

AskALibrarian.org

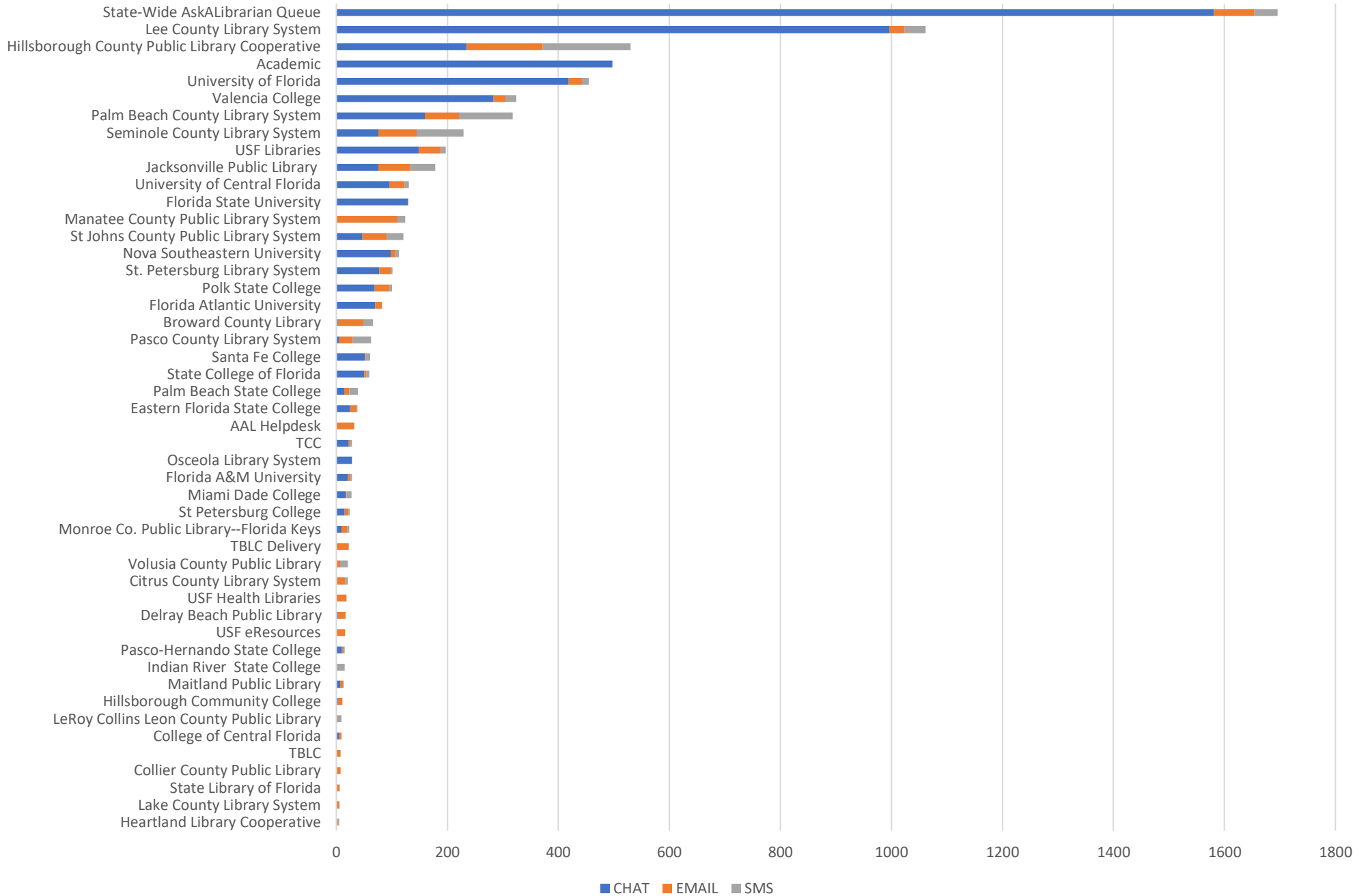
the Human Search Engine



July 2023 Statistics

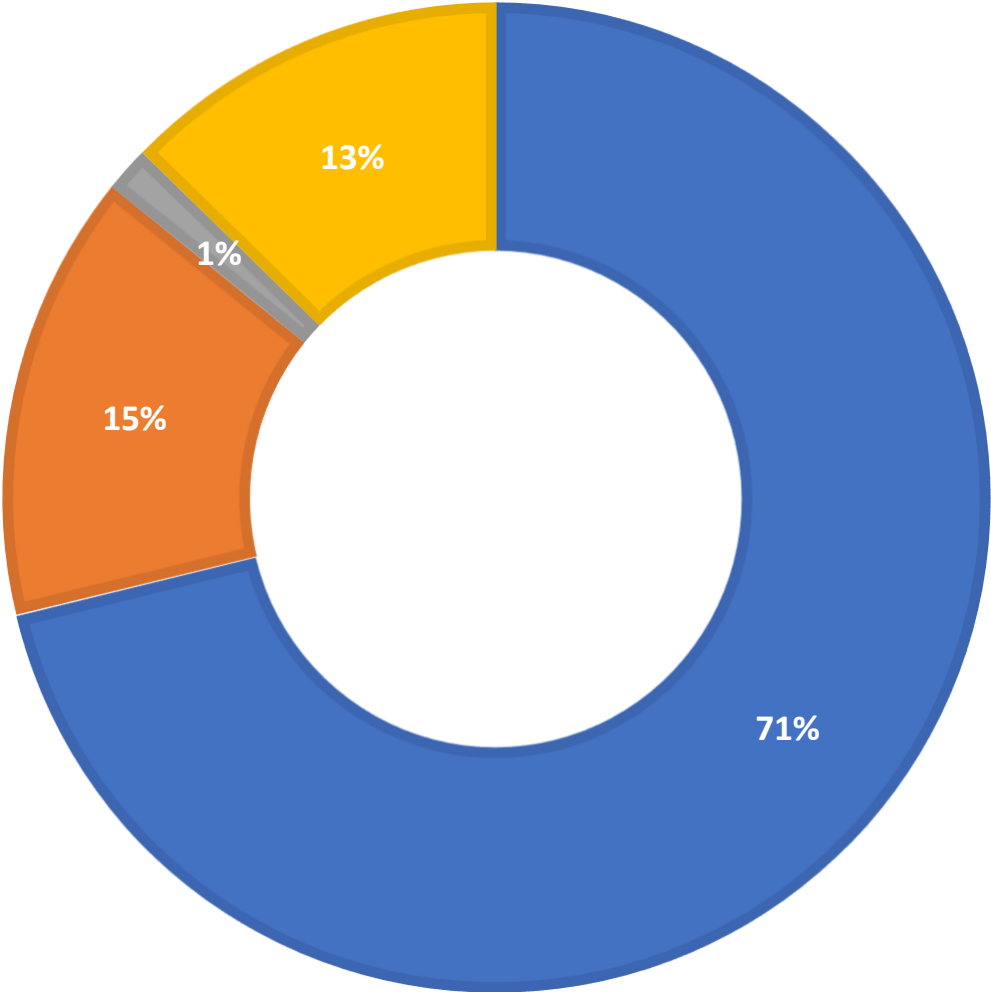
Question Type	
Chat	5,360
Email	1,098
SMS	112
FAQ Views	957
Total	<i>7,527</i>

Total Transactions by Entry Point (Top 48)



