

# AskALibrarian.org

the Human Search Engine



**Fiscal Year**

**October 2022 - September 2023 Statistics**

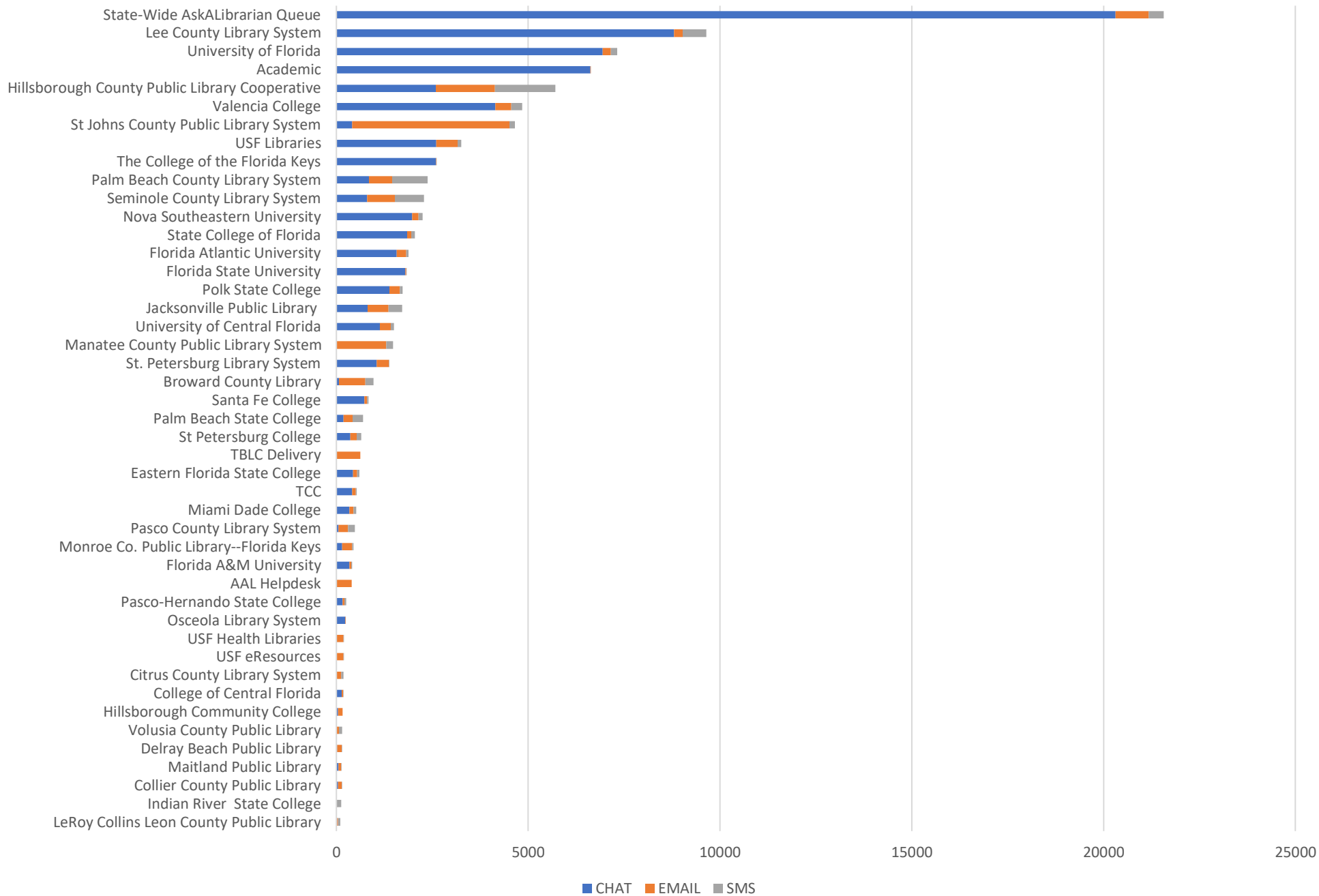
## Comparison to previous year

Question Type	Total for 2022-2023	Total for 2021-2022	Total for 2020-2021
CHAT	69,713	64,459	73,865
EMAIL	17,886	25,810	19,975
SMS	7,044	6,531	6,546
FAQ VIEWS	9,351	6,461	1,920
Total	103,994	103,261	102,306

