

AskALibrarian.org

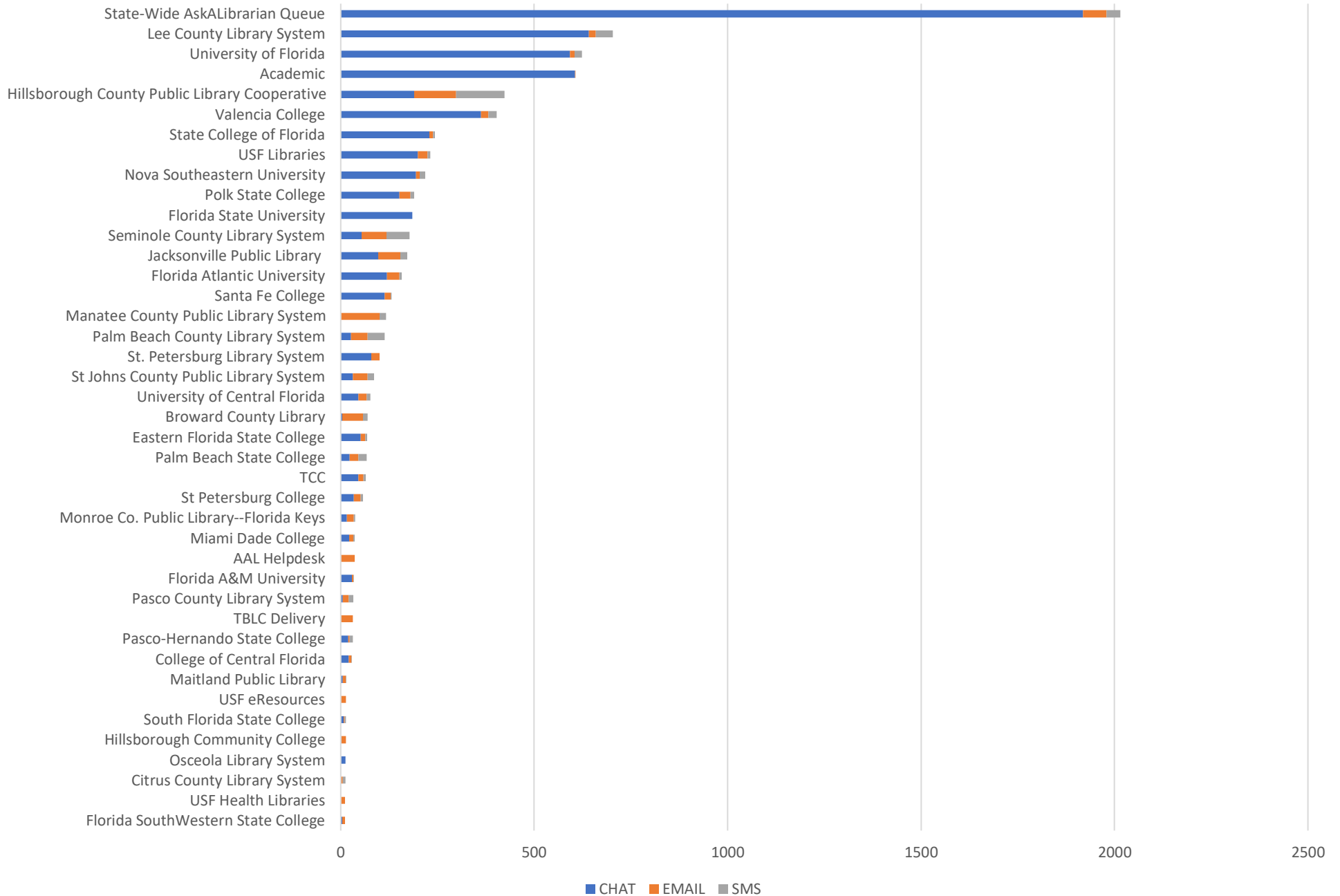
the Human Search Engine



April 2023 Statistics

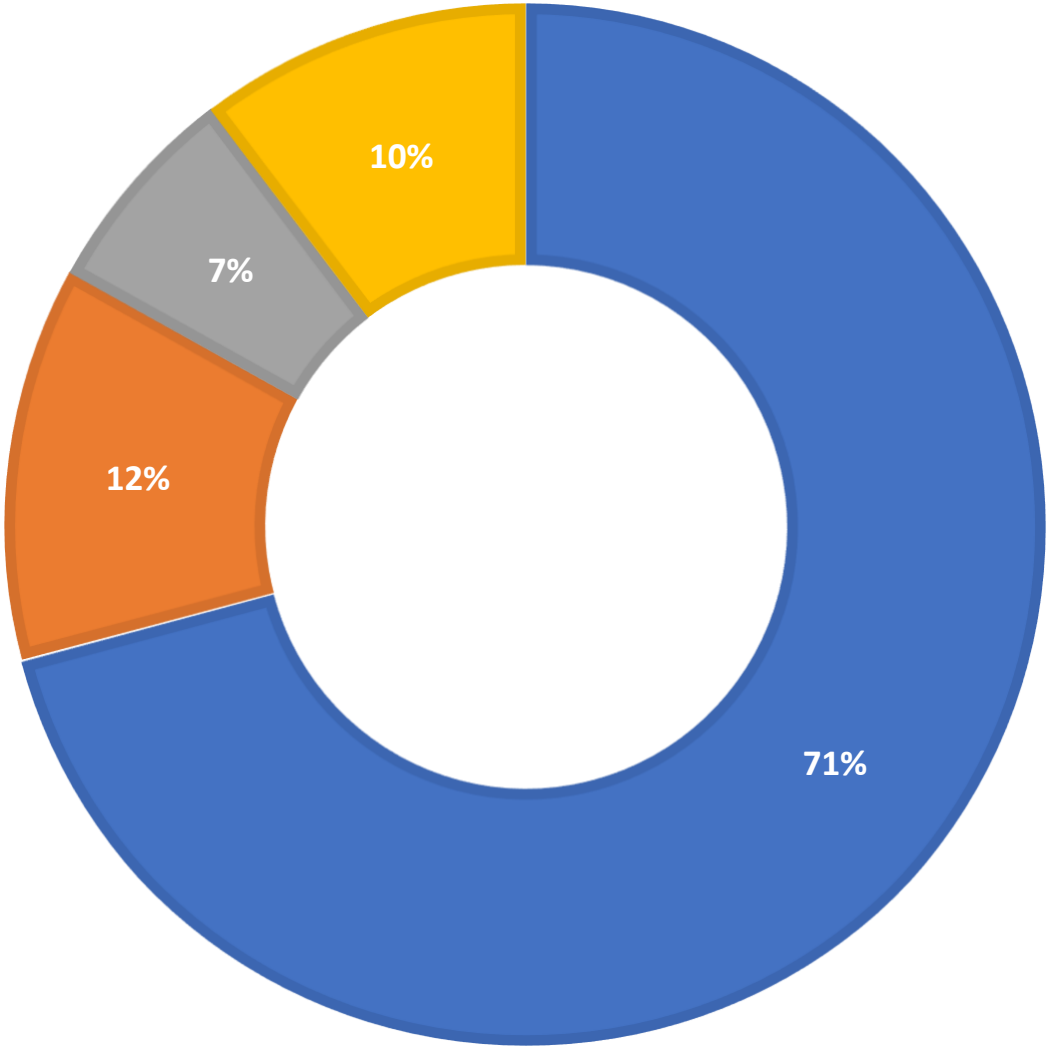
Question Type	
Chat	6,144
Email	1,058
SMS	576
FAQ Views	894
Total	8,672

Total Transactions by Entry Point (Top 41)



