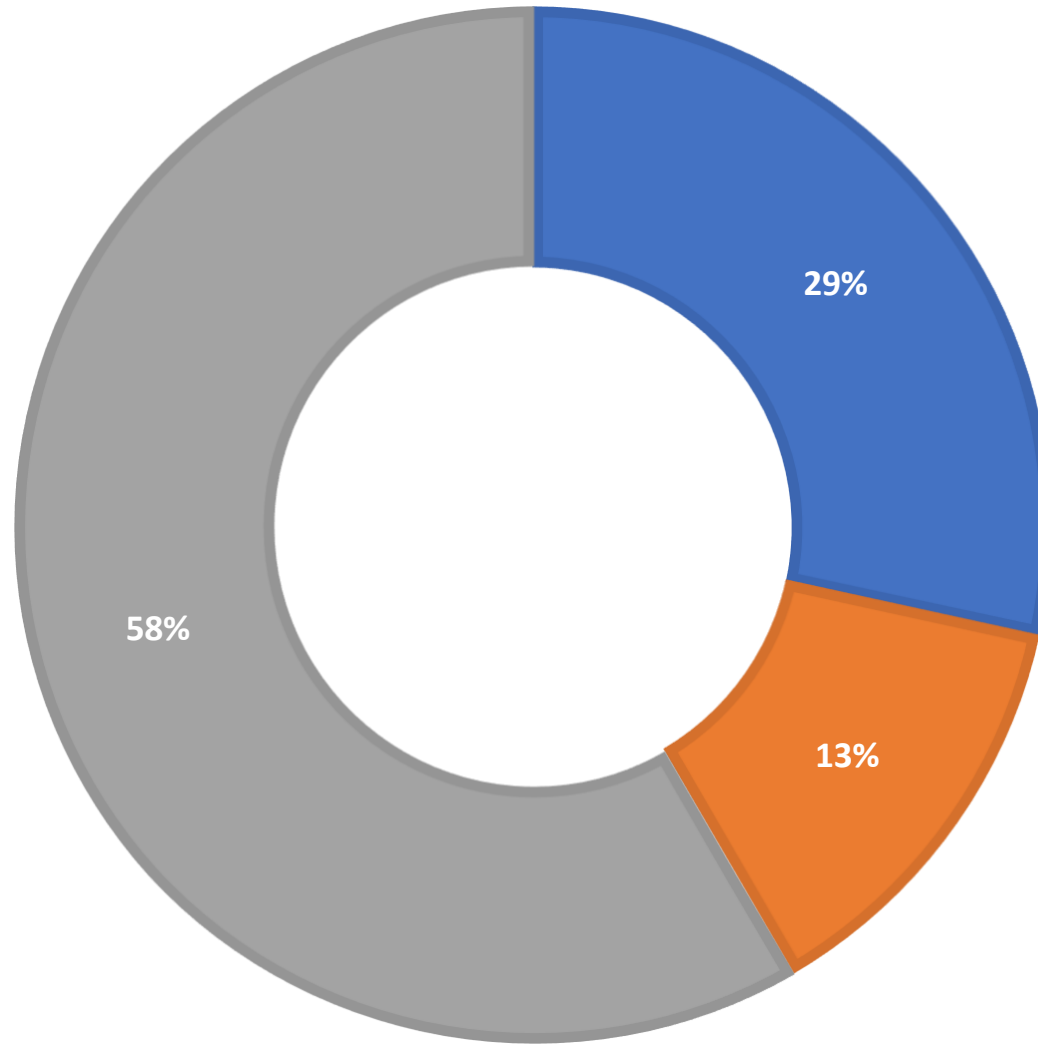
# What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

