

AskALibrarian.org

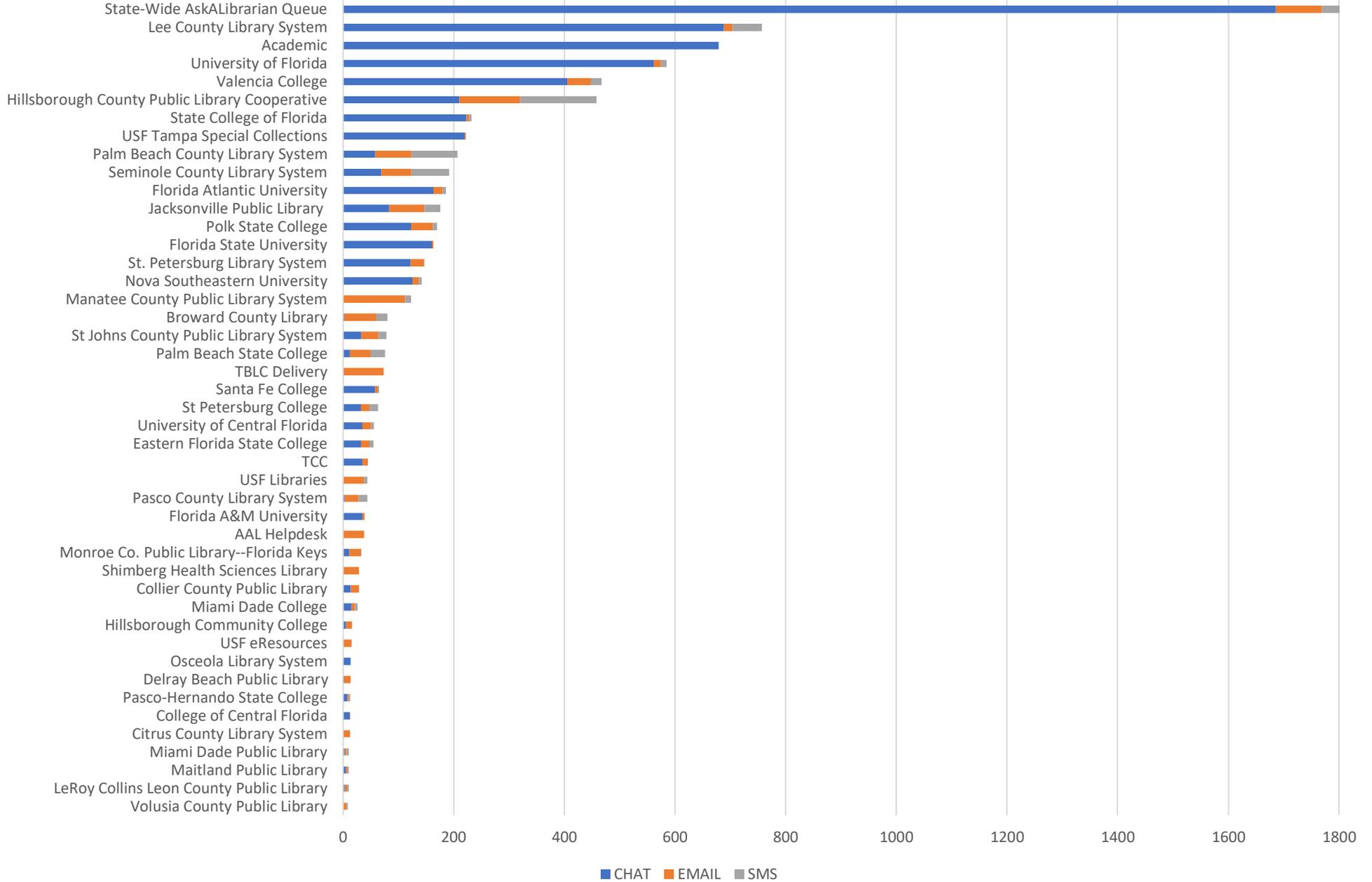
the Human Search Engine



March 2023 Statistics

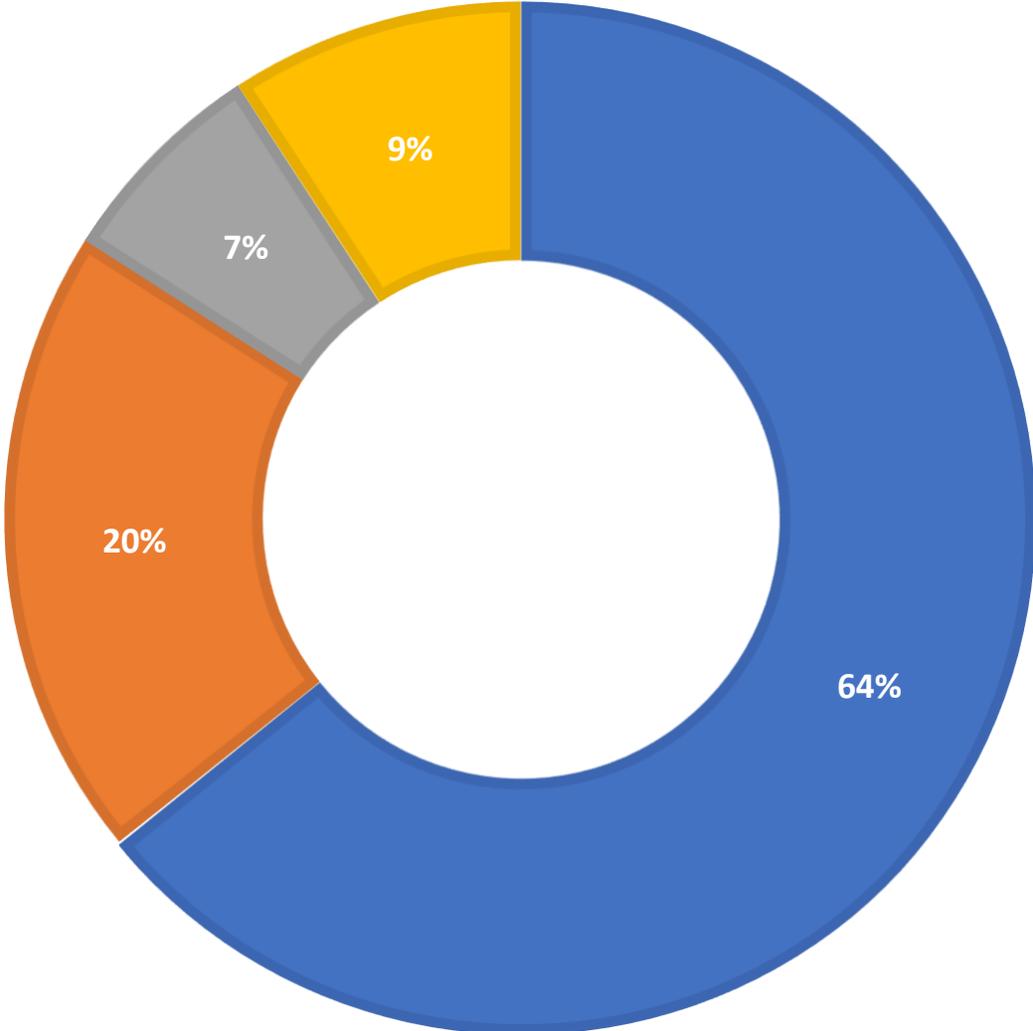
Question Type	
Chat	5,956
Email	1,842
SMS	626
FAQ Views	854
Total	9,278

Total Transactions by Entry Point (Top 45)