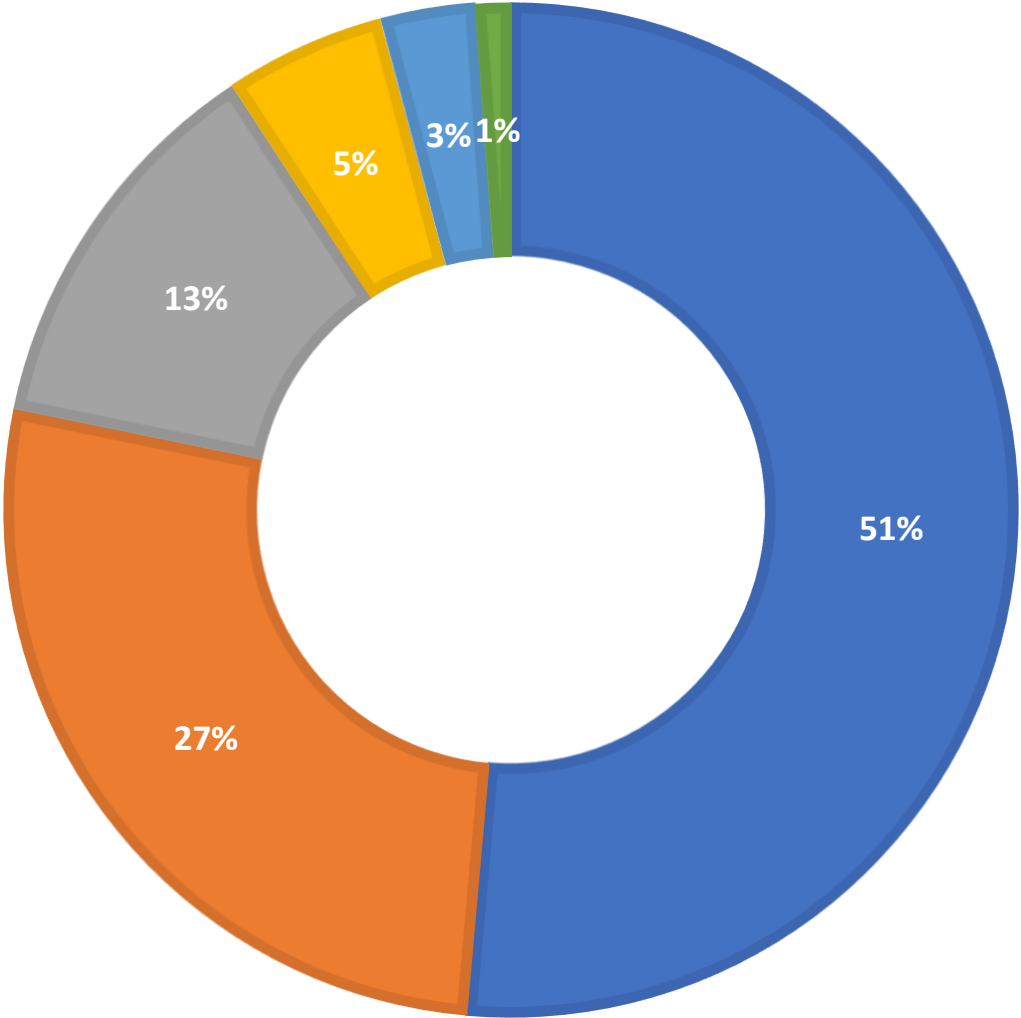
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