## Chat, Email, SMS and FAQ Views by Month

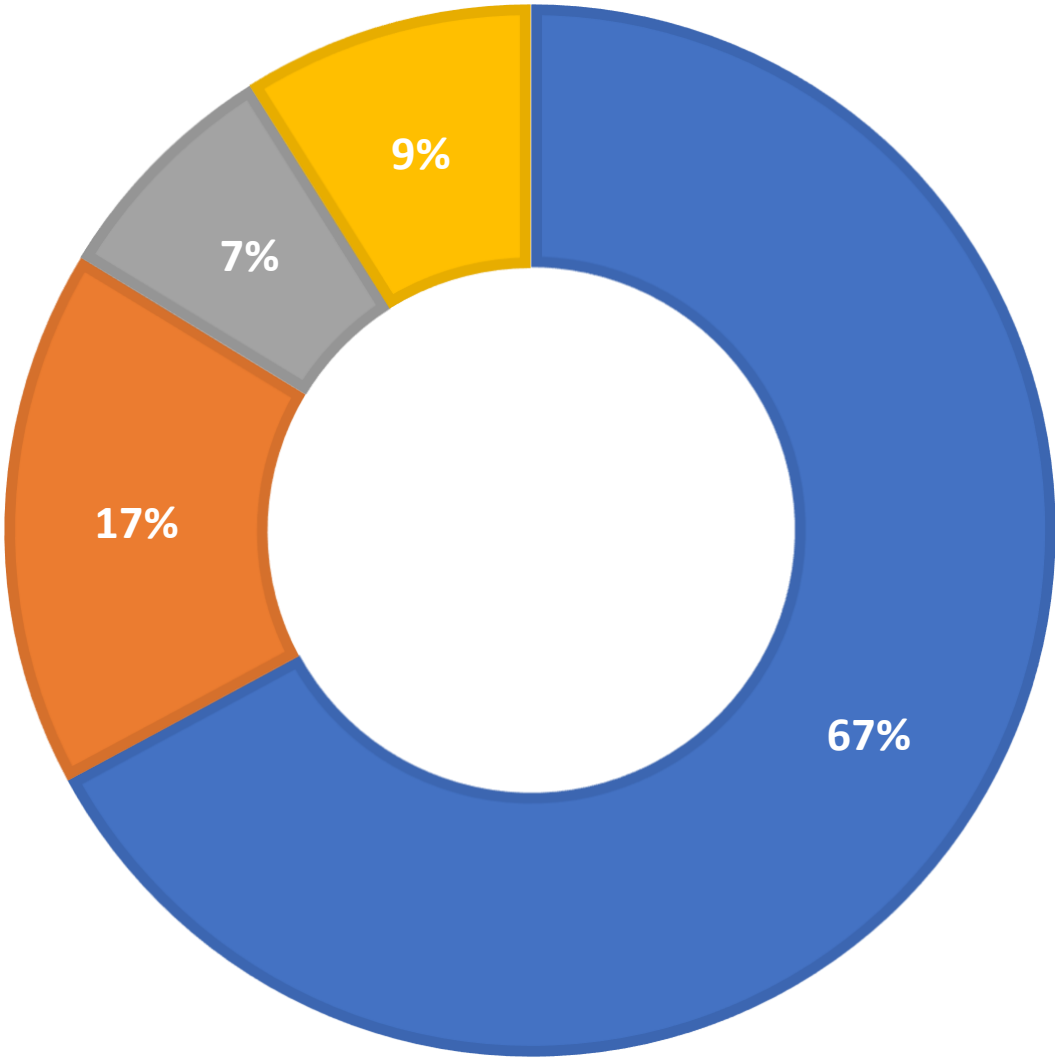
Date Range	Live Chat per Month	E-mails per Month	Texts per Month	FAQ Views Per Month	Combined Sessions Per Month
<b>Month</b>	<b>2022-2023</b>	<b>2022-2023</b>	<b>2022-2023</b>	<b>2022-2023</b>	<b>2022-2023</b>
Oct	7,926	2,223	726	540	11,415
Nov	6,518	1,969	562	556	9,605
Dec	3,099	1,422	392	677	5,590
Jan	5,953	2,457	694	880	9,984
Feb	6,484	1,264	638	650	9,036
Mar	5,956	1,842	626	854	9,278
Apr	6,144	1,058	576	894	8,672
May	4,460	1,074	628	824	6,986
June	5,242	1,132	698	824	7,896
July*	5,360	1,098	112	957	7,527
Aug	5,193	1,179	706	901	7,979
Sept	7378	1168	686	794	10,026
<b>Totals</b>	<b>69,713</b>	<b>17,886</b>	<b>7044</b>	<b>9351</b>	<b>103,994</b>

