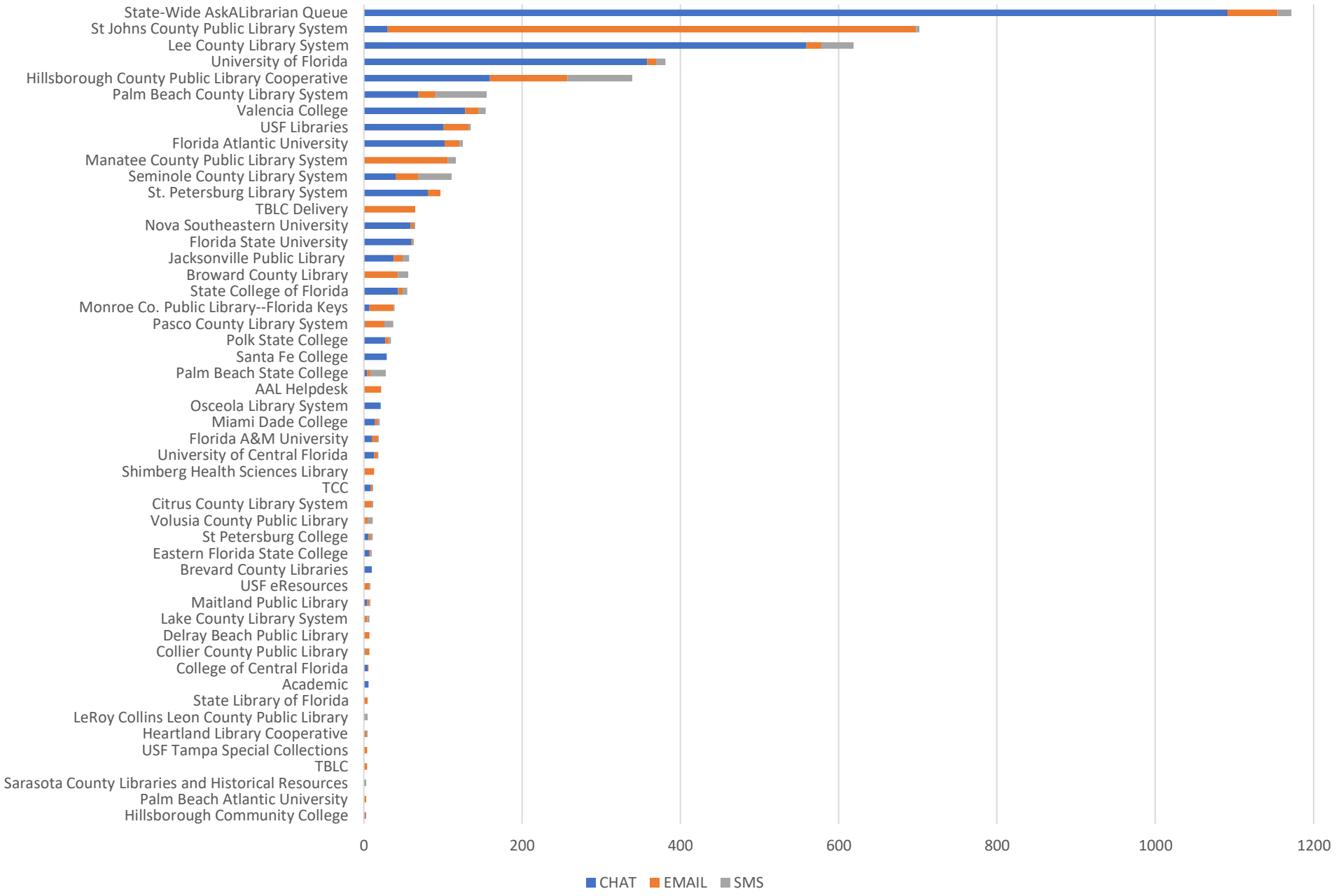
AskALibrarian.org

the Human Search Engine

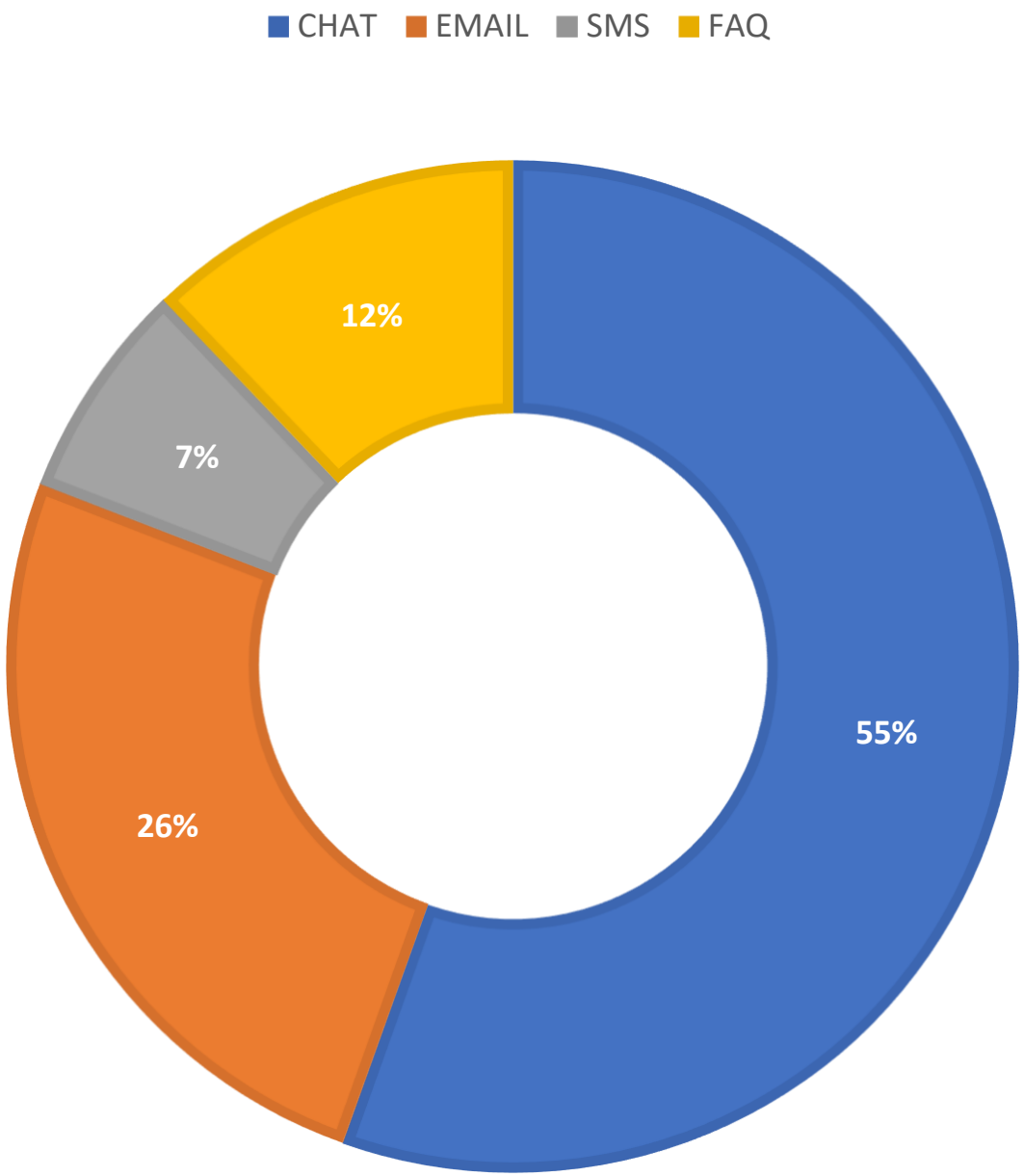
