

AskALibrarian.org

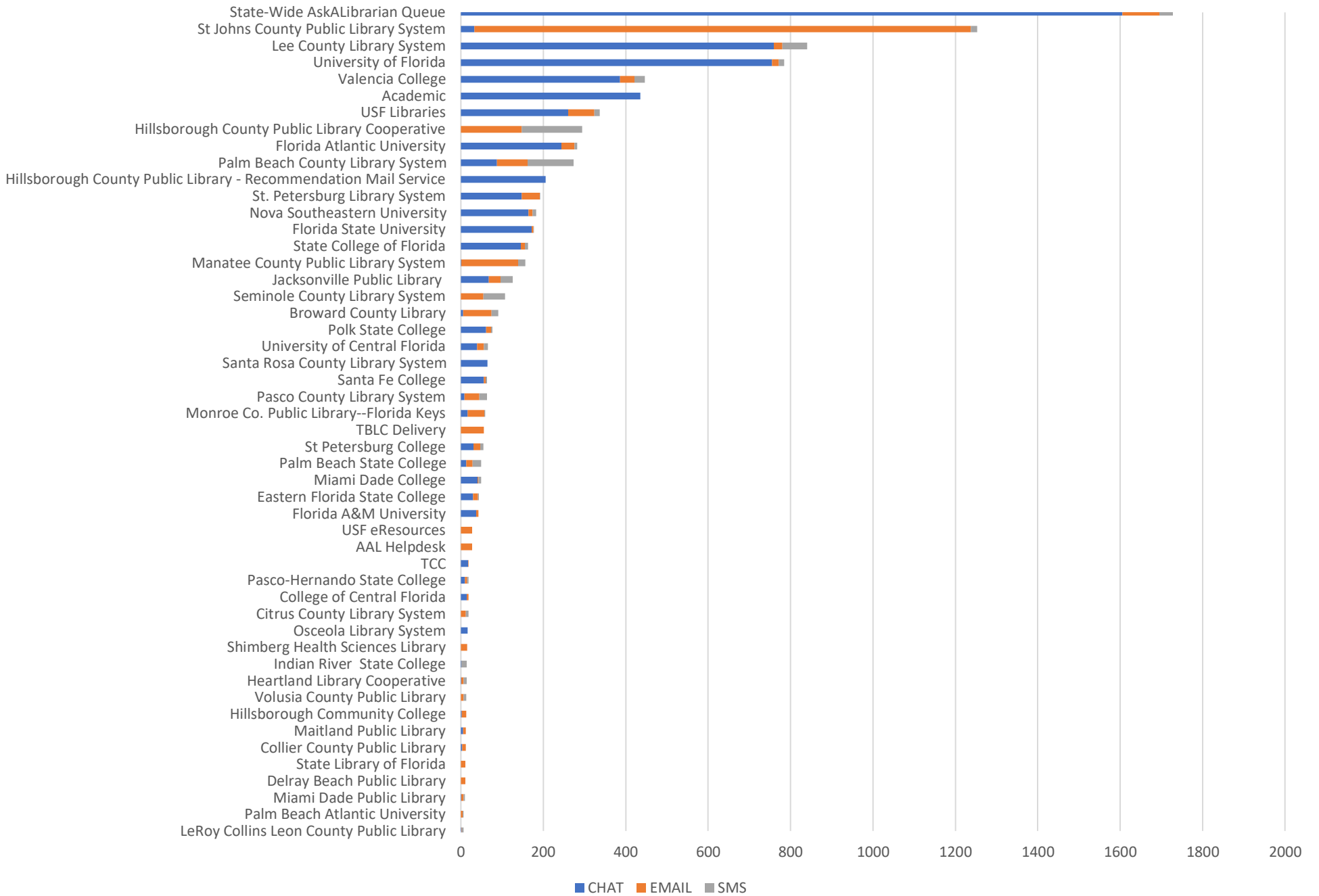
the Human Search Engine



January 2023 Statistics

