

AskALibrarian.org

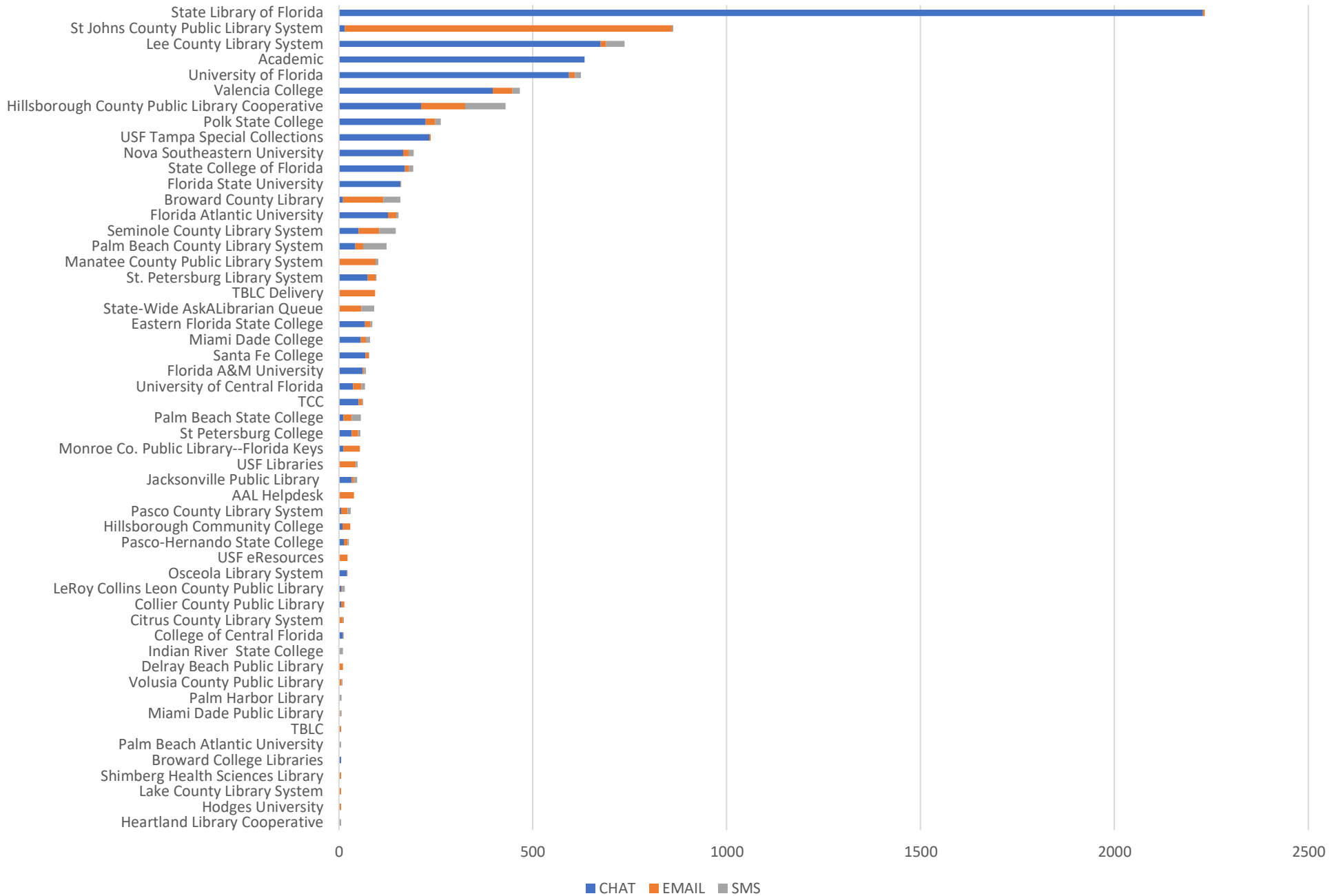
the Human Search Engine



November 2022 Statistics

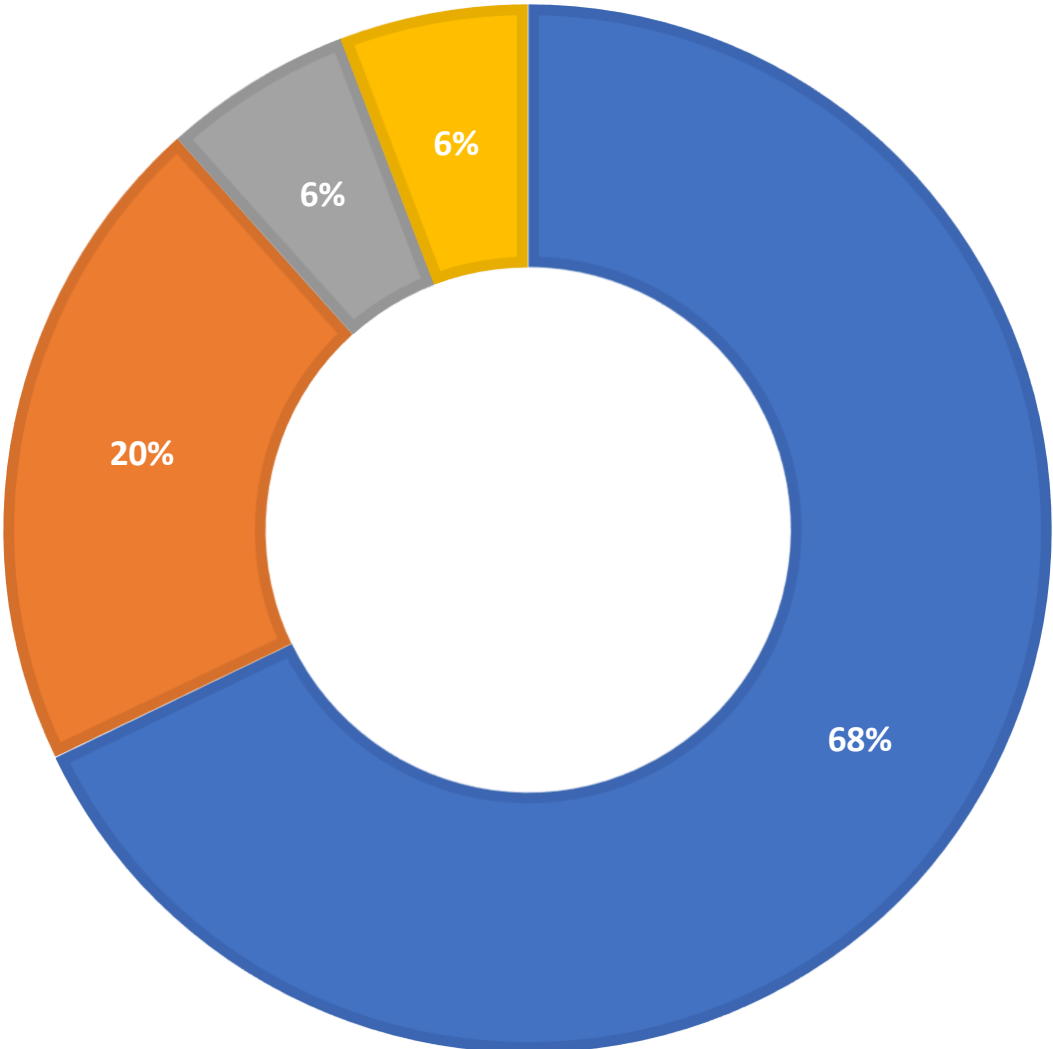
Question Type	
SMS	562
Chat	6,518
FAQ Views	556
Email	1,969
Total	9,605

Total Transactions by Entry Point (Top 53)