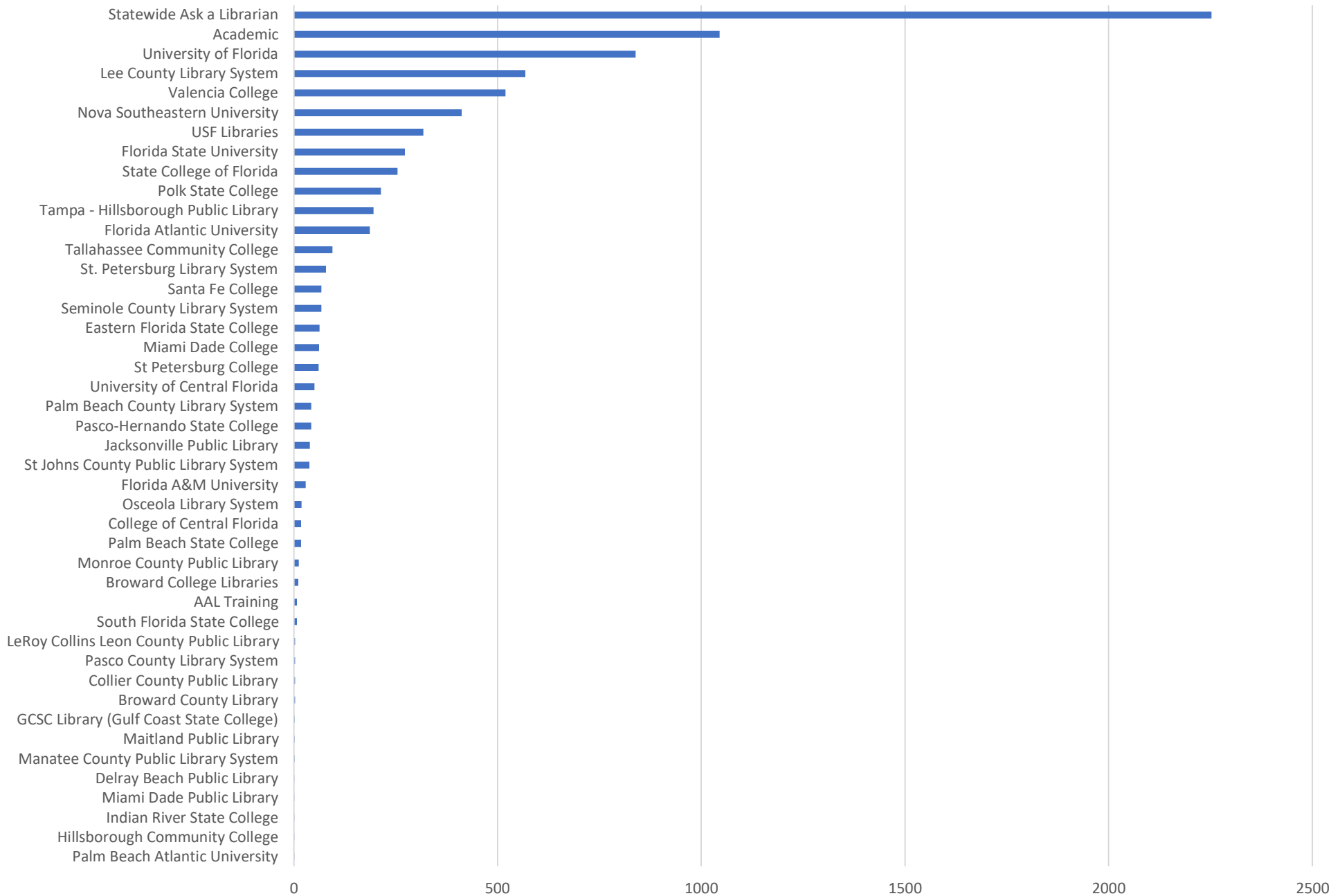


# Which Departments Answered Chats (by type)?

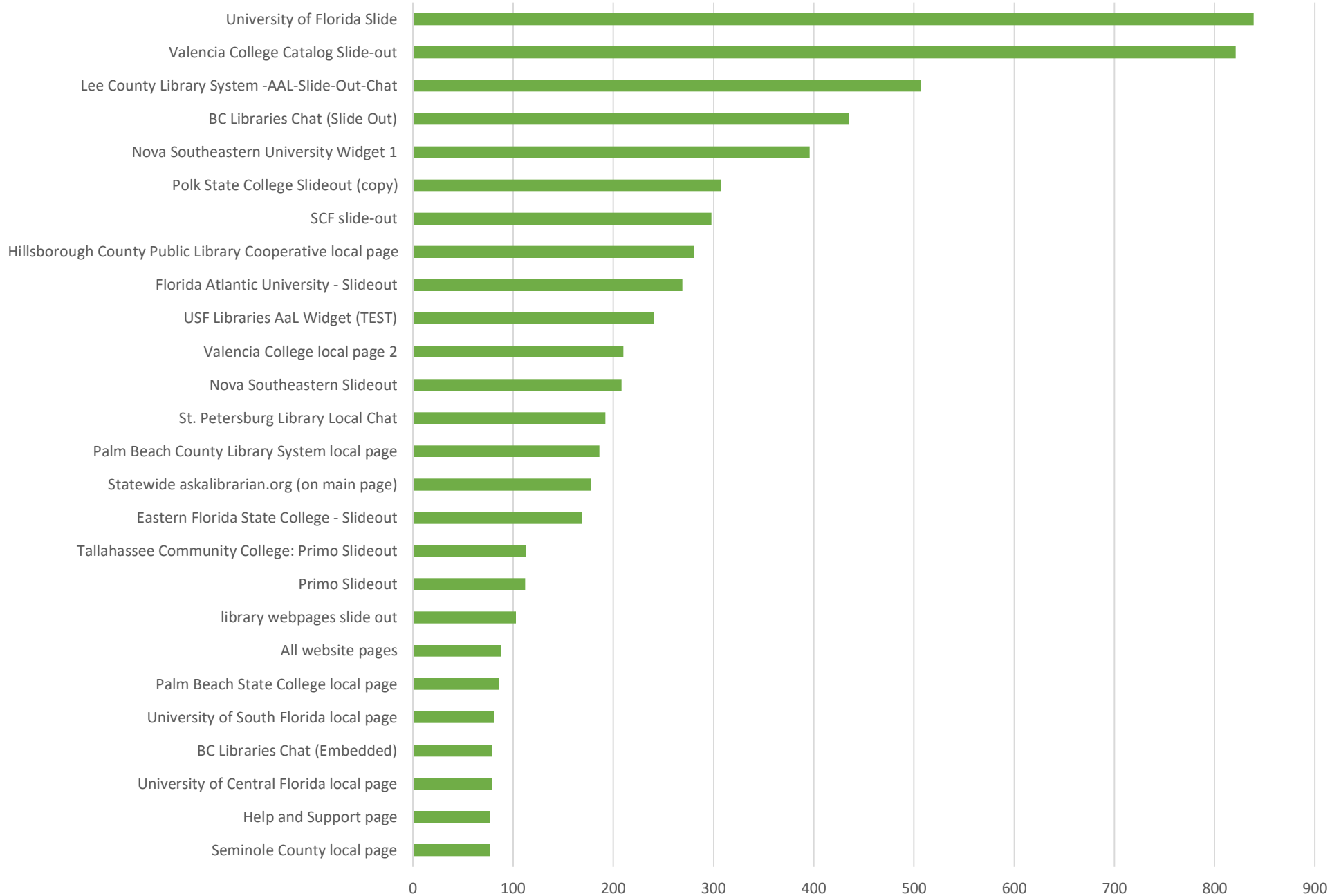
■ Statewide ■ Academic ■ Local



# Which Department Answered Chats (by local library)?



# Which Widgets Brought in the Most Chats (Top 26)?



# Email



# Total Emails by Library (Top 48)