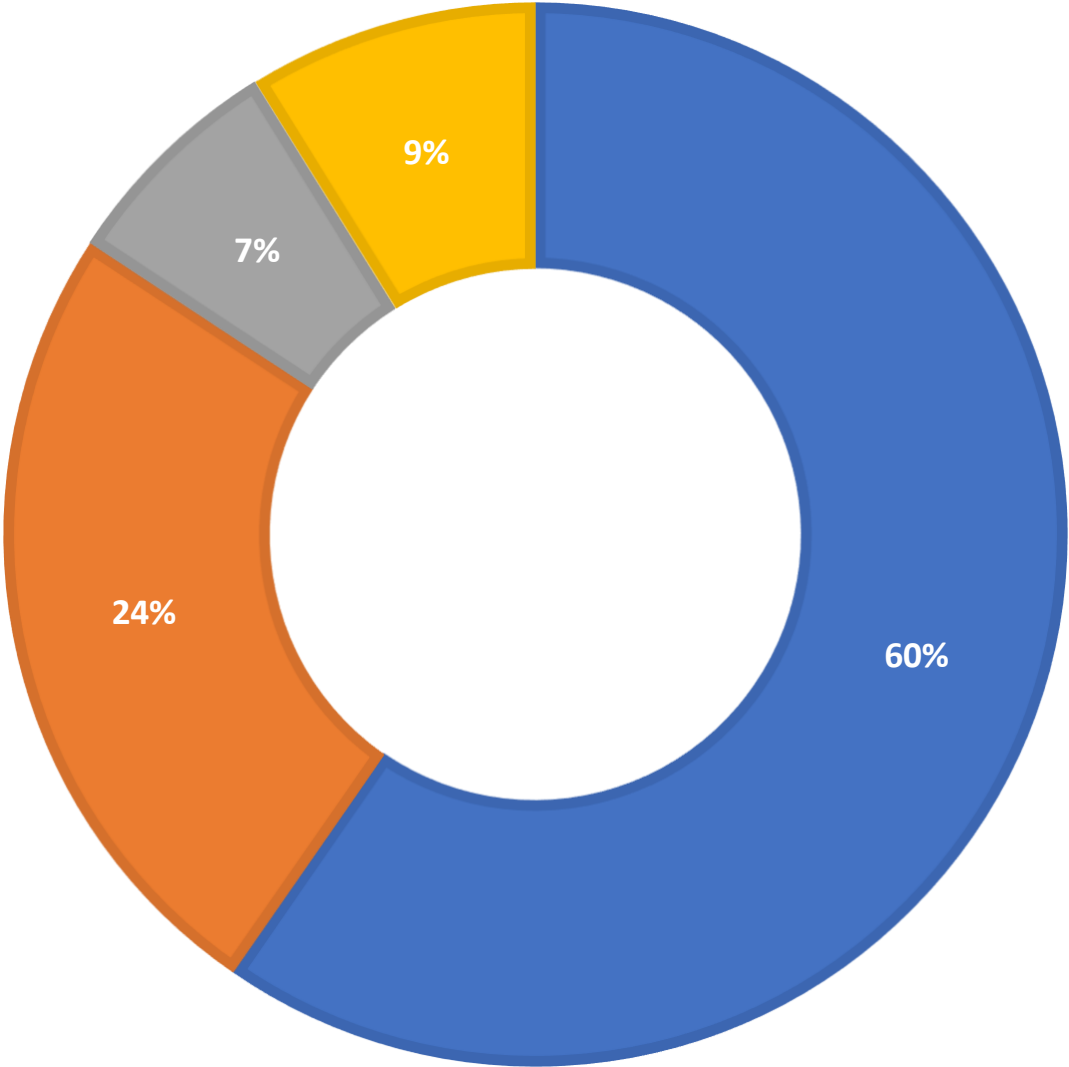
Question Type	
Chat	5,953
Email	2,457
SMS	694
FAQ Views	880
Total	9,984