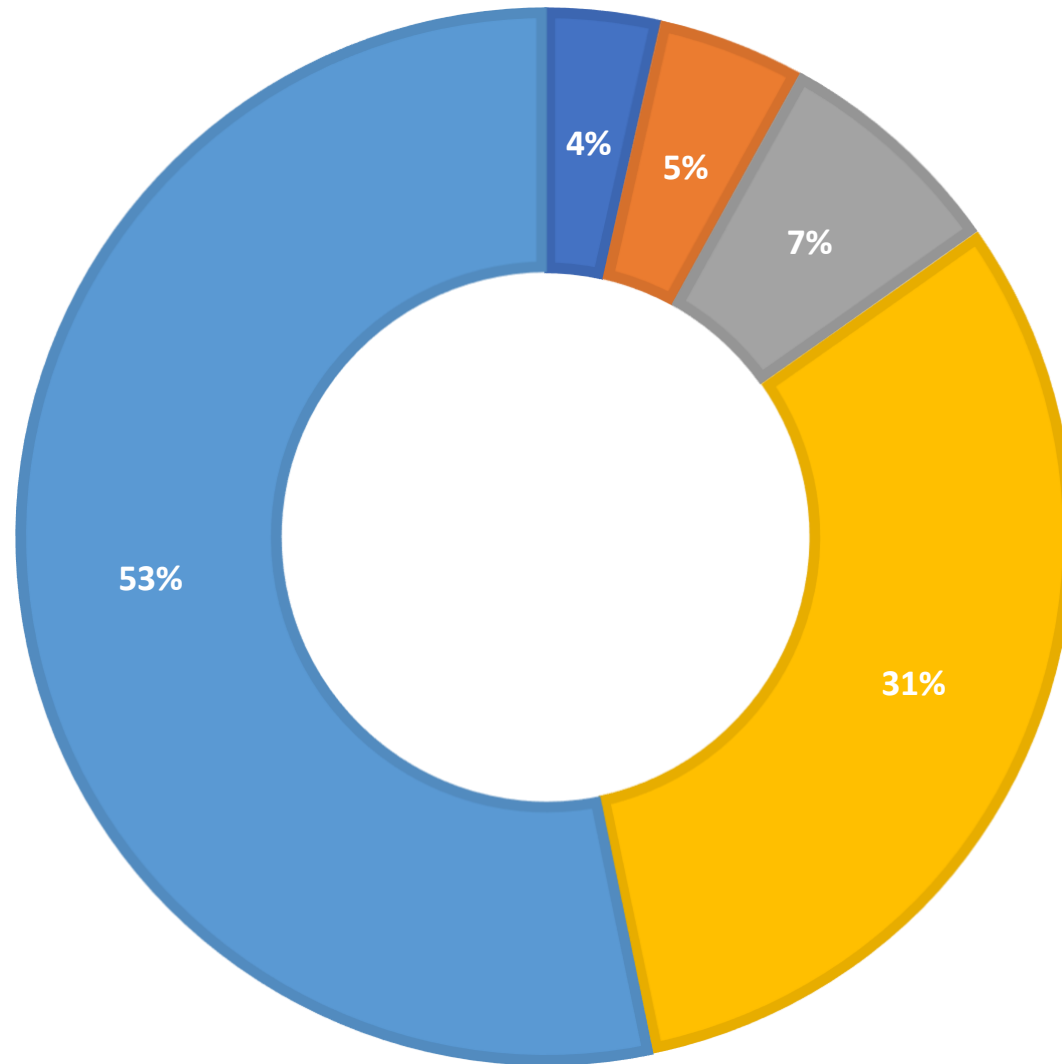
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