December 2022 Statistics

Question Type	
Chat	3,099
Email	1,422
SMS	392
FAQ Views	677
Total	5,590

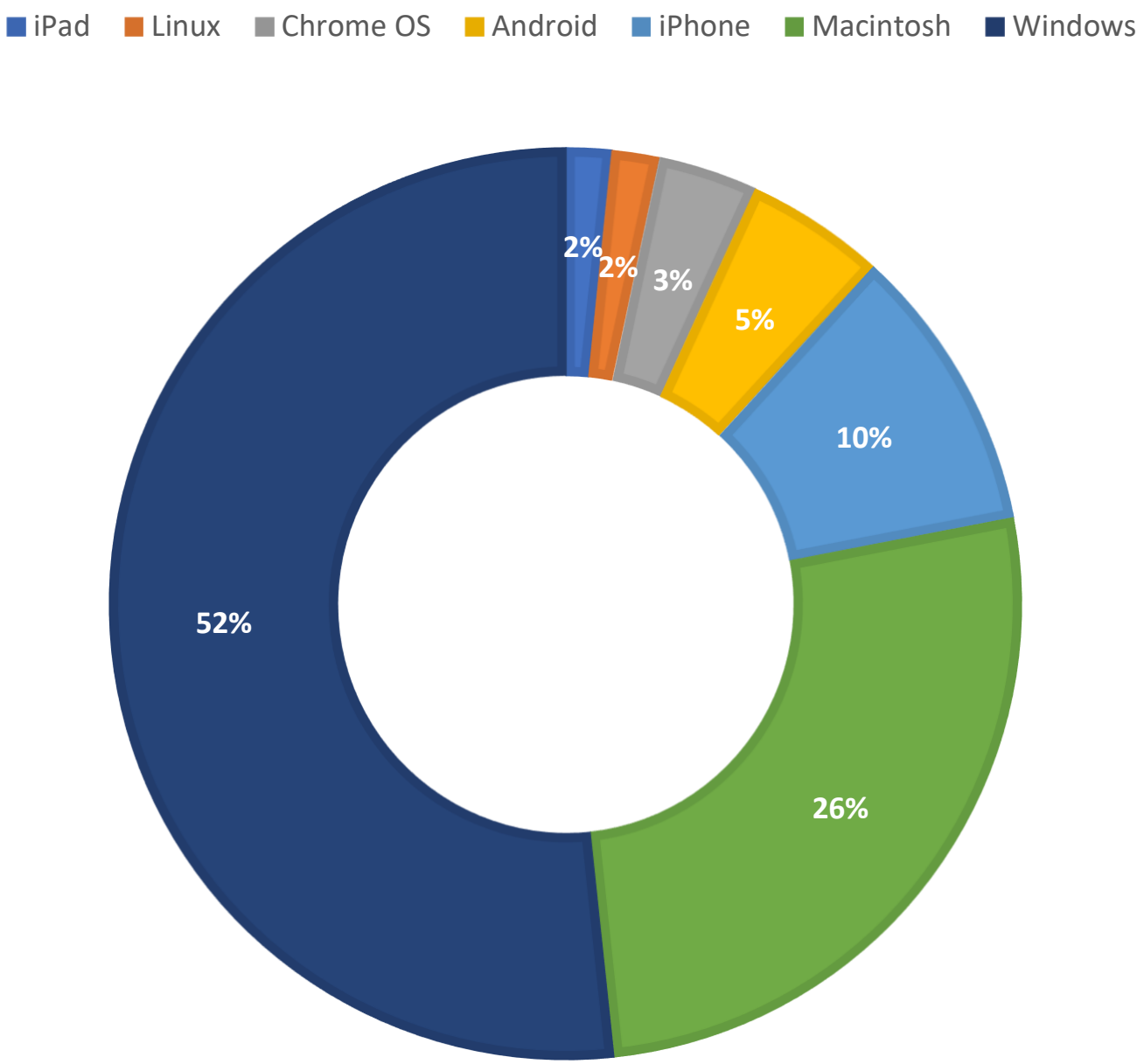
Total Transactions by Entry Point (Top 50)



What's the Breakdown of Questions by Source?