Total Transactions by Entry Point (Top 50)



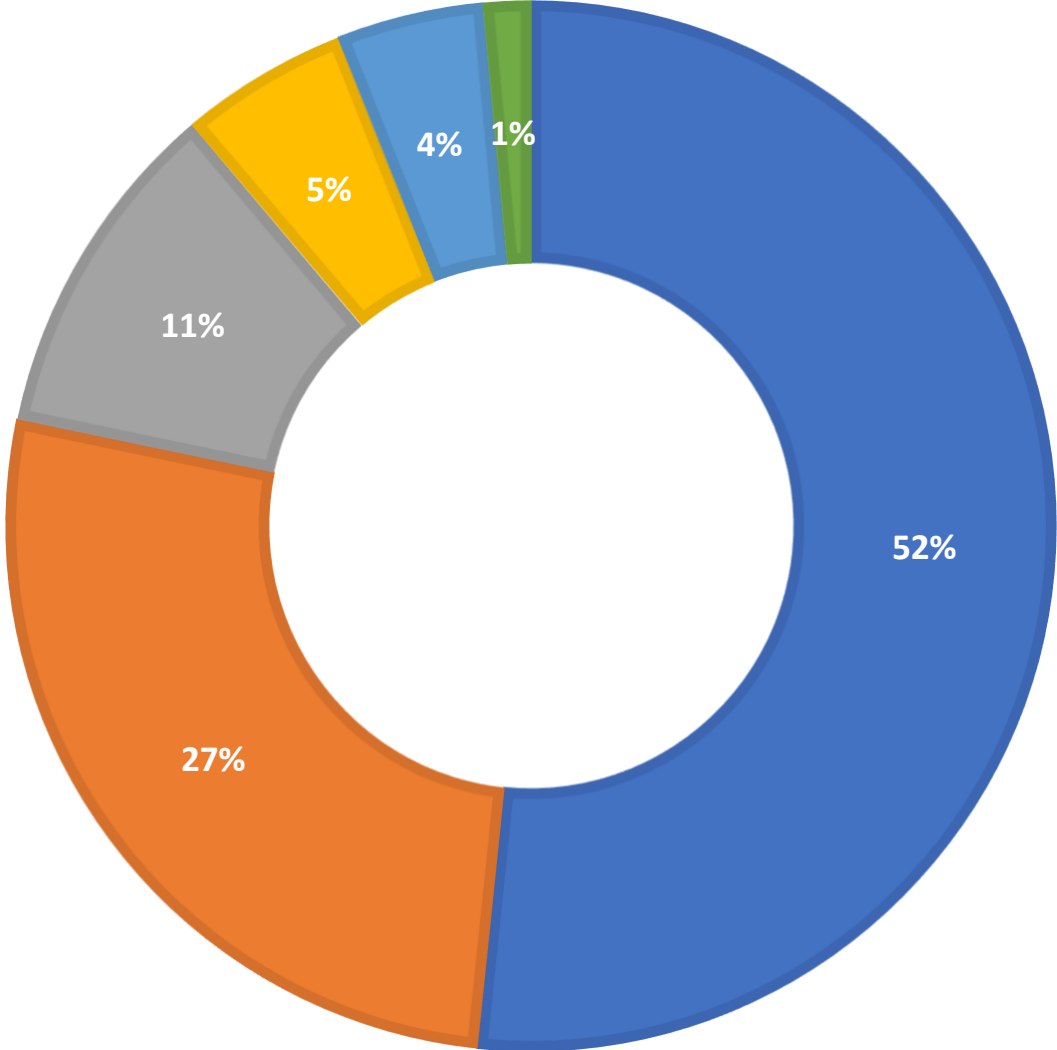
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