# Total Transactions by Entry Point (Top 45)



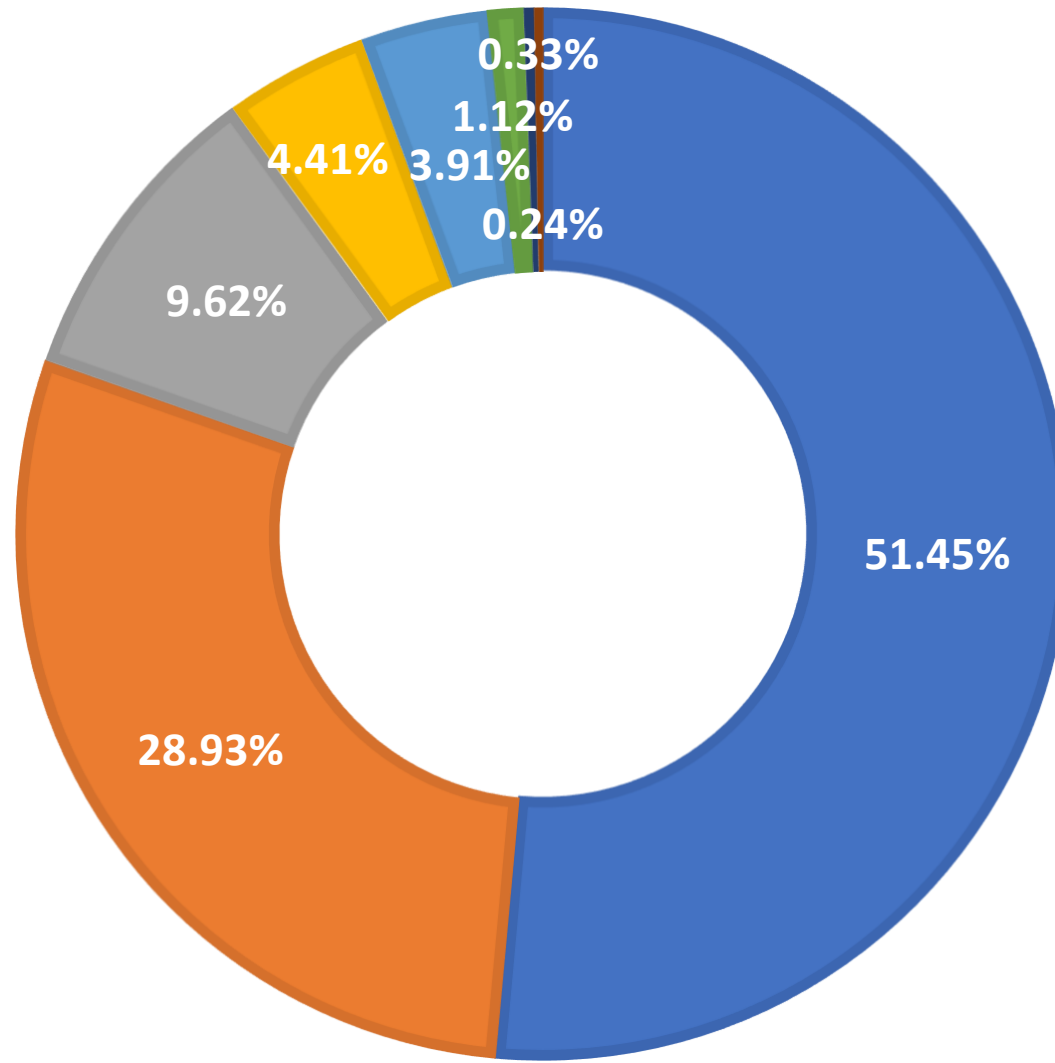
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