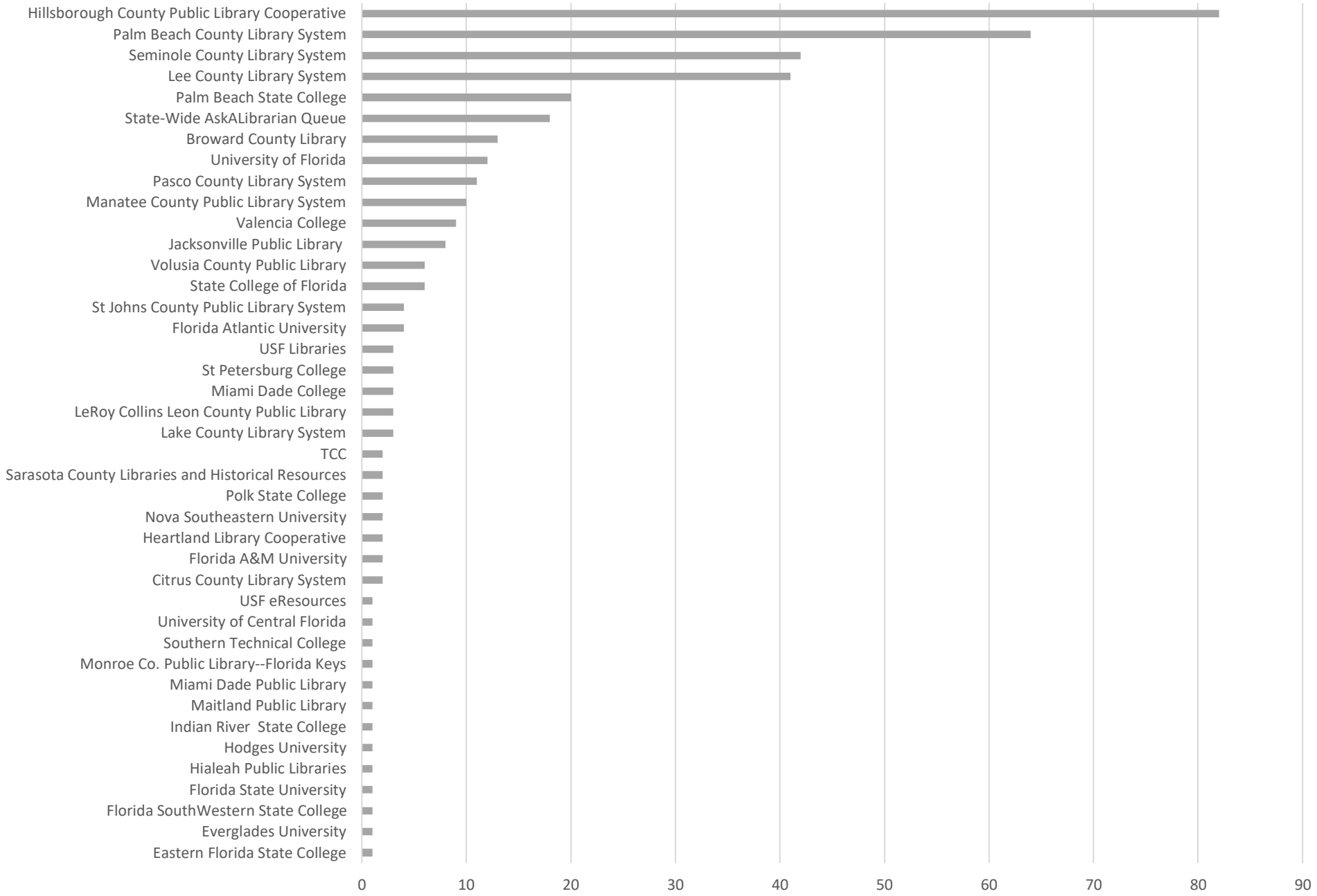


What Devices are Patrons Using to Ask Questions?