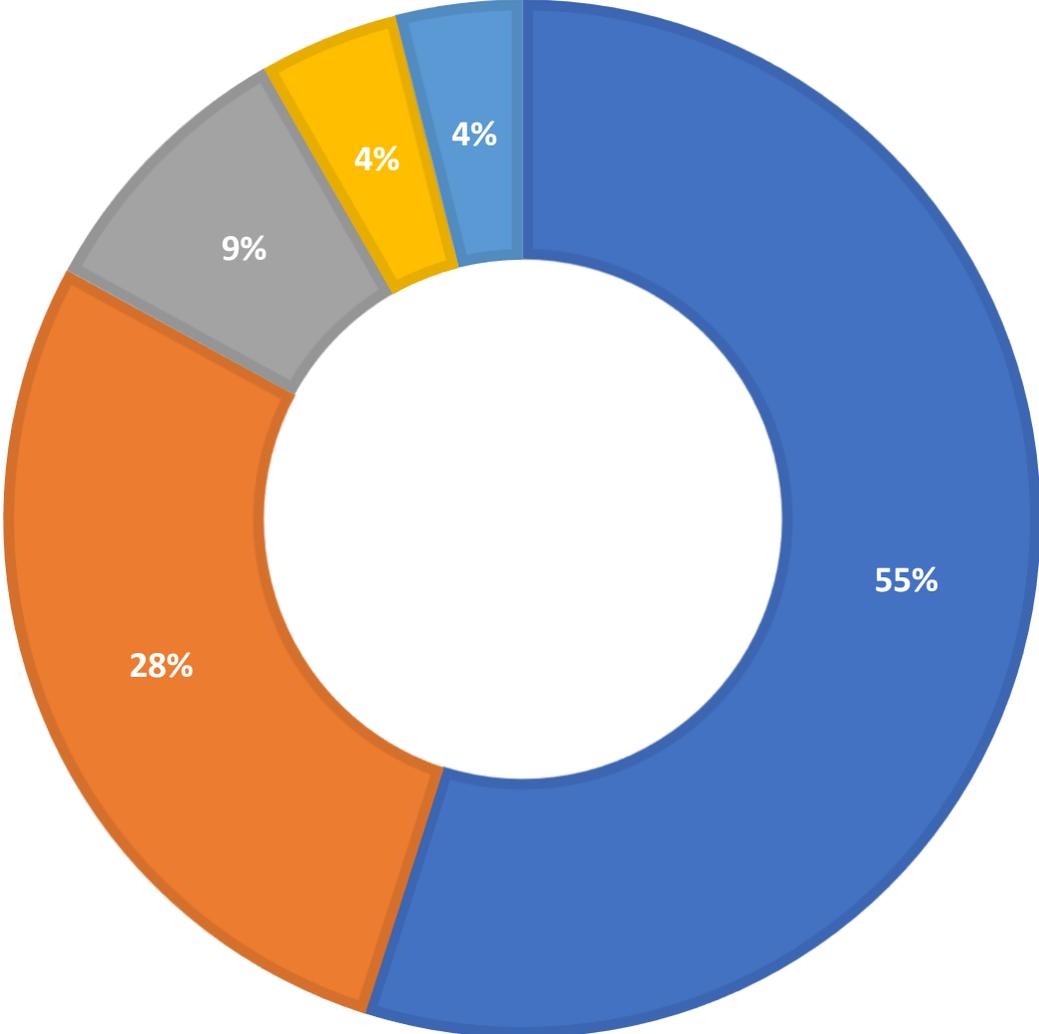
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