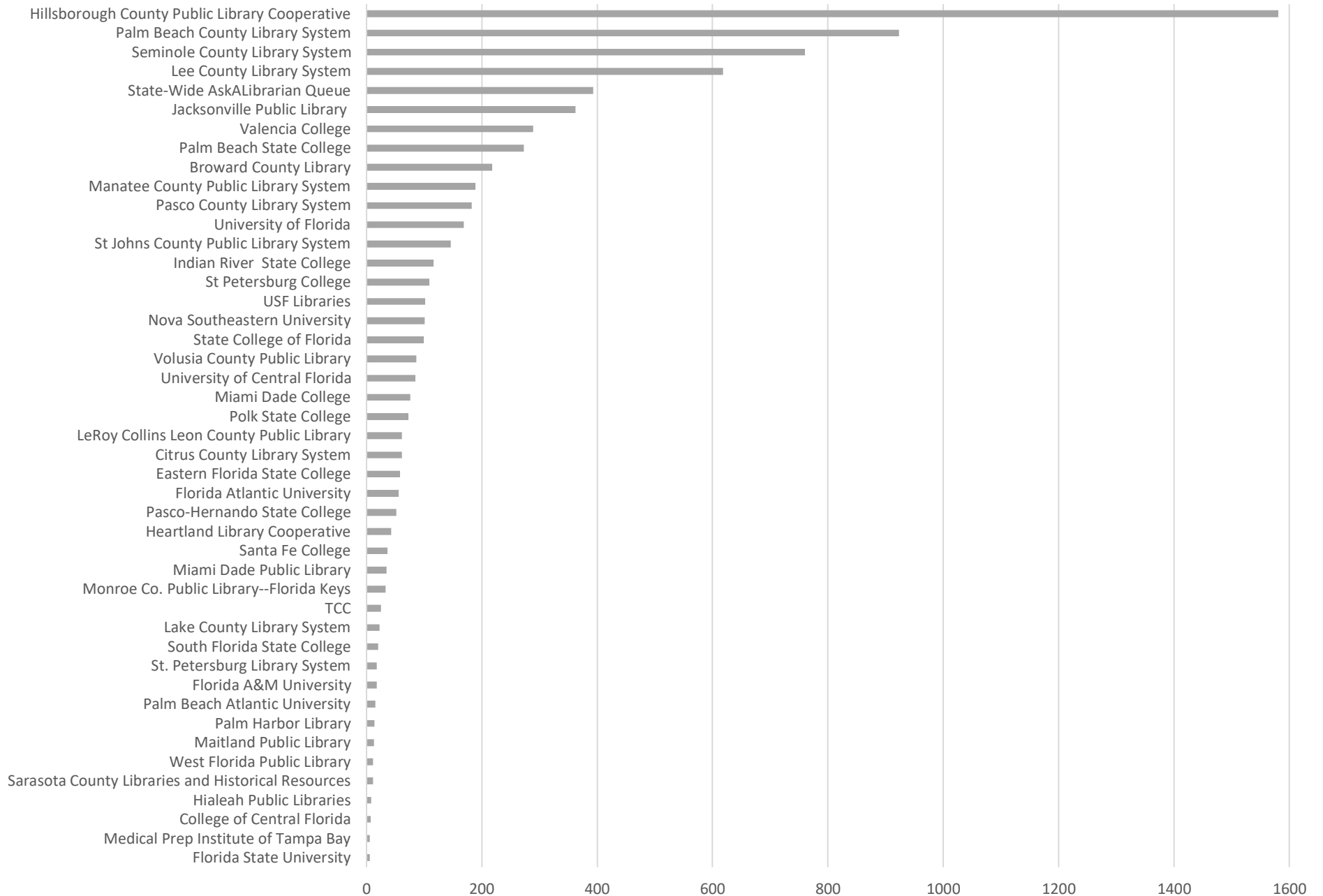
■ Windows ■ Macintosh ■ iPhone ■ Android ■ Chrome OS ■ iPad ■ Linux ■ Kindle Fire