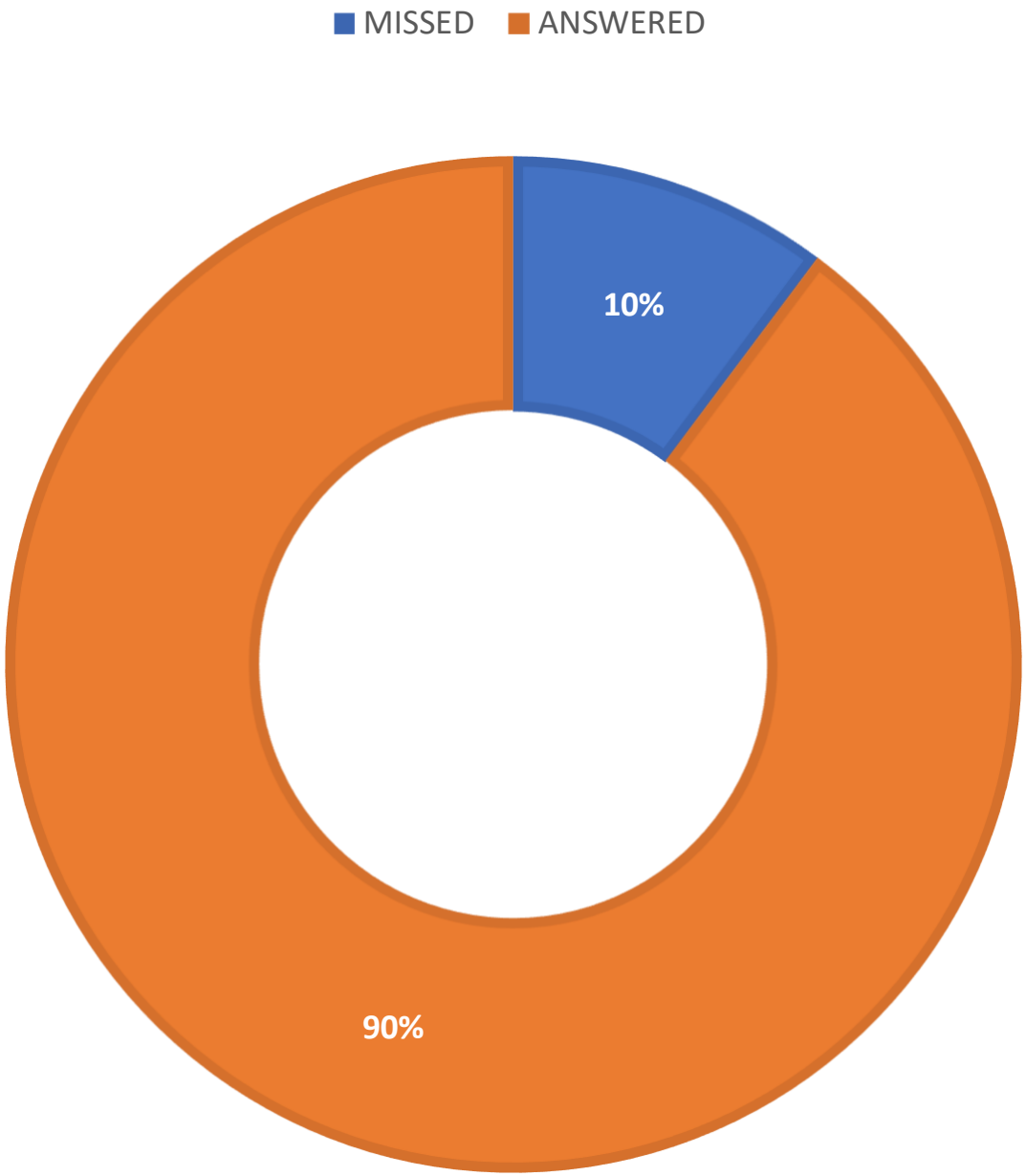
SMS

Total SMS by Library