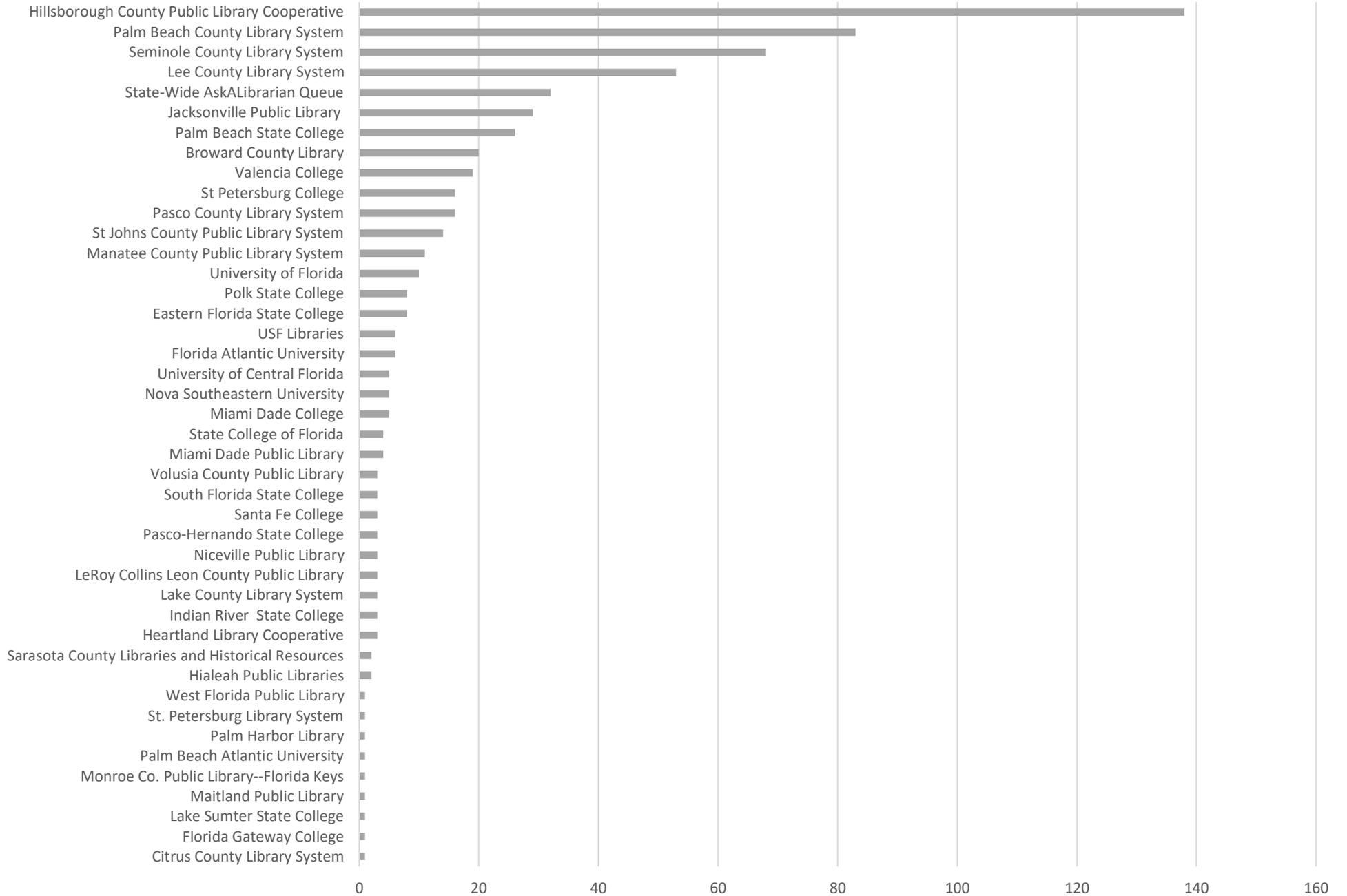
■ Windows ■ Macintosh ■ iPhone ■ Android ■ Chrome OS