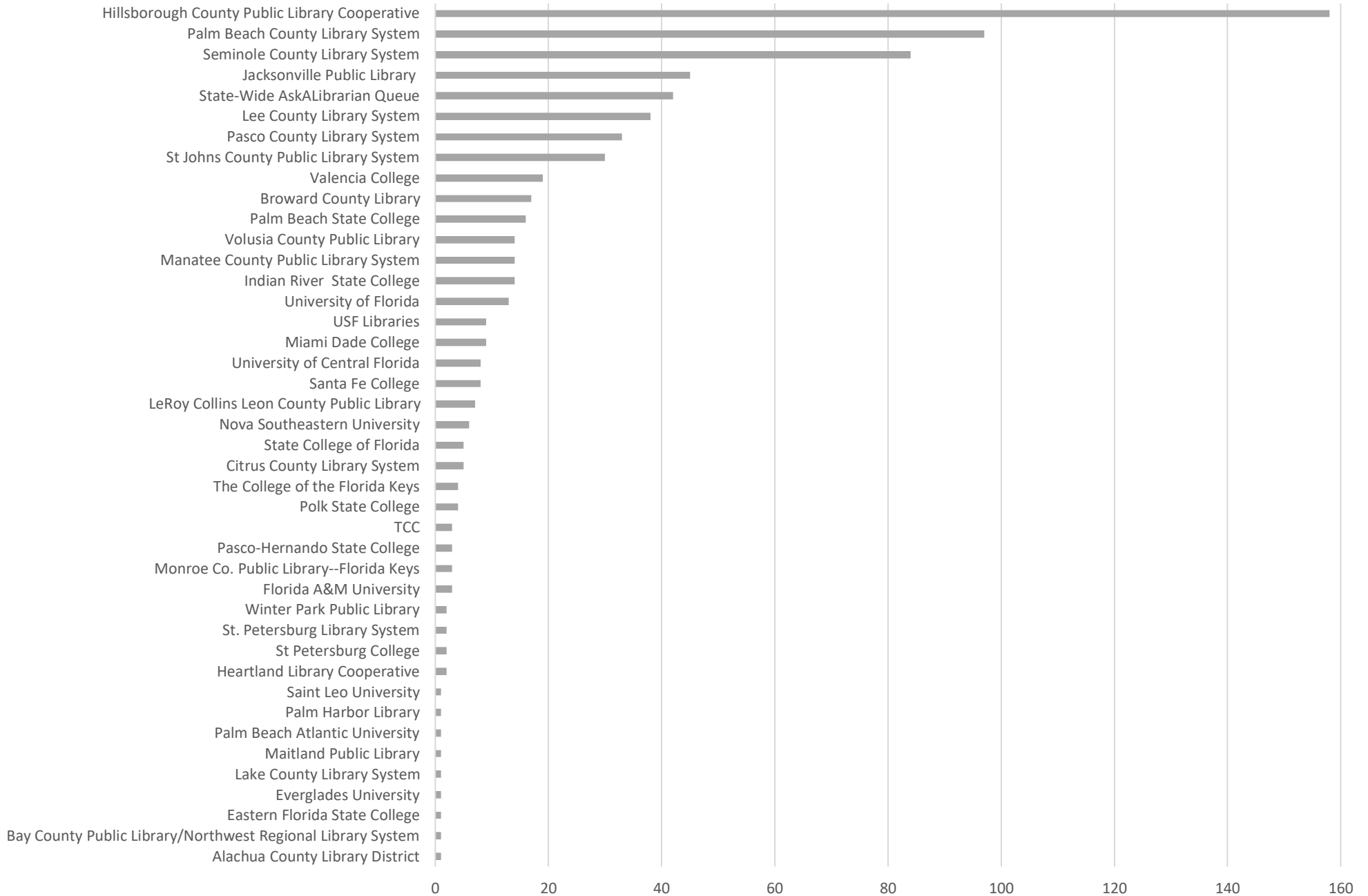
Windows Macintosh iPhone Android Chrome OS iPad