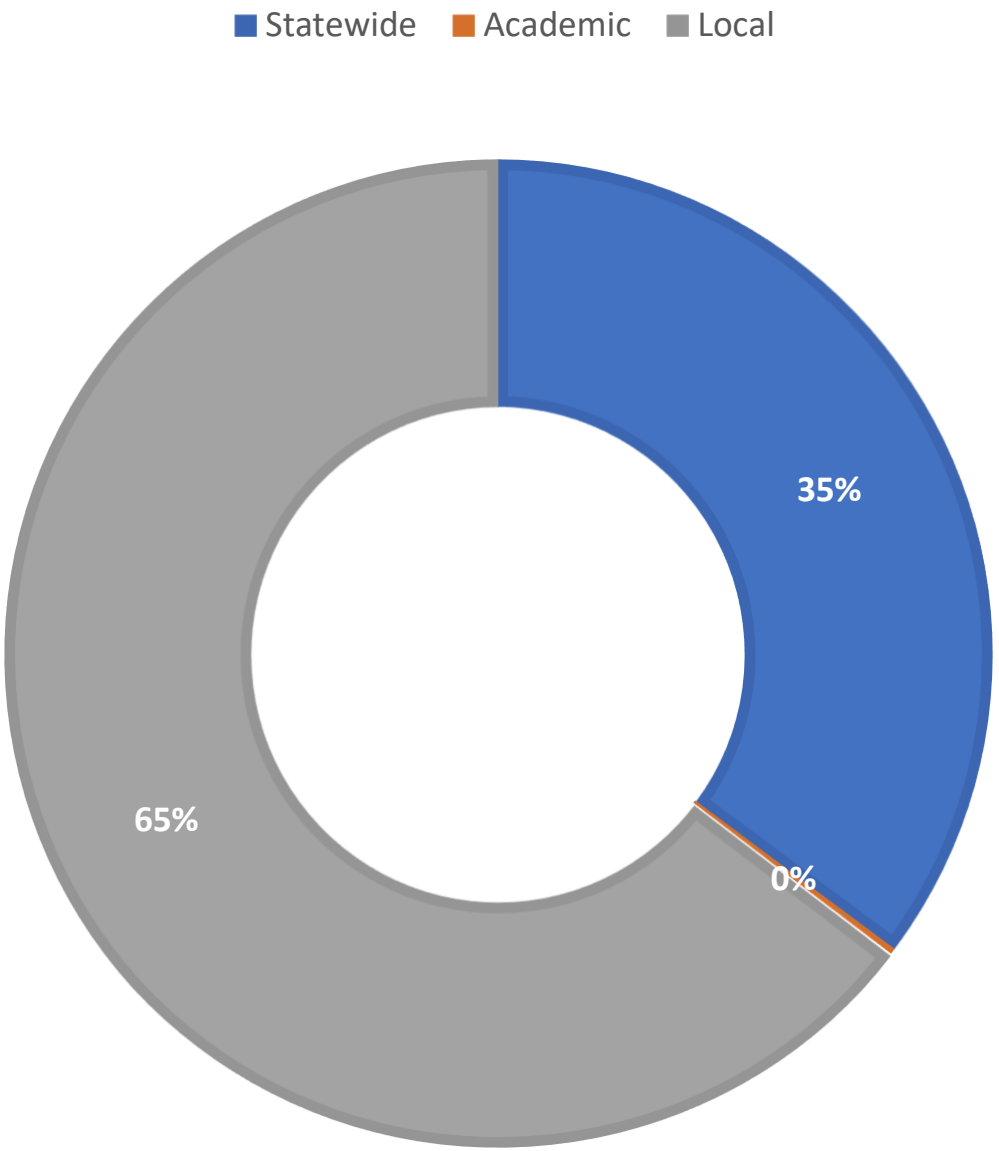


Chat

What Percent of Chats Were Answered/Missed?