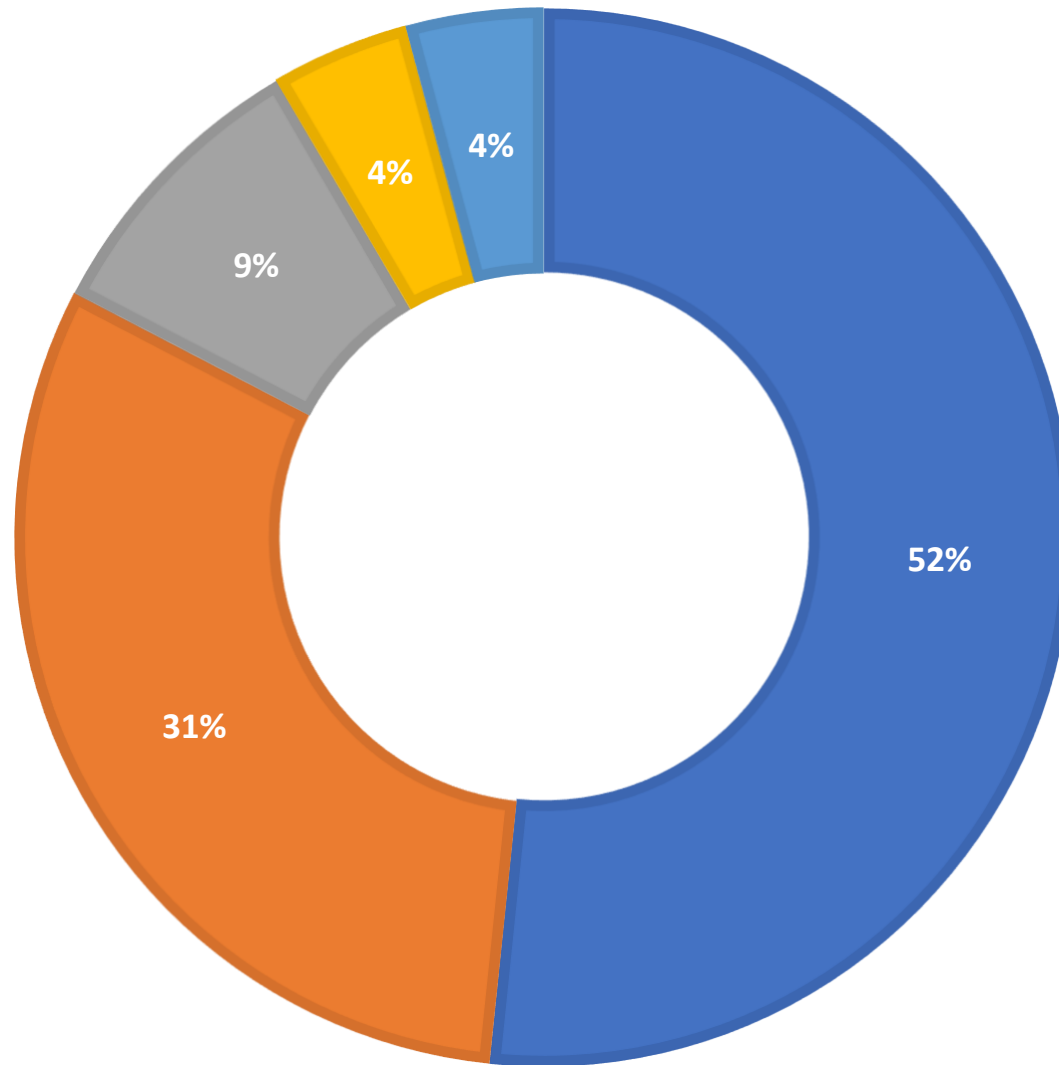
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