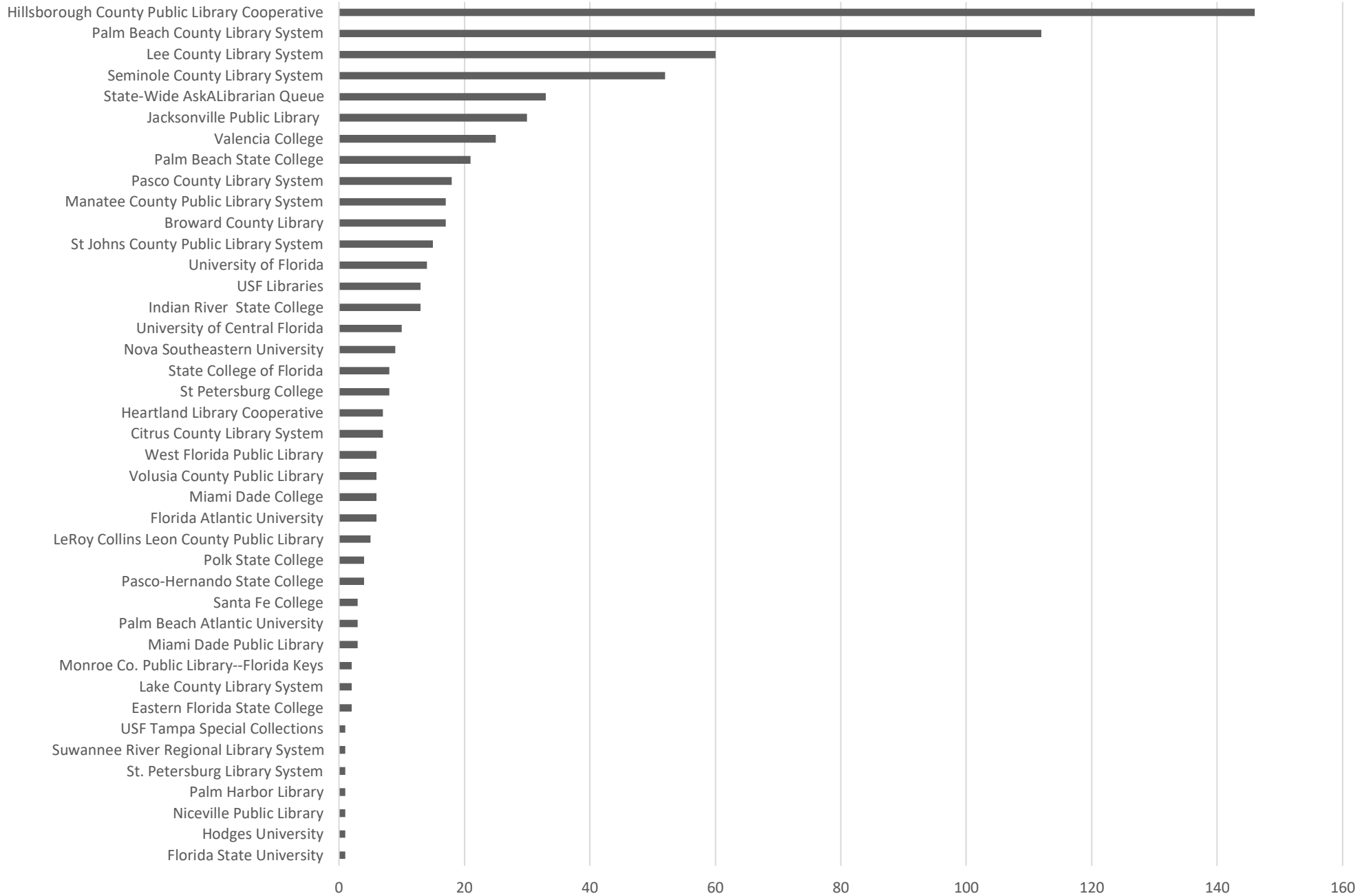
Windows Macintosh iPhone Android Chrome OS iPad