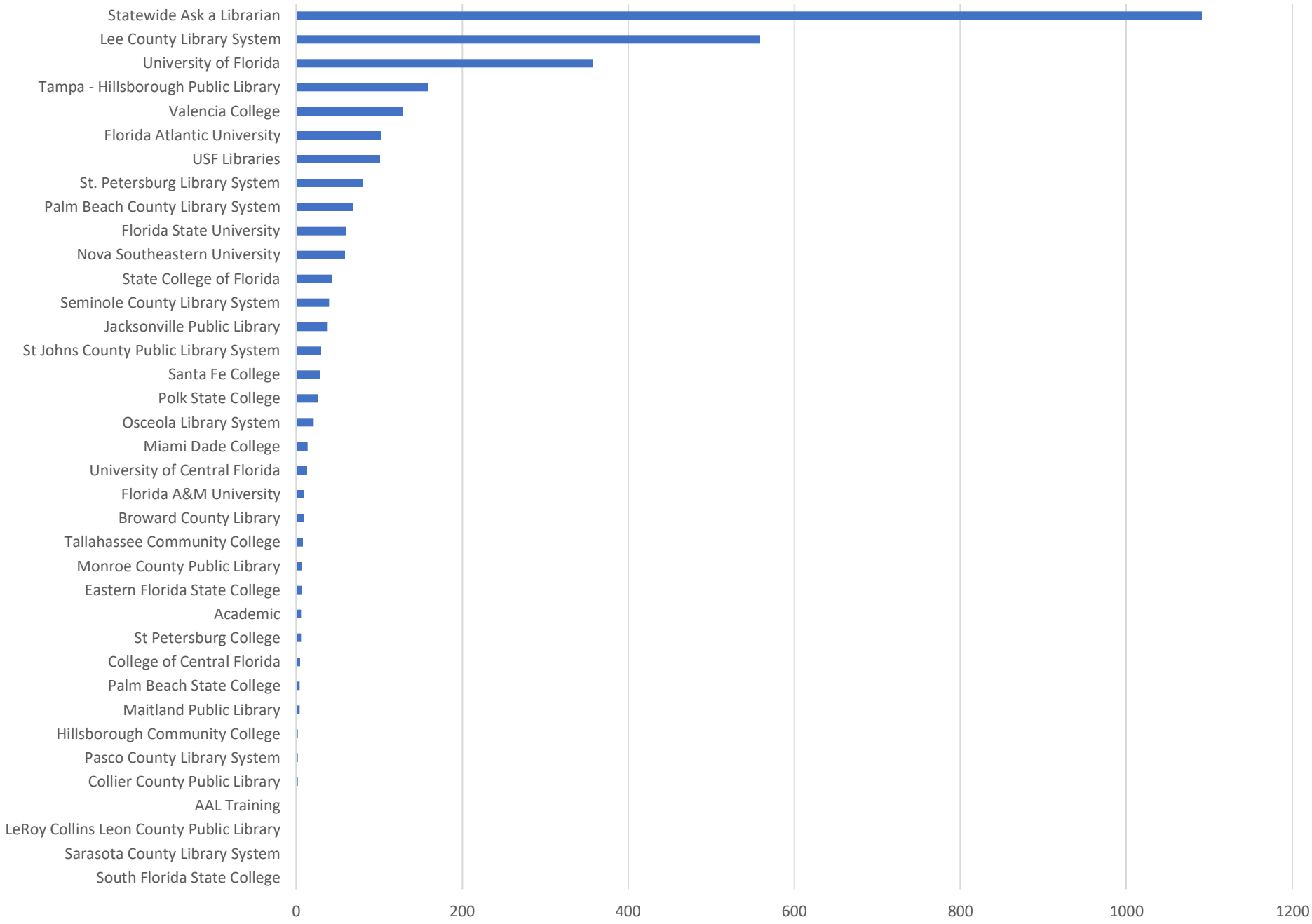


Which Departments Answered Chats (by type)?*

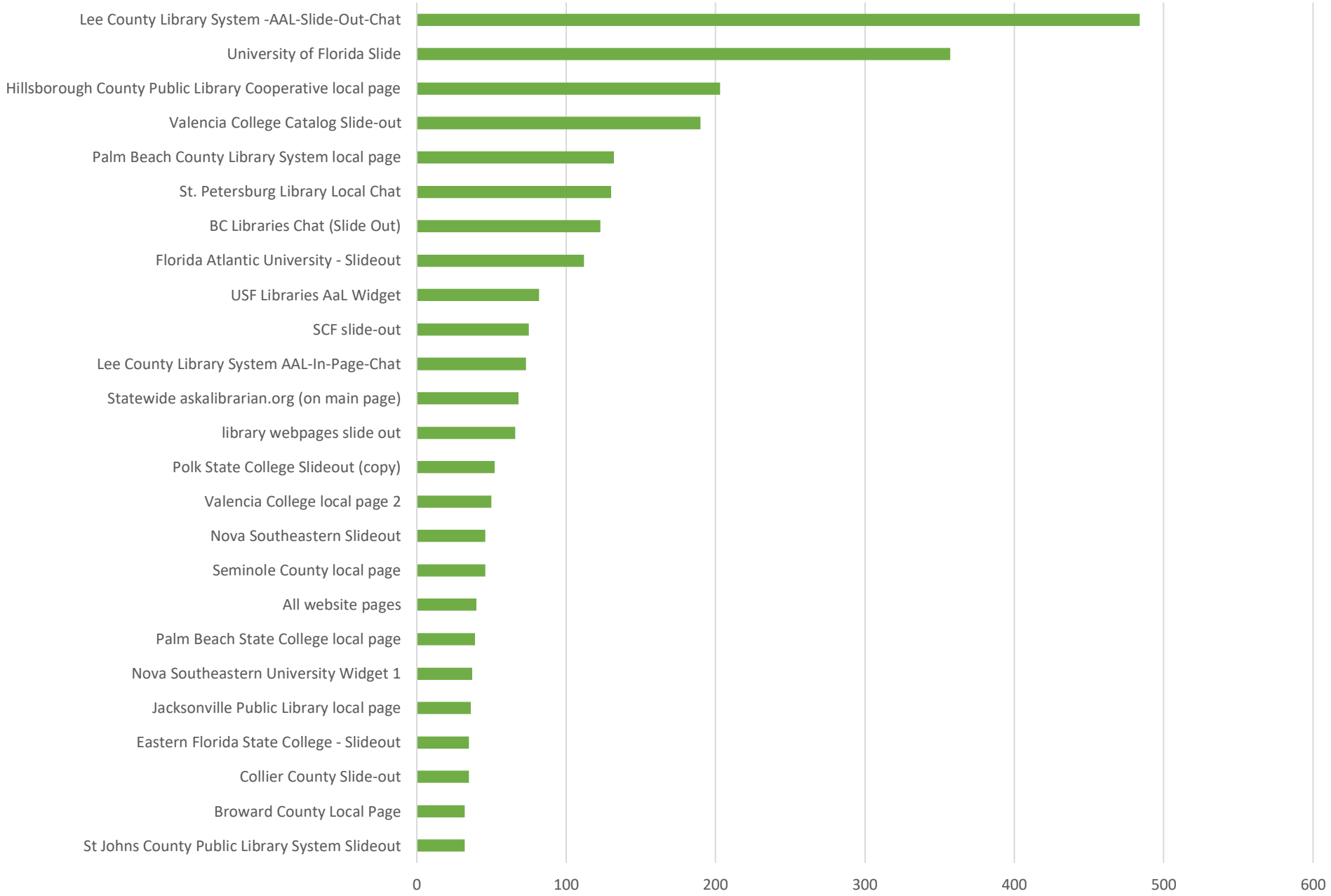


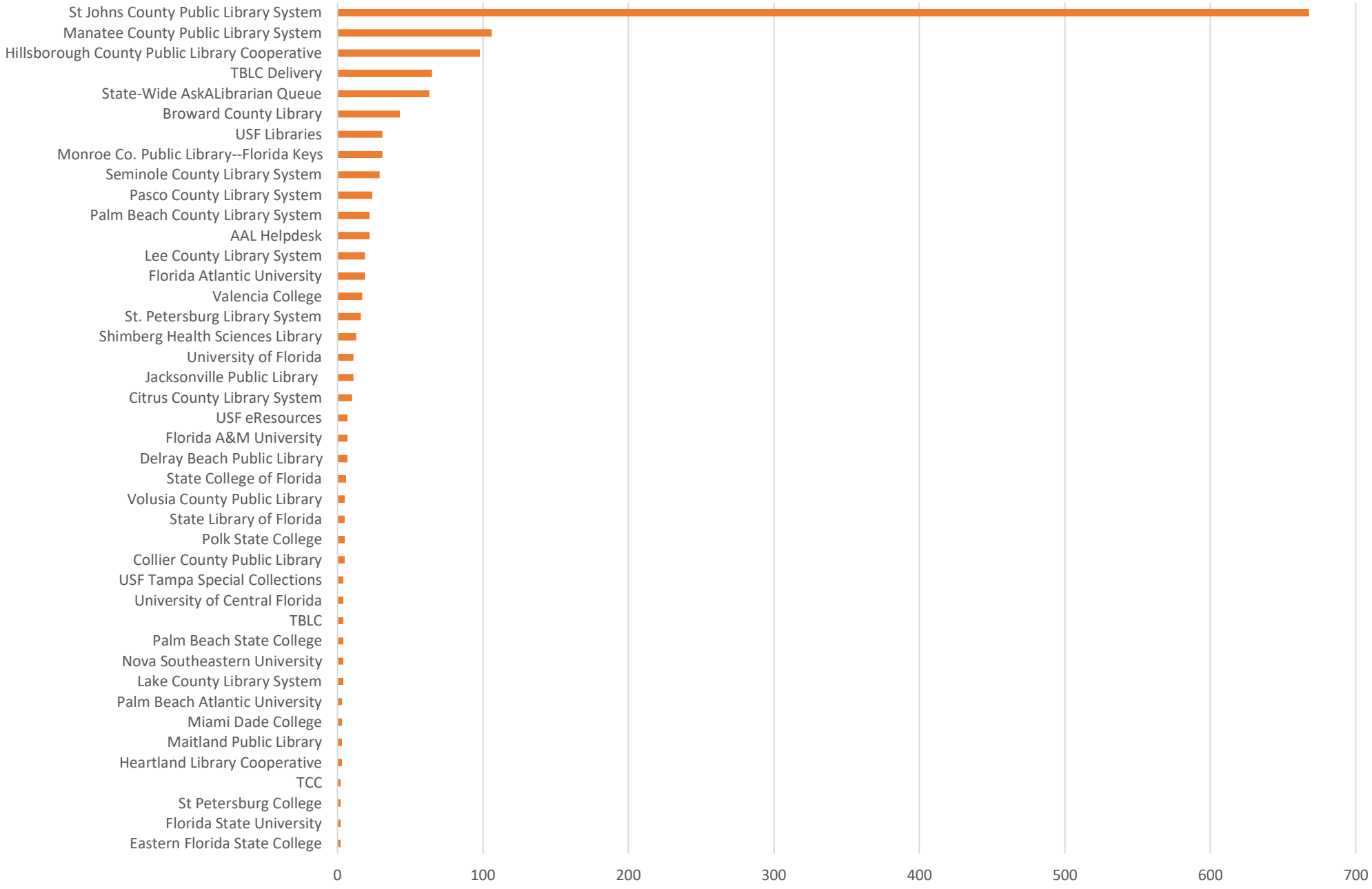
*Academic was closed during this period

Which Department Answered Chats (by local library)?



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



Email

Total Emails by Library (Top 42)