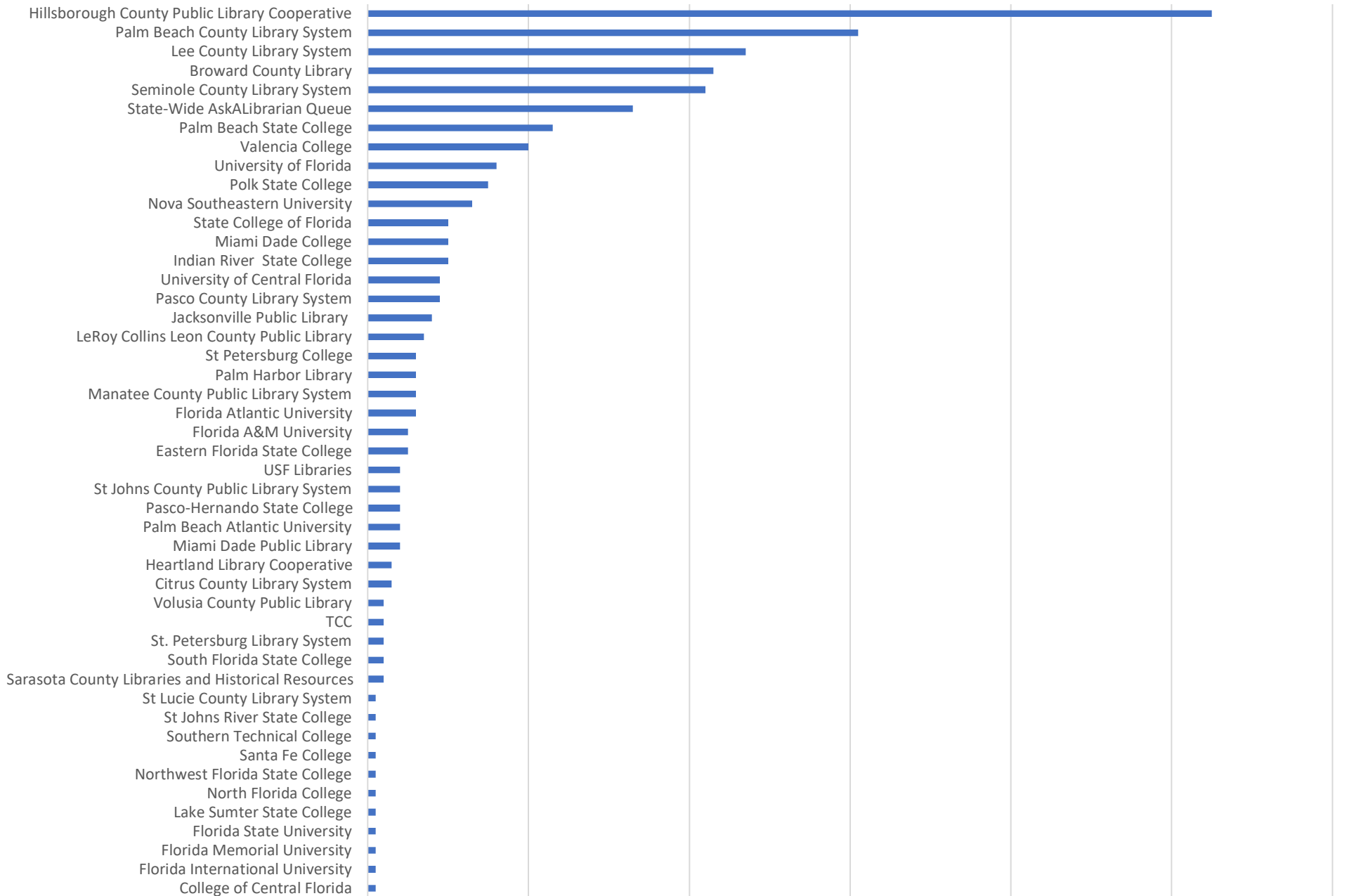
■ Android ■ Chrome OS ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