# SMS



# Total SMS by Library (Top 45)



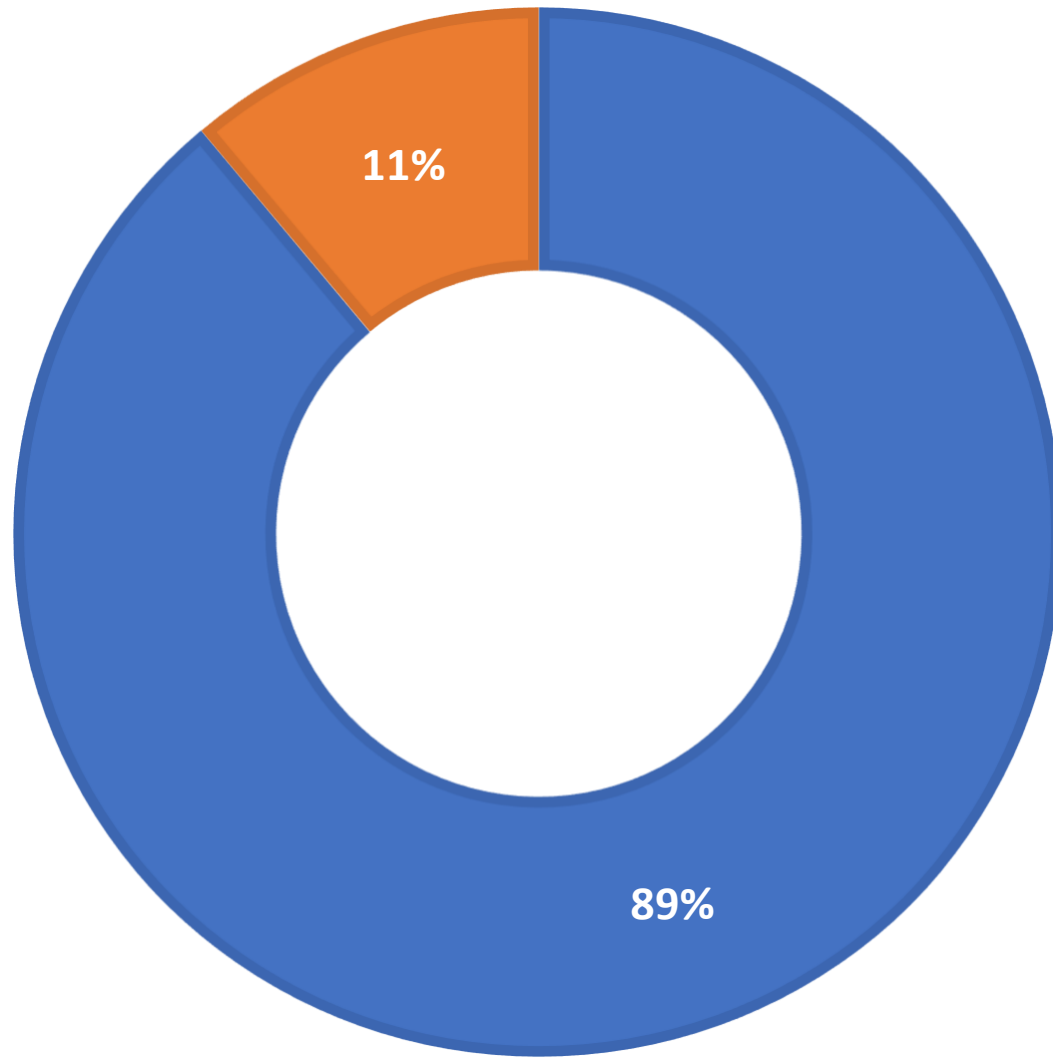


# Chat