SMS



Total SMS by Library

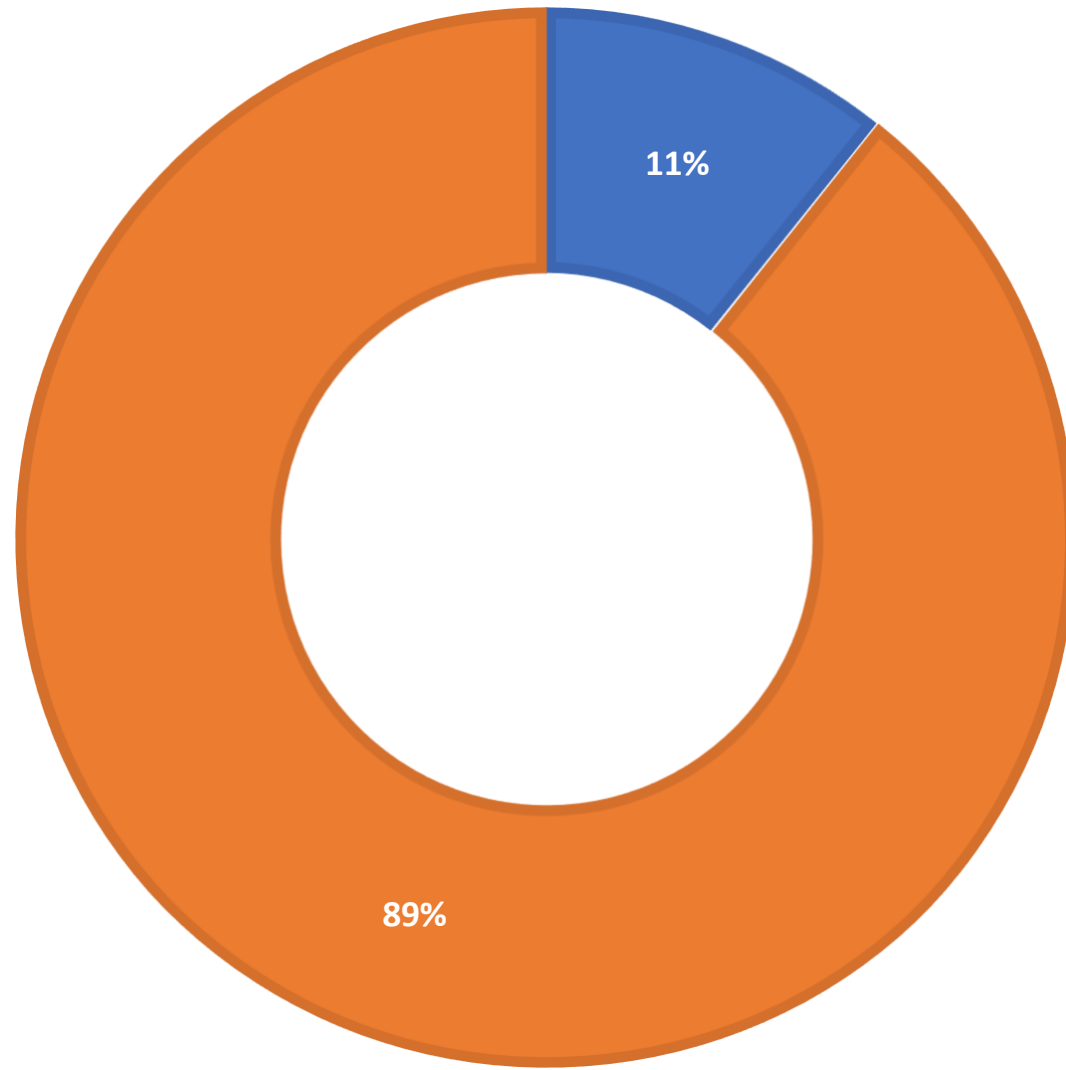


Chat