SMS



Total SMS by Library

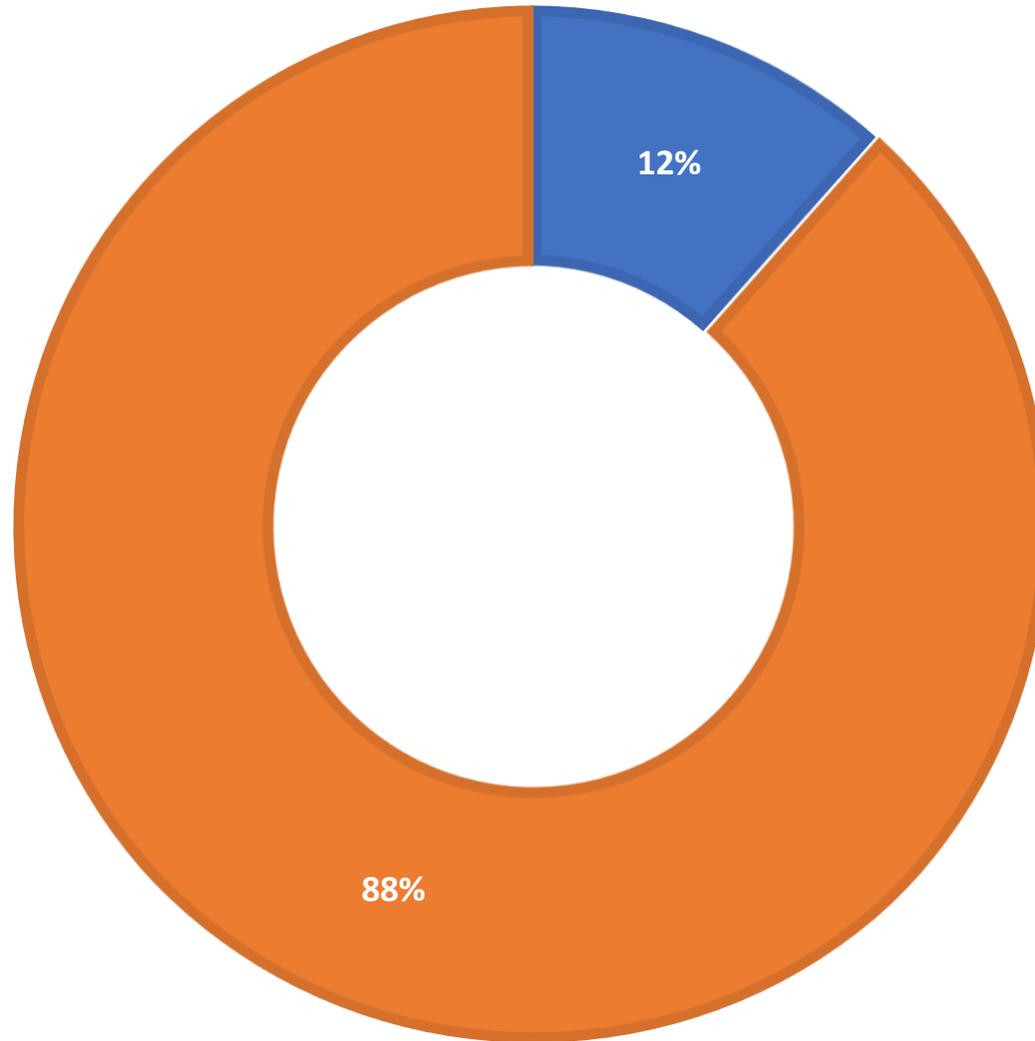


Chat



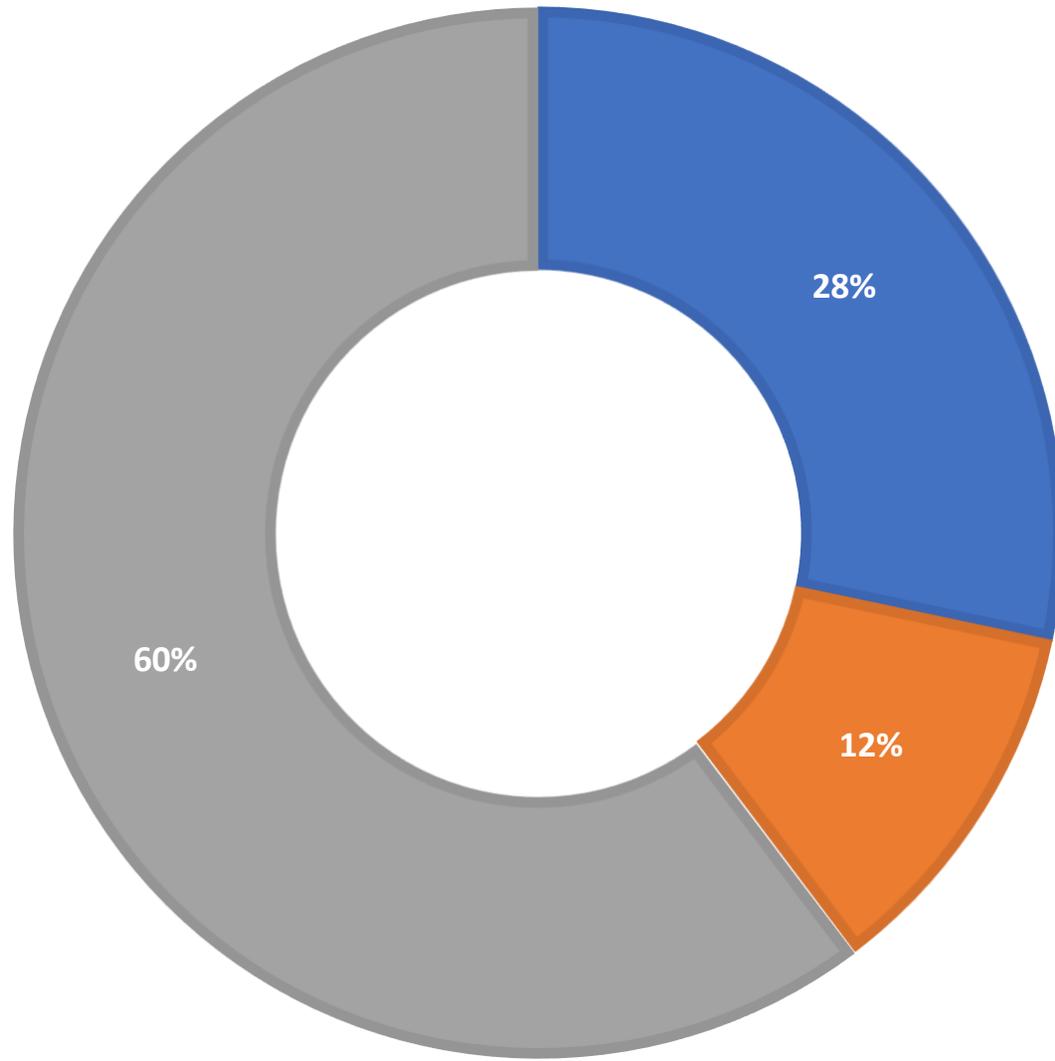
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