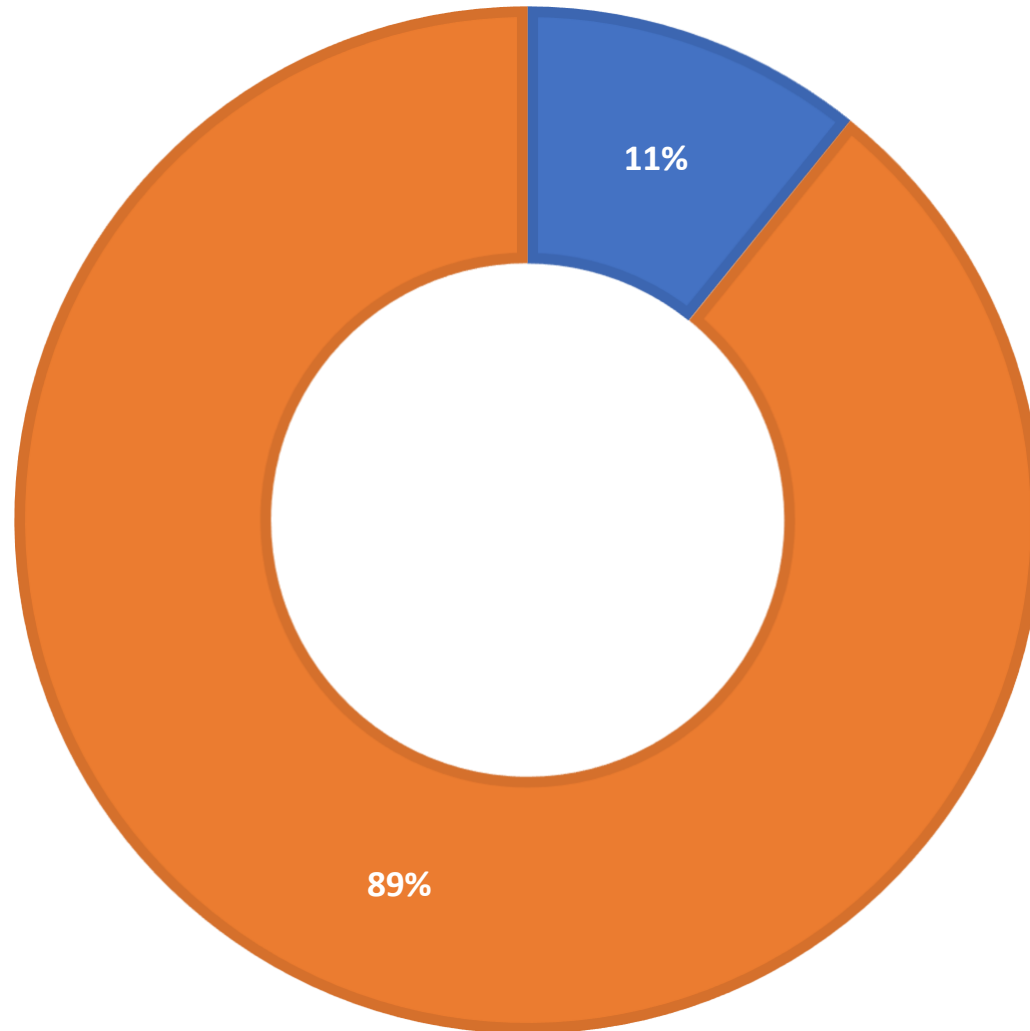


Chat



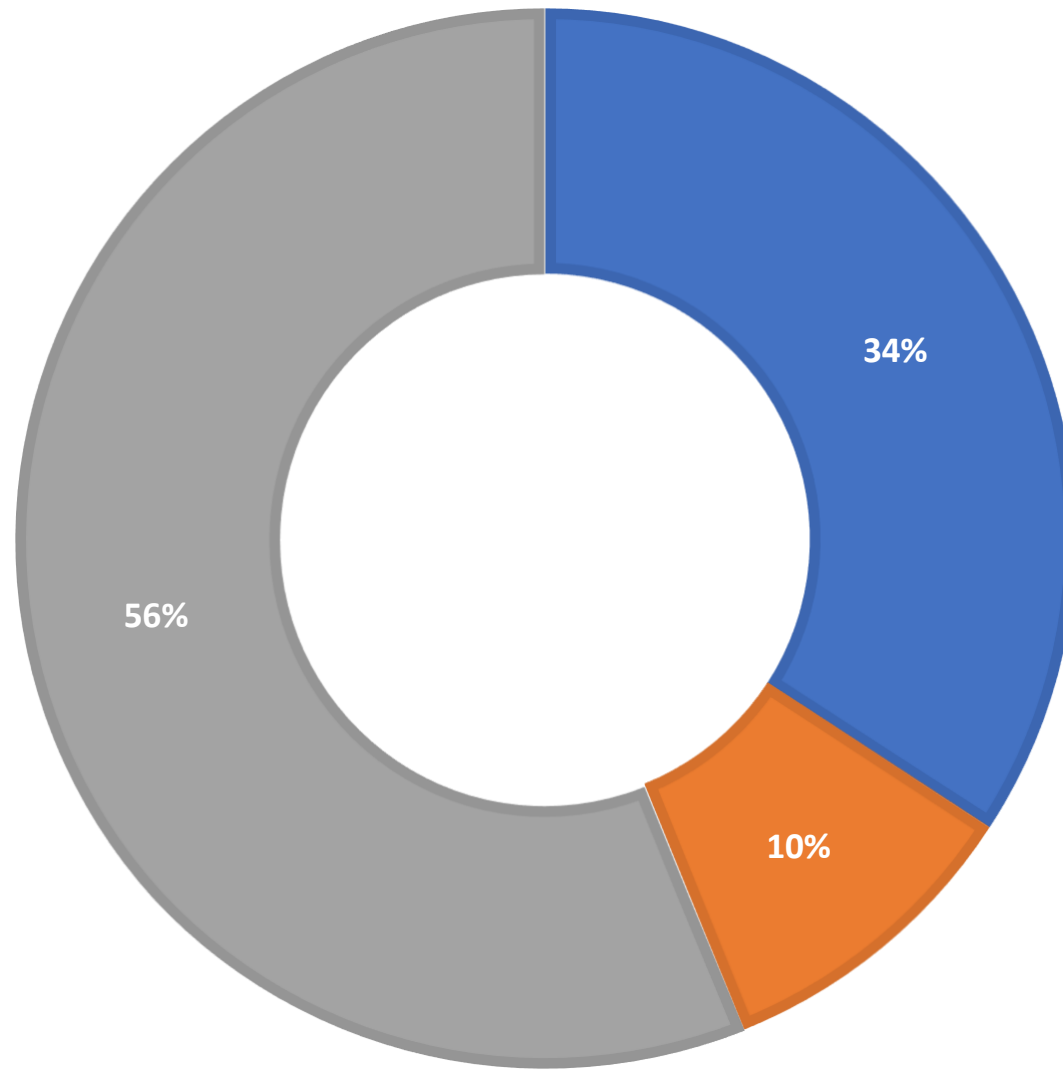
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