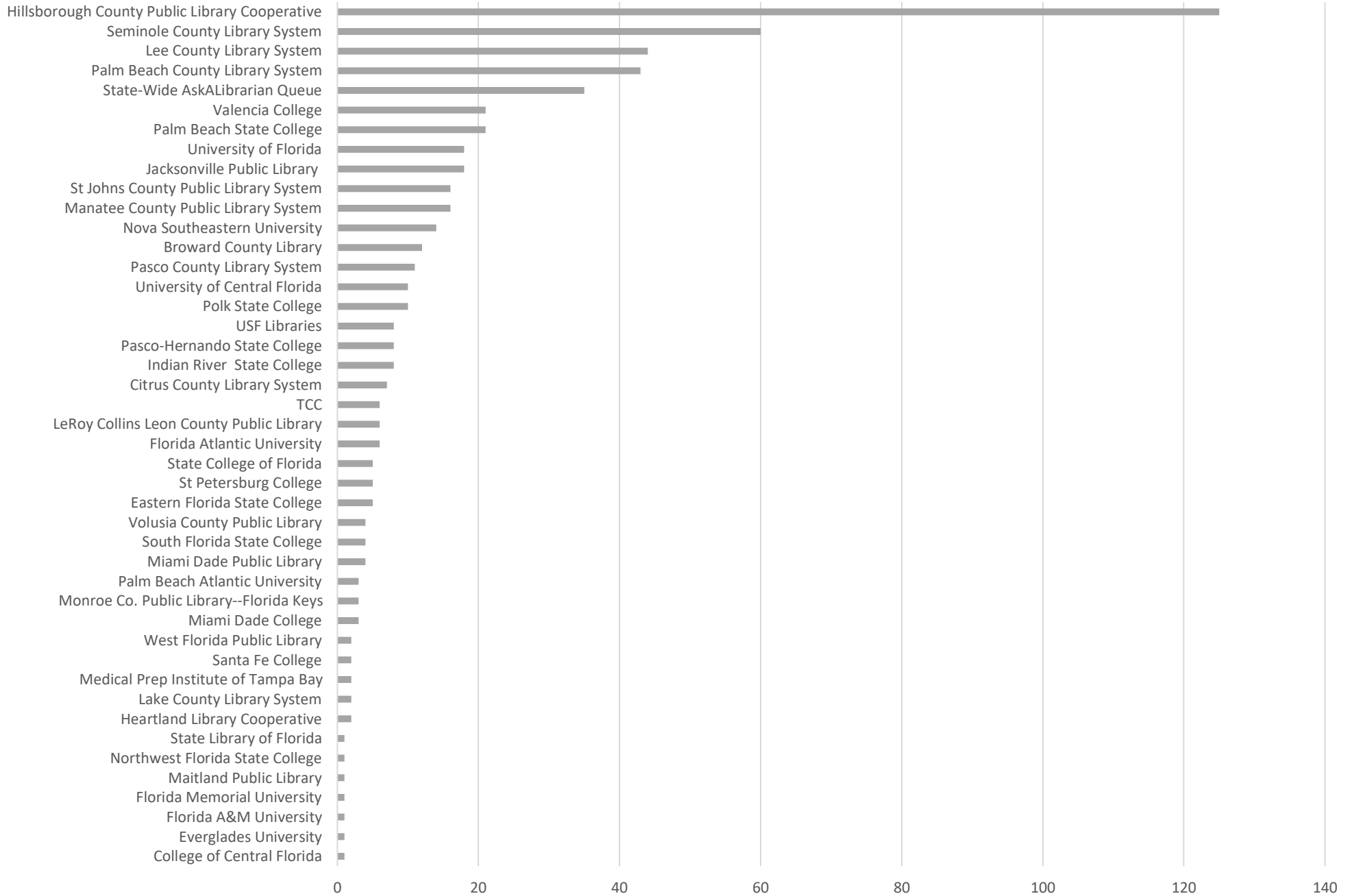
■ Windows ■ Macintosh ■ iPhone ■ Chrome OS ■ Android