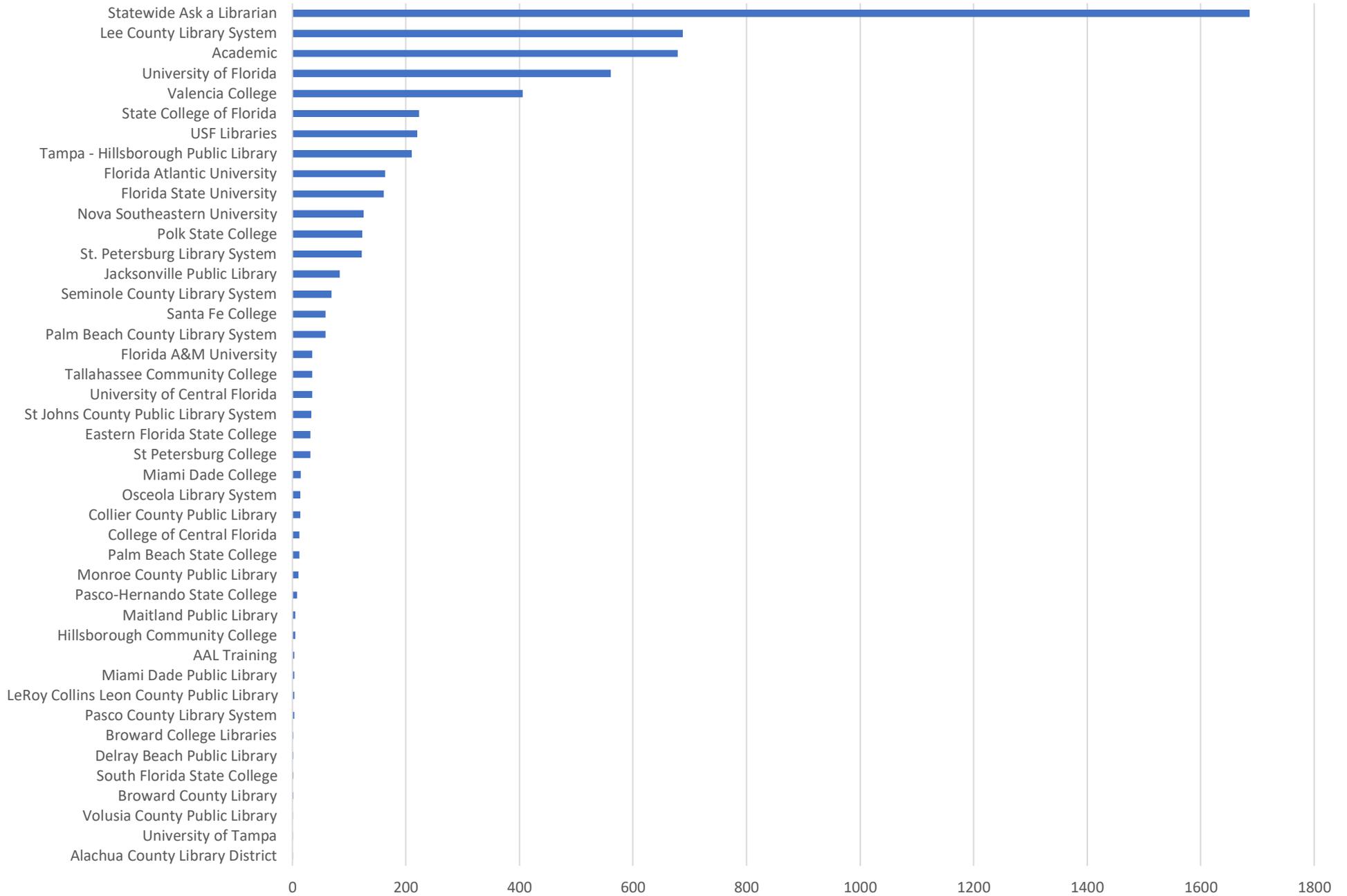


Which Departments Answered Chats (by type)?