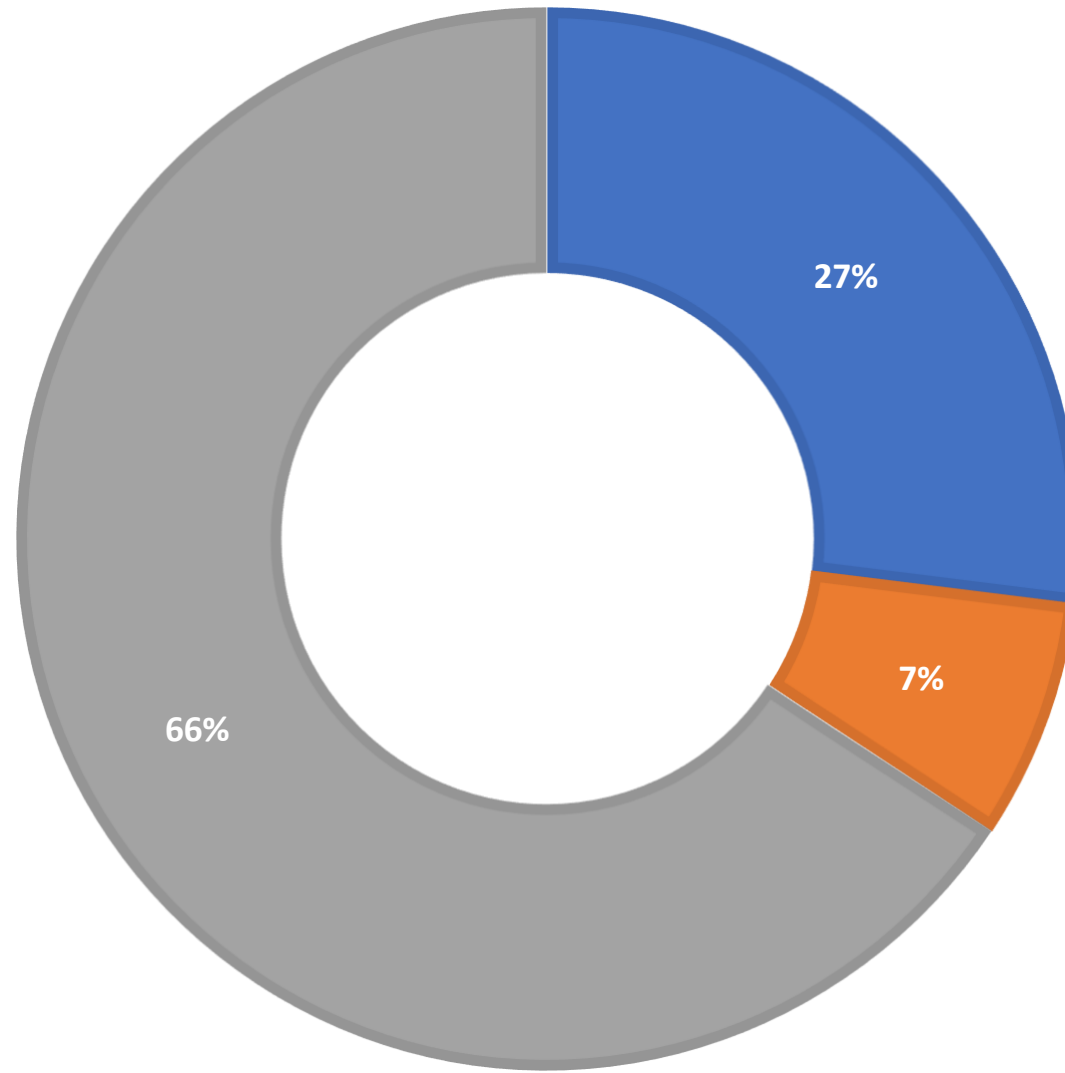
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