SMS



Total SMS by Library

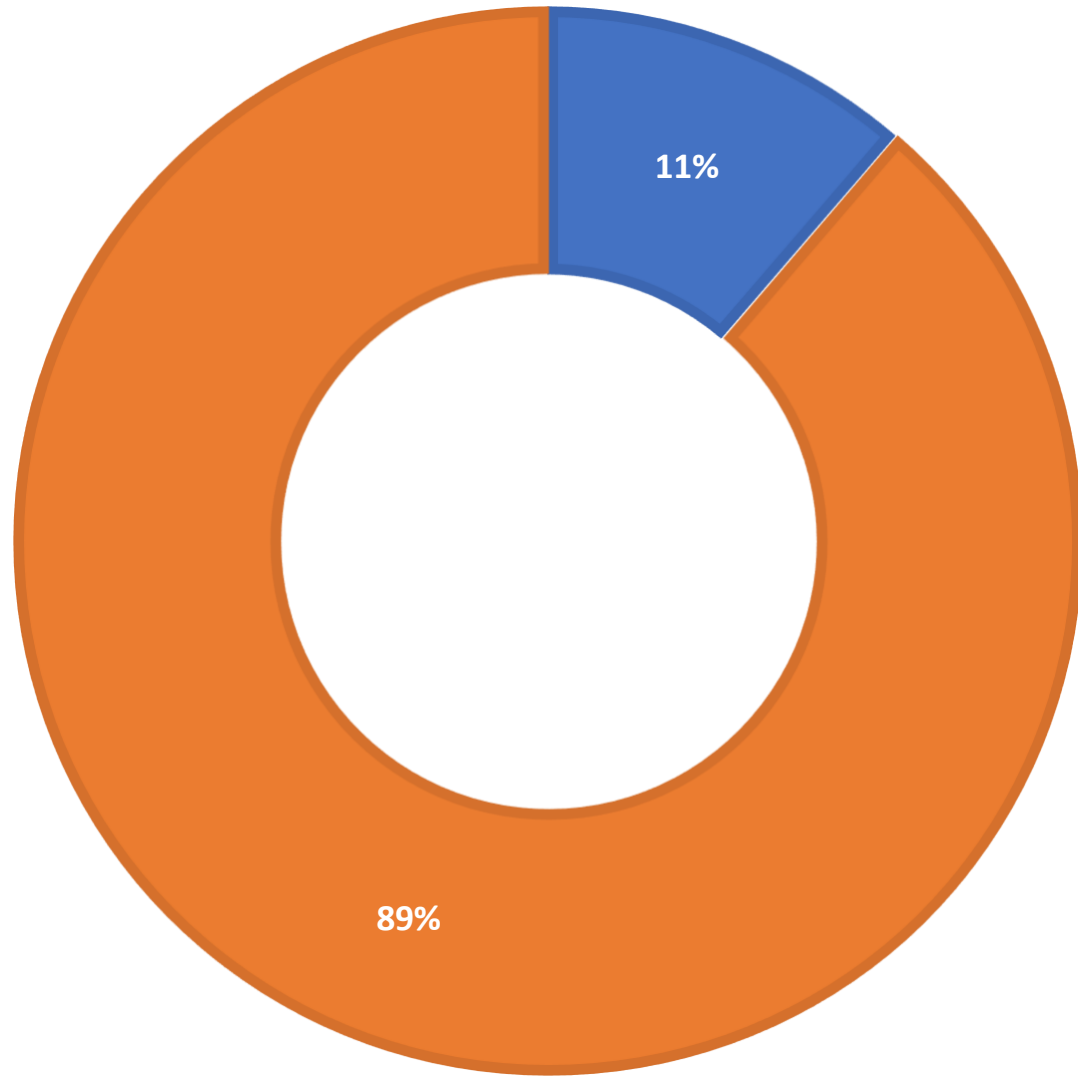


Chat