SMS



Total SMS by Library

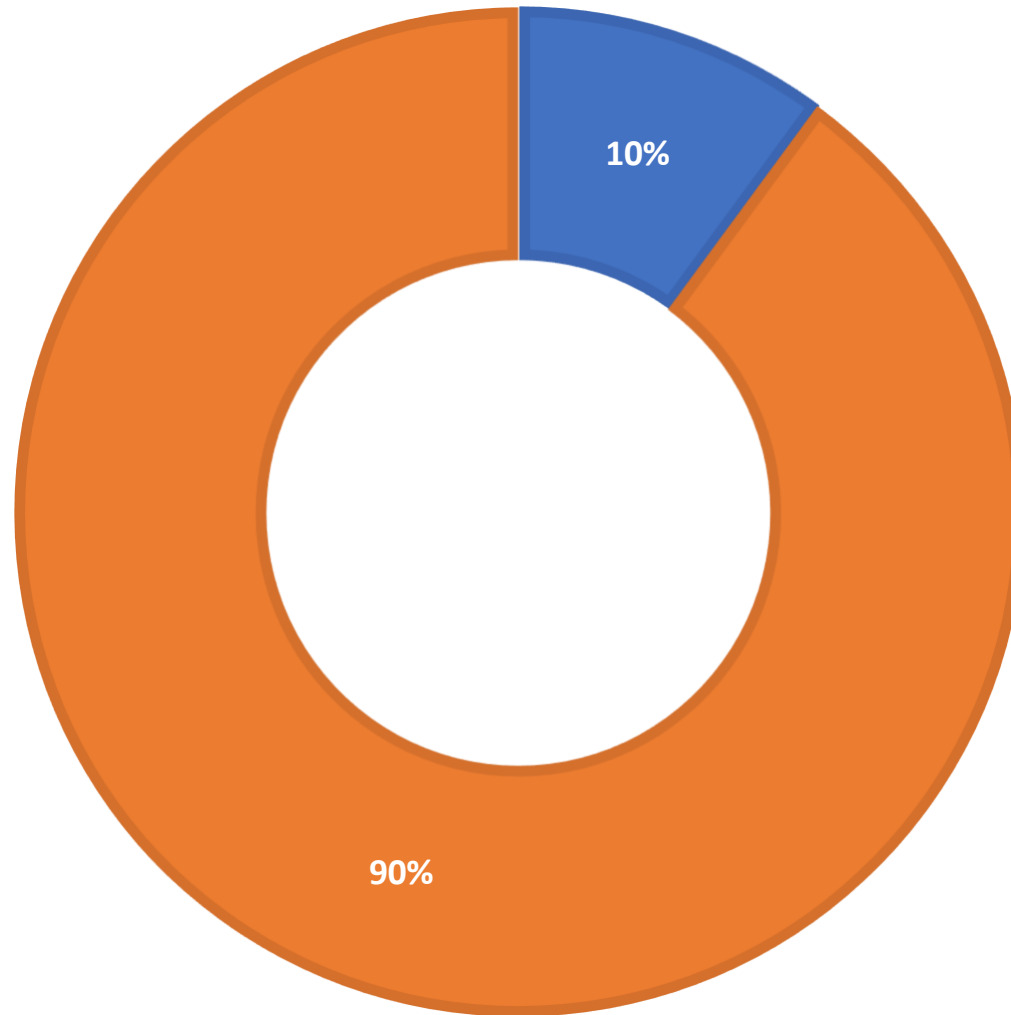


Chat



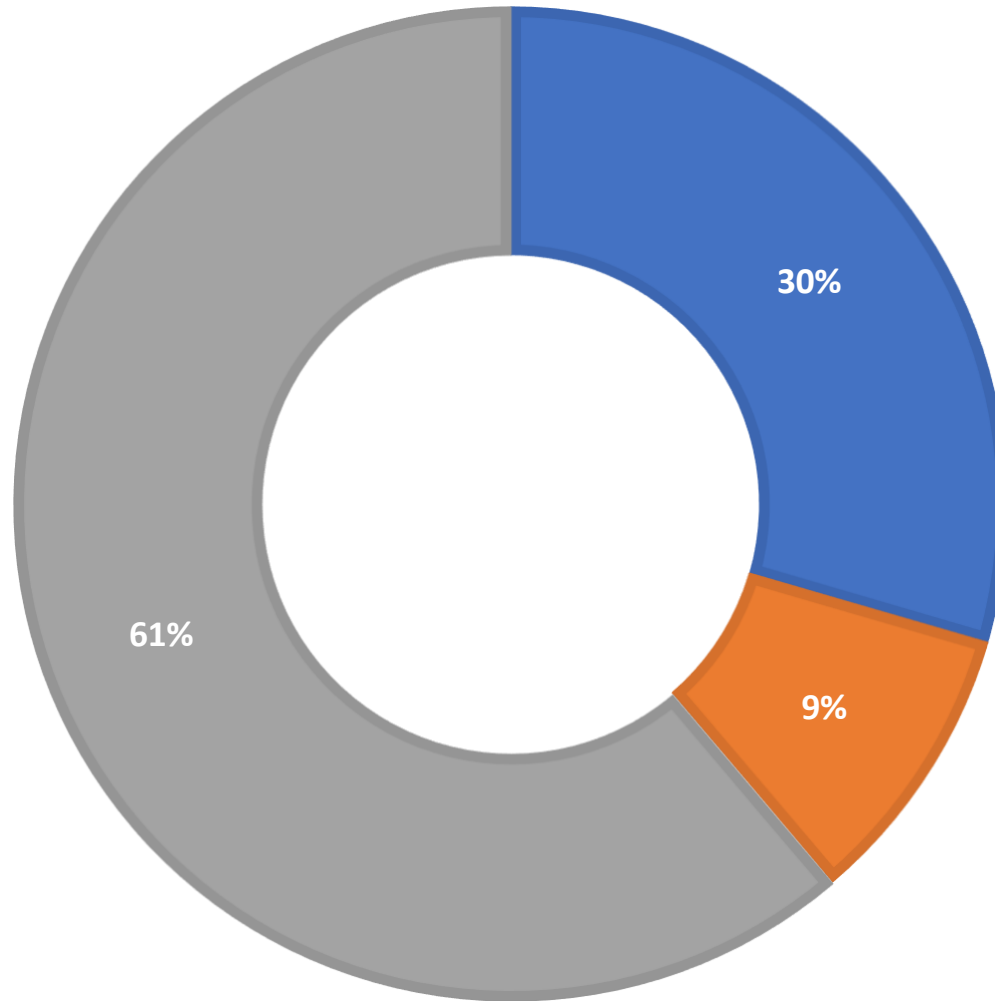
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