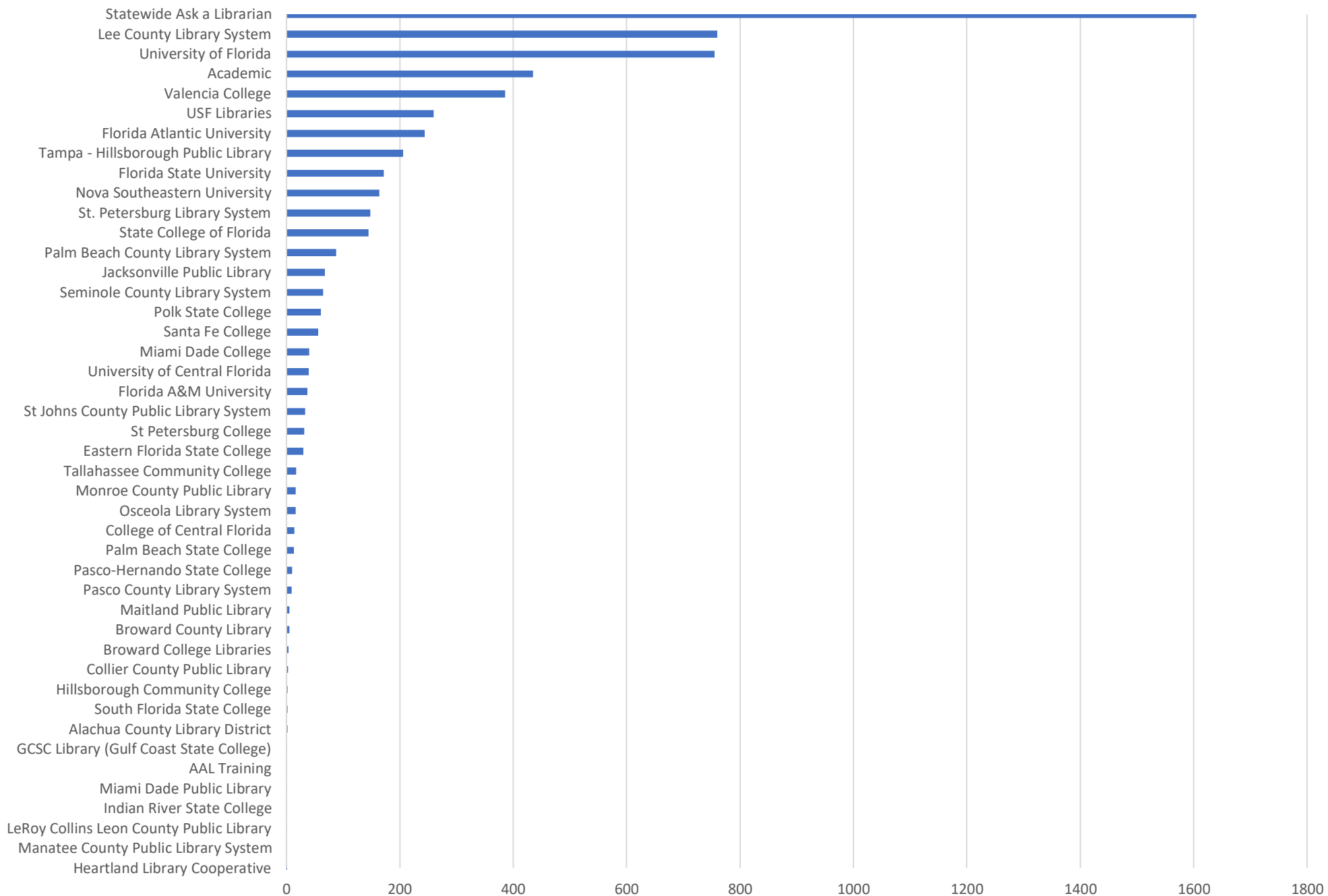


Which Departments Answered Chats (by type)?