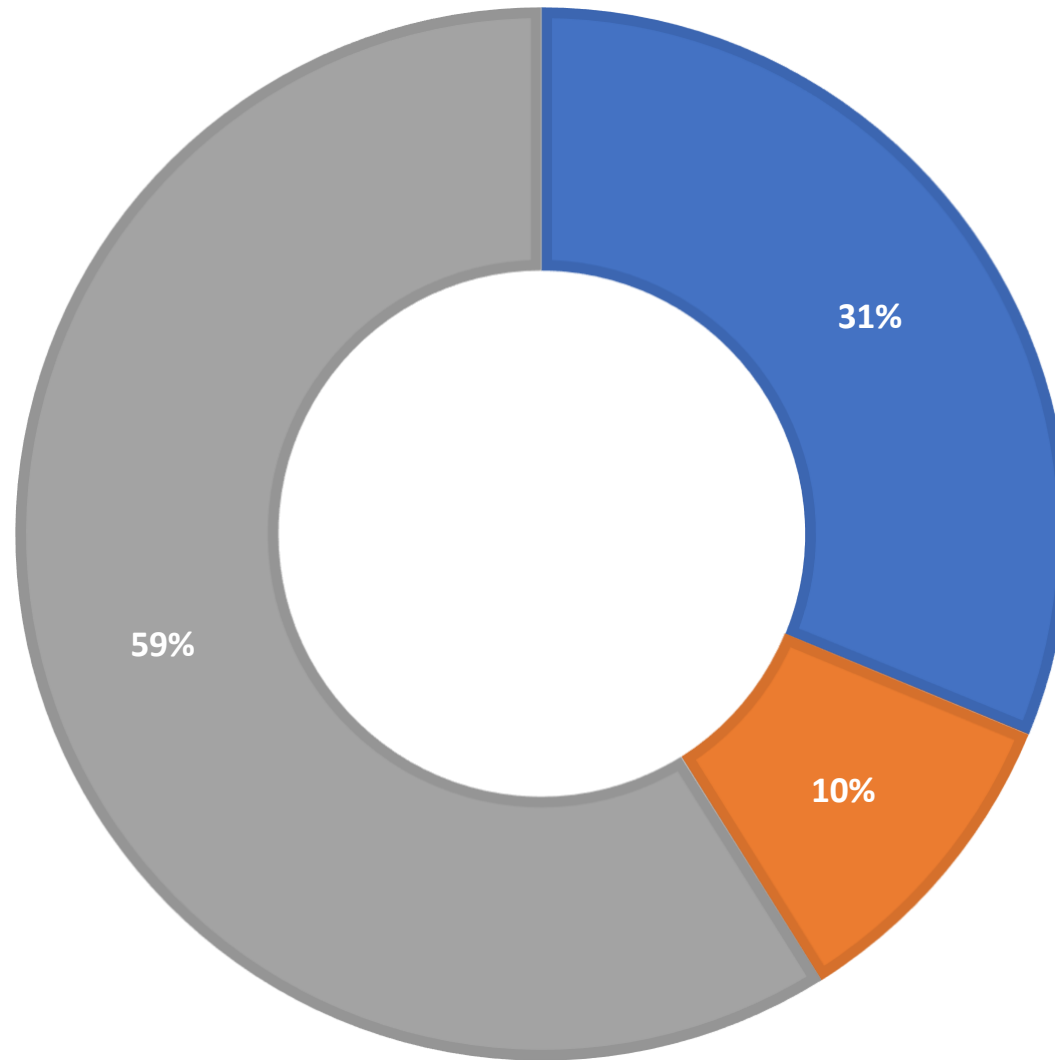
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