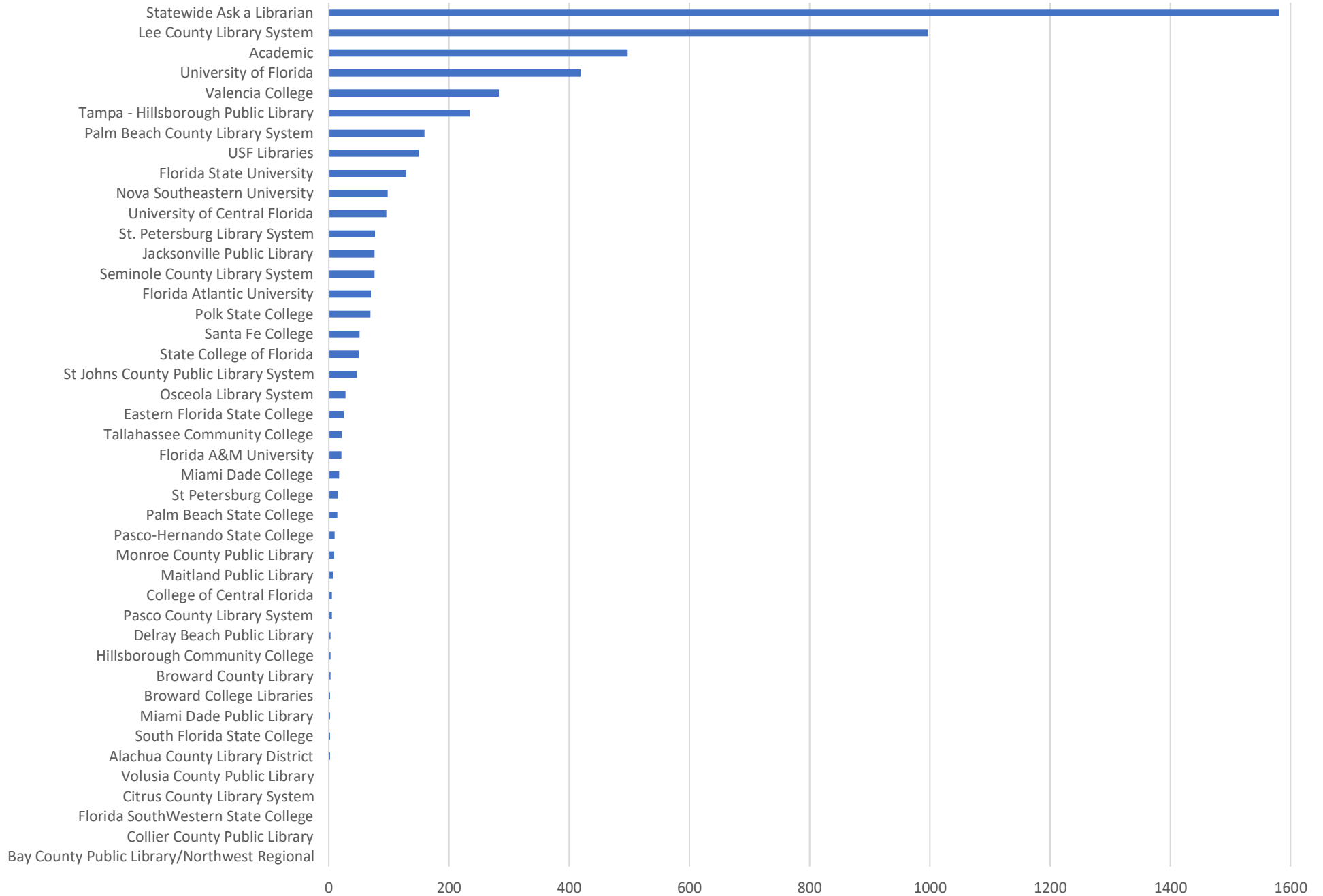


Which Departments Answered Chats (by type)?