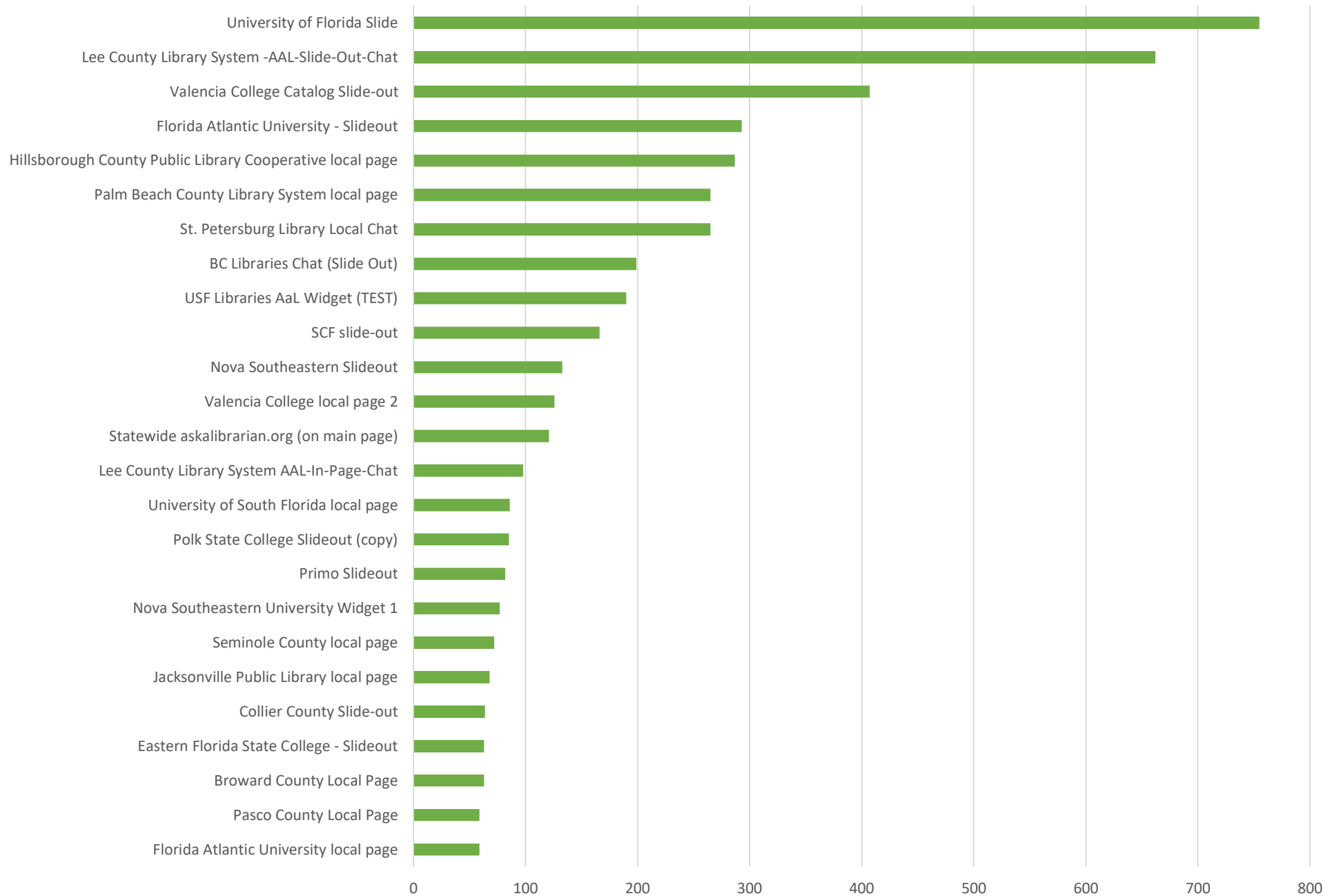
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



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



Email



Total Emails by Library (Top 47)