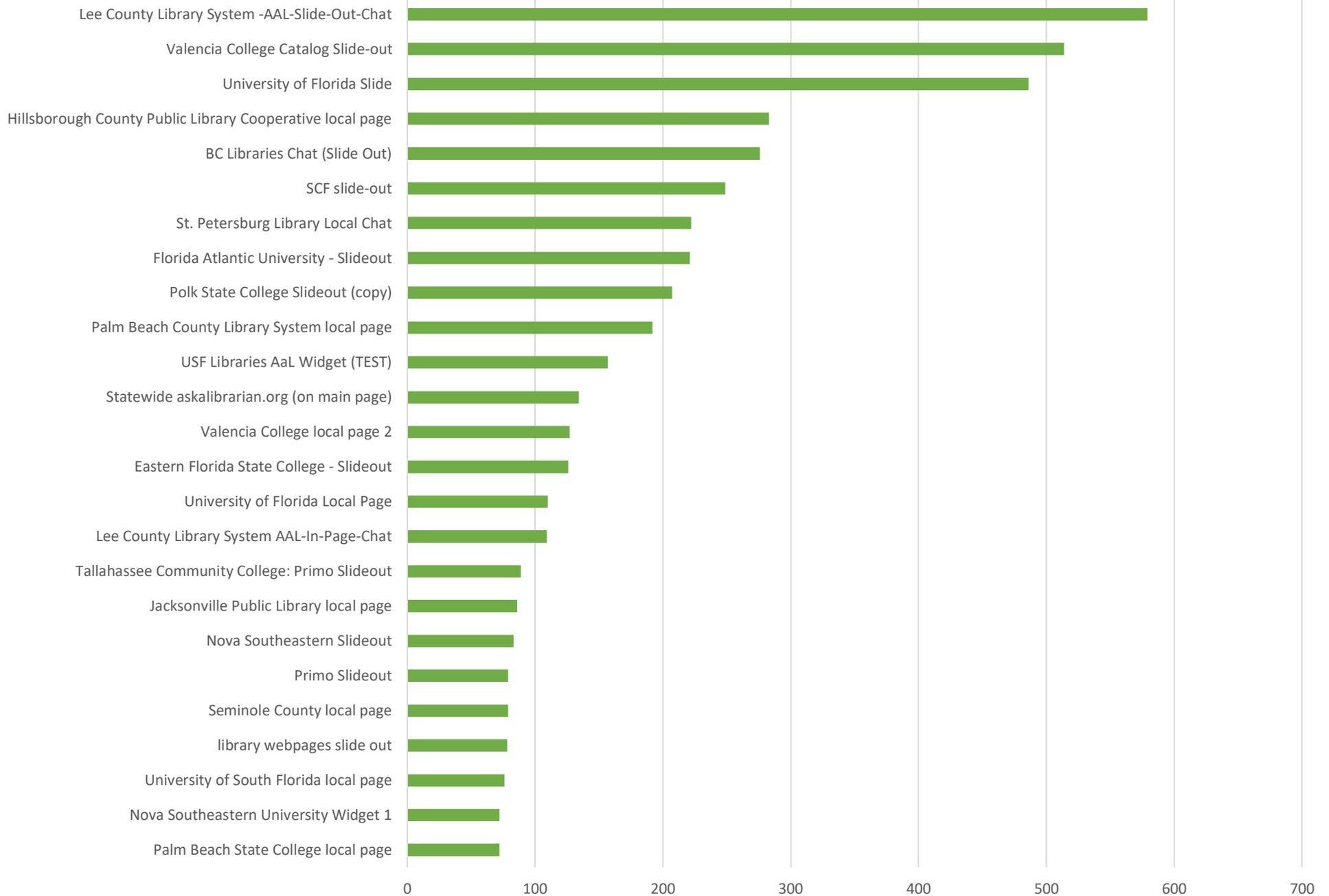
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



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



Email



Total Emails by Library (Top 45)