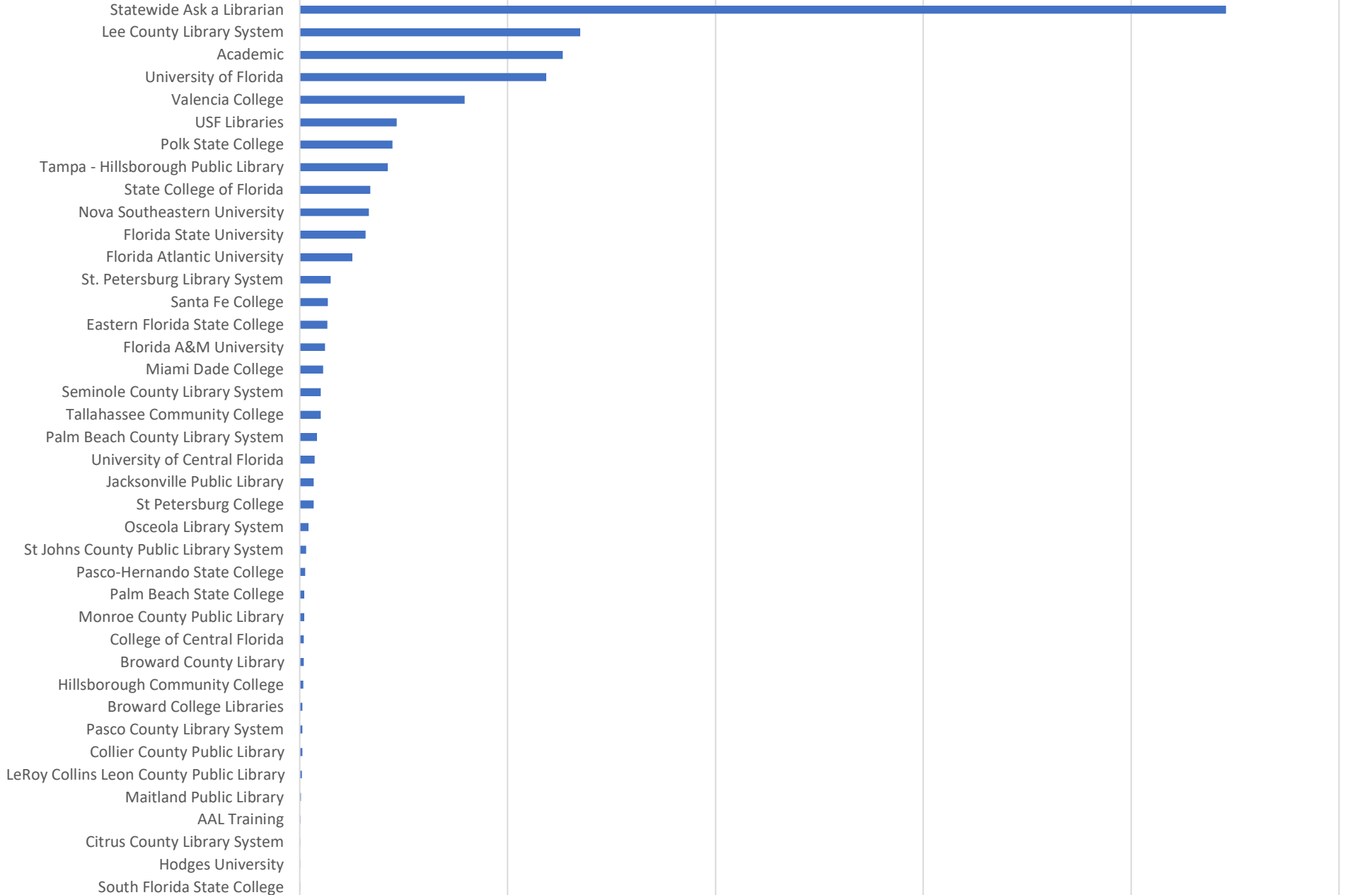


Which Departments Answered Chats (by type)?