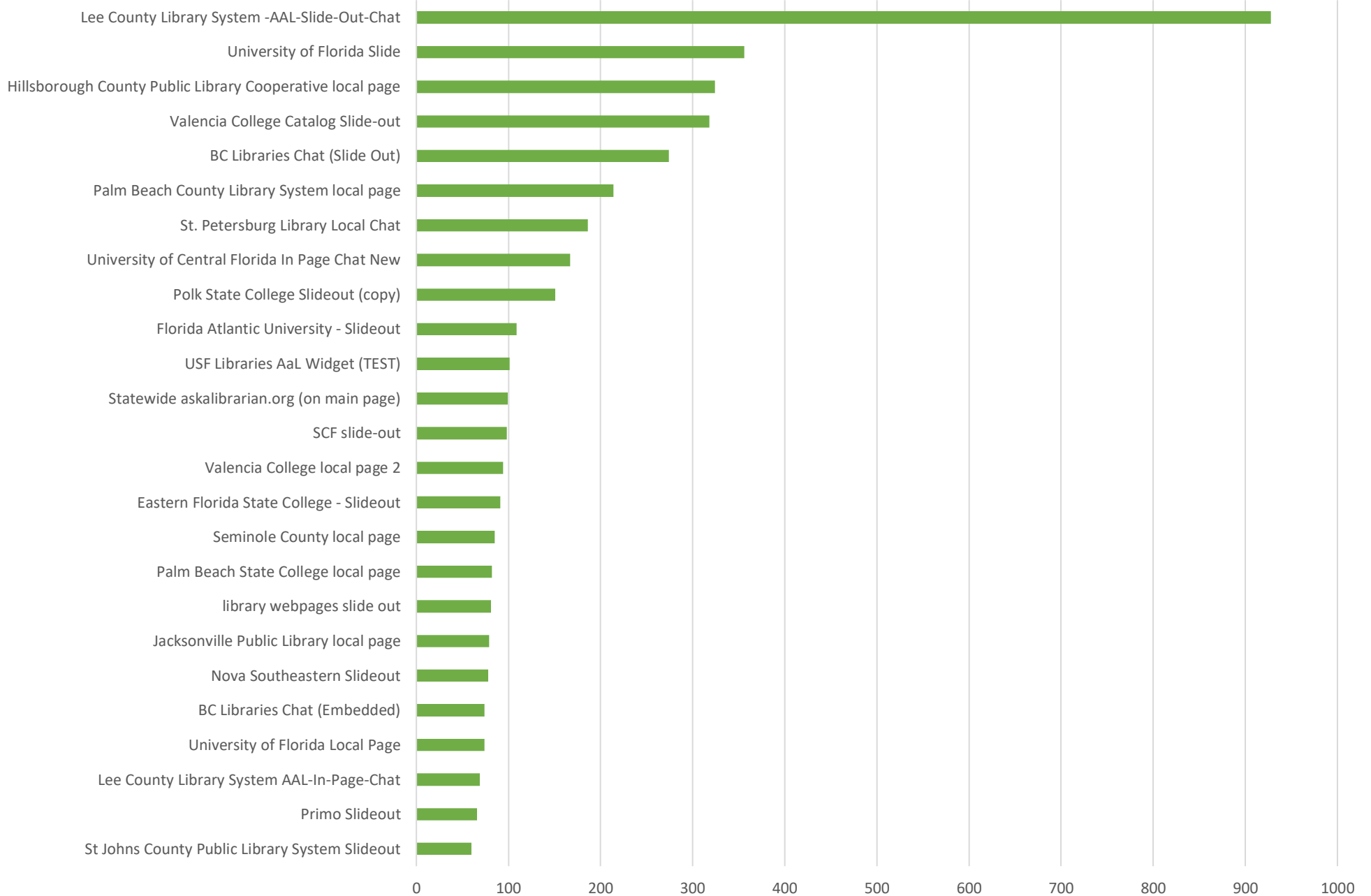
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



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



Email



Total Emails by Library (Top 43)