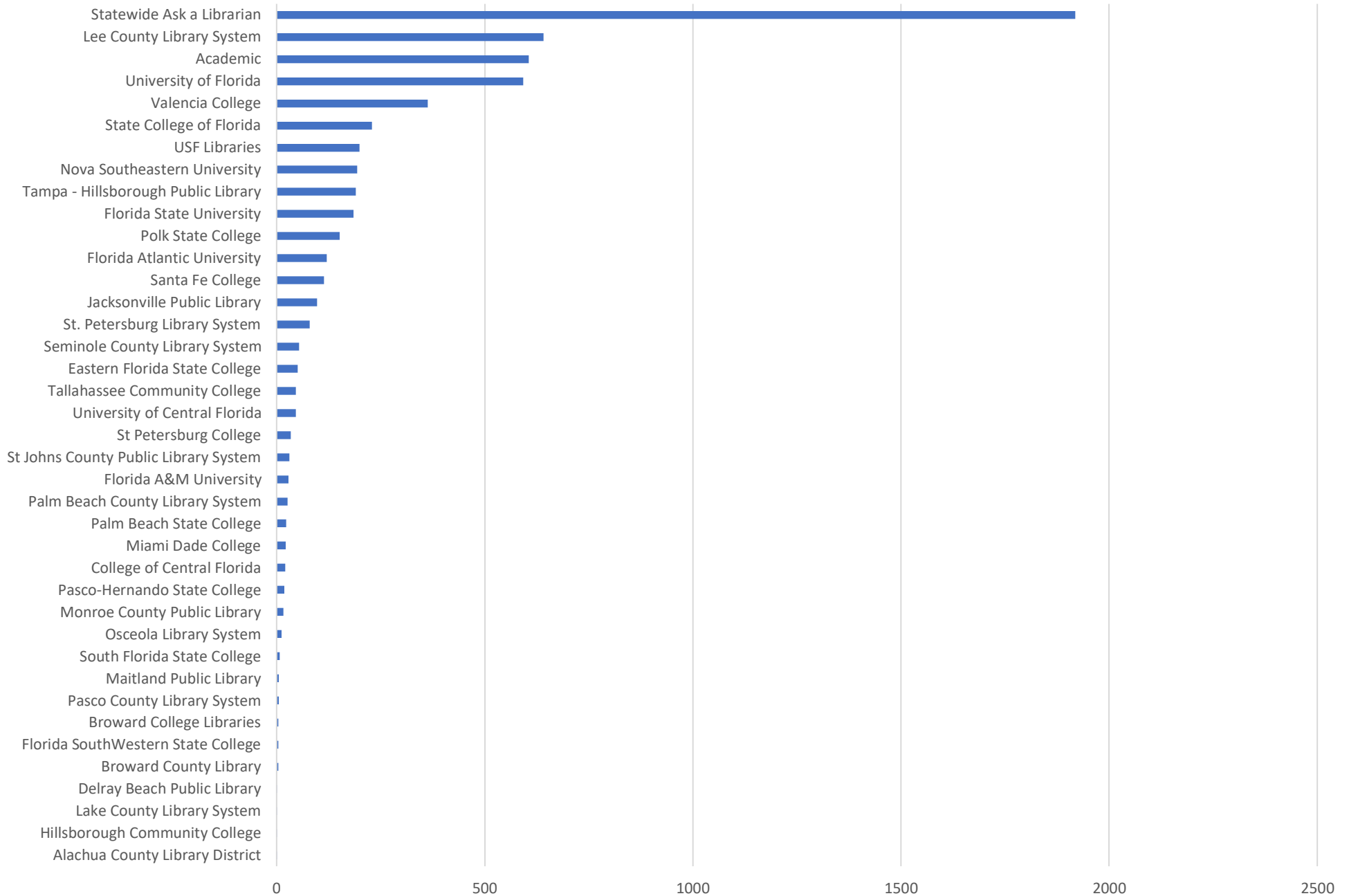


Which Departments Answered Chats (by type)?