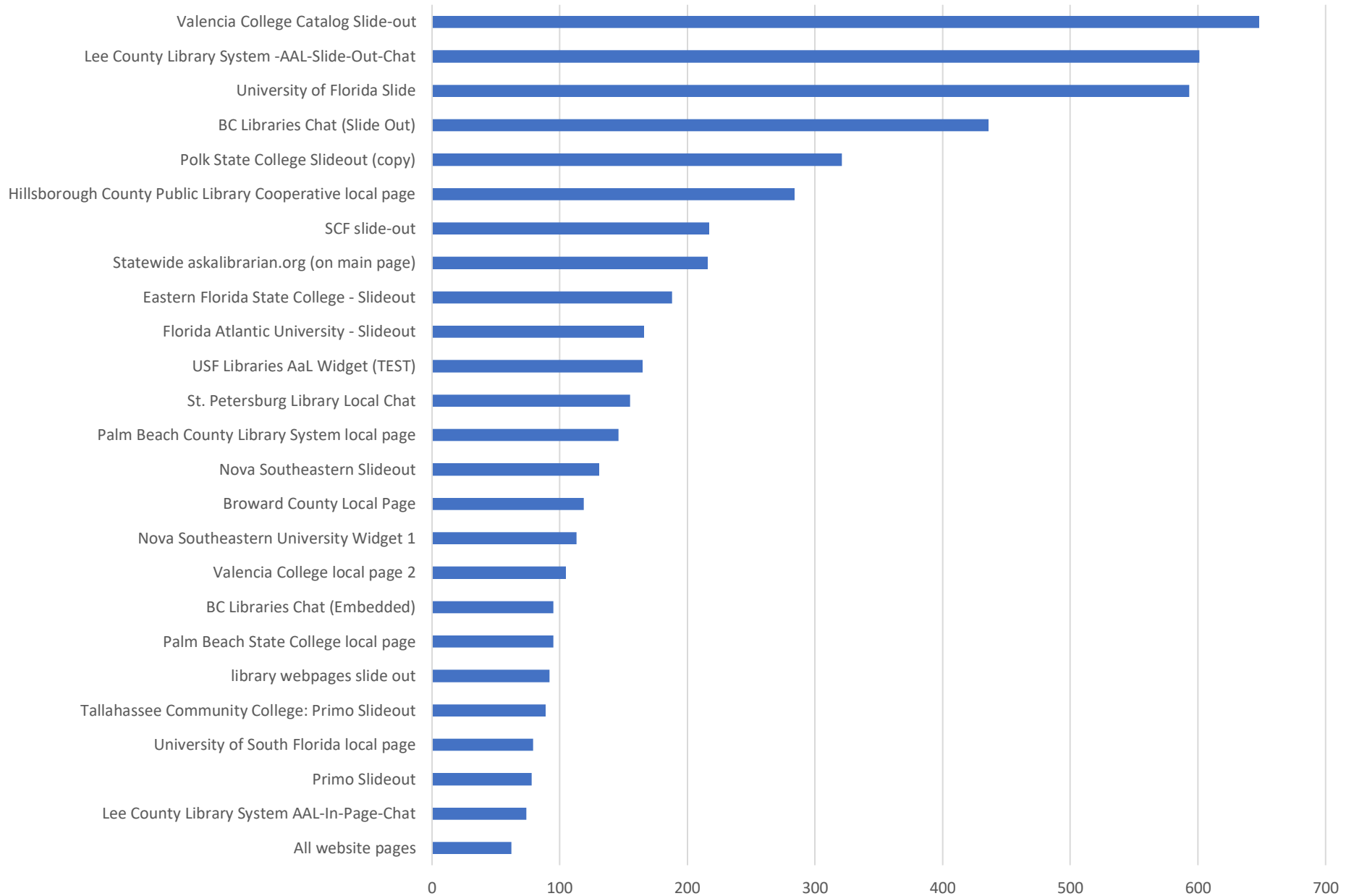
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



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



Email



Total Emails by Library (Top 42)