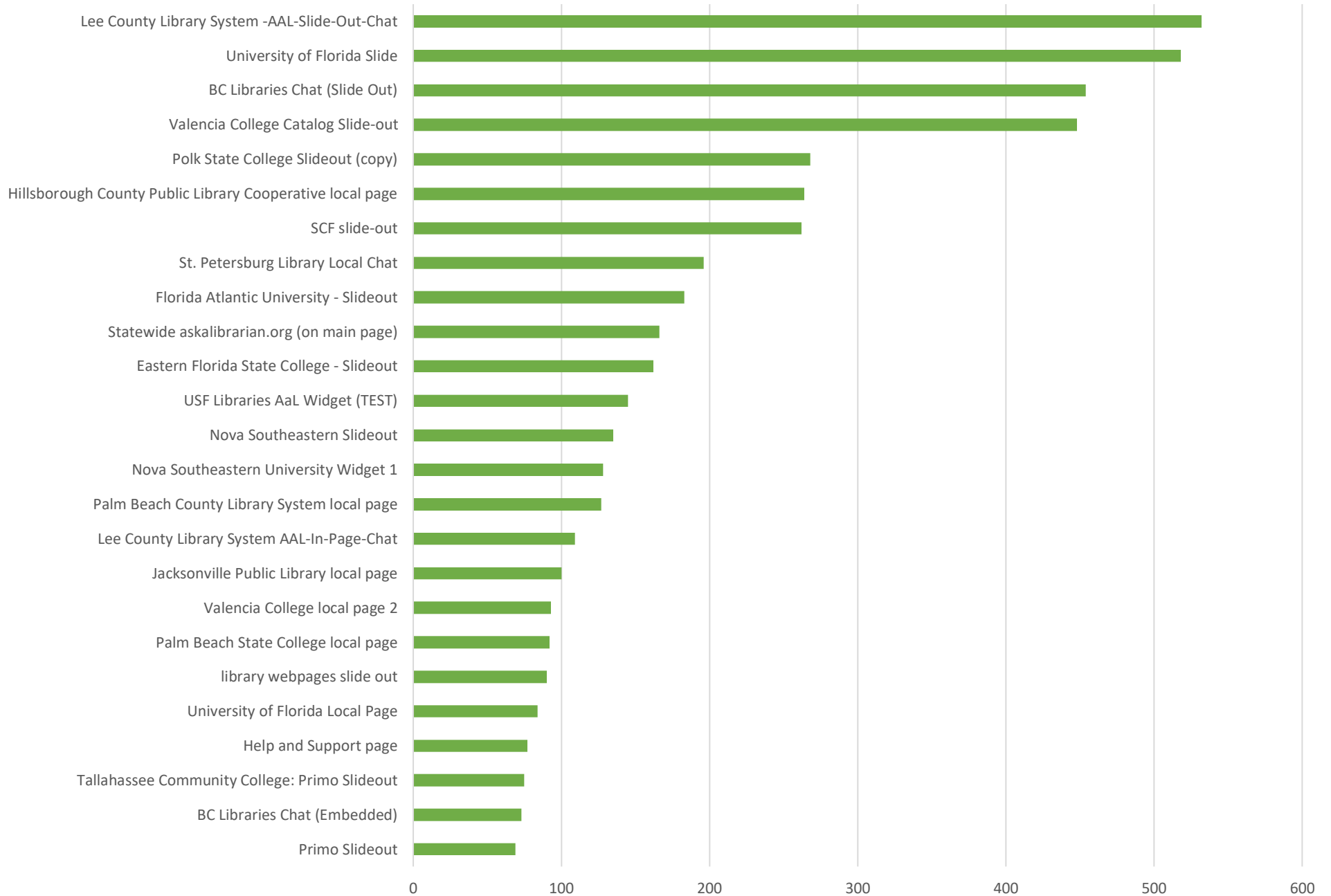
Statewide Academic Local



Which Department Answered Chats (by local library)?



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



Email



Total Emails by Library (Top 42)