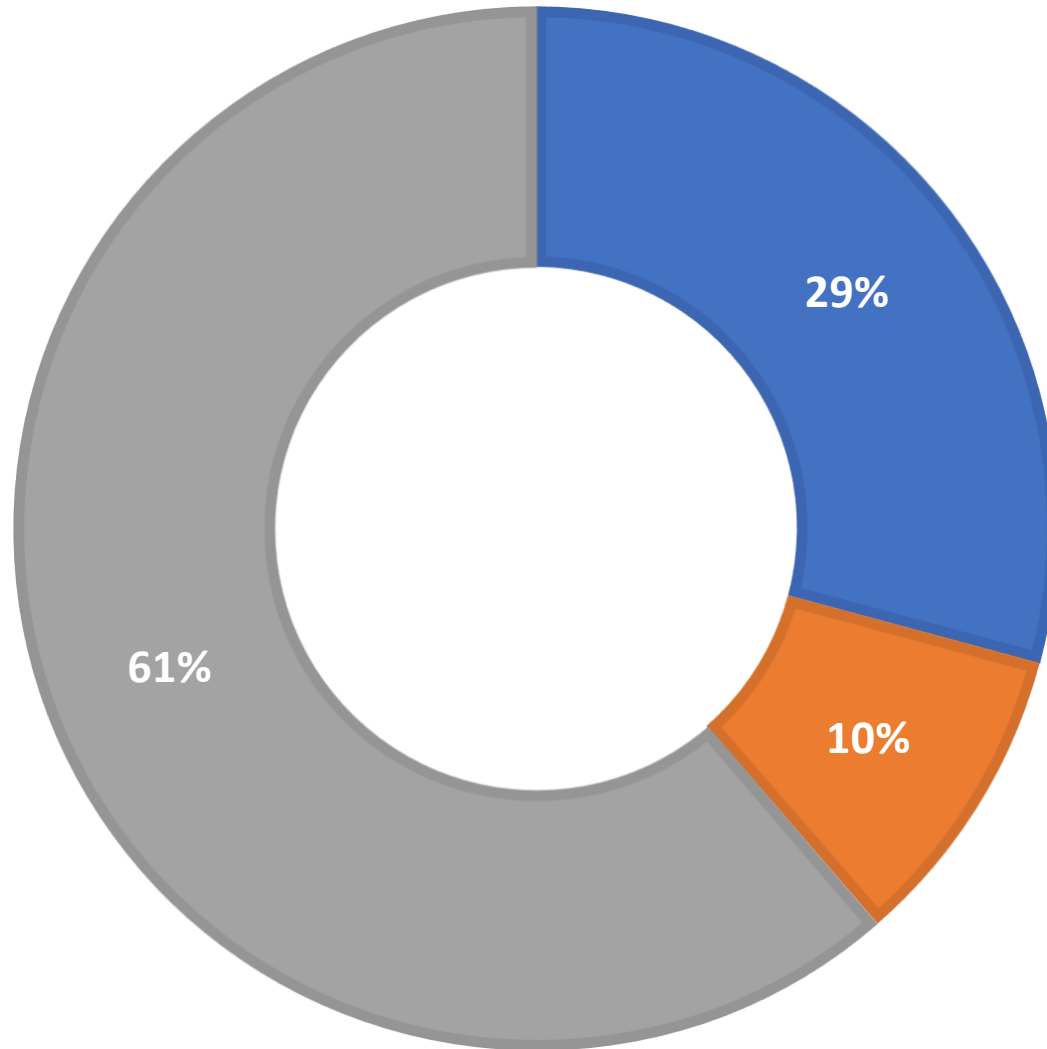
# What Percent of Chats Were Answered/Missed?

■ ANSWERED ■ MISSED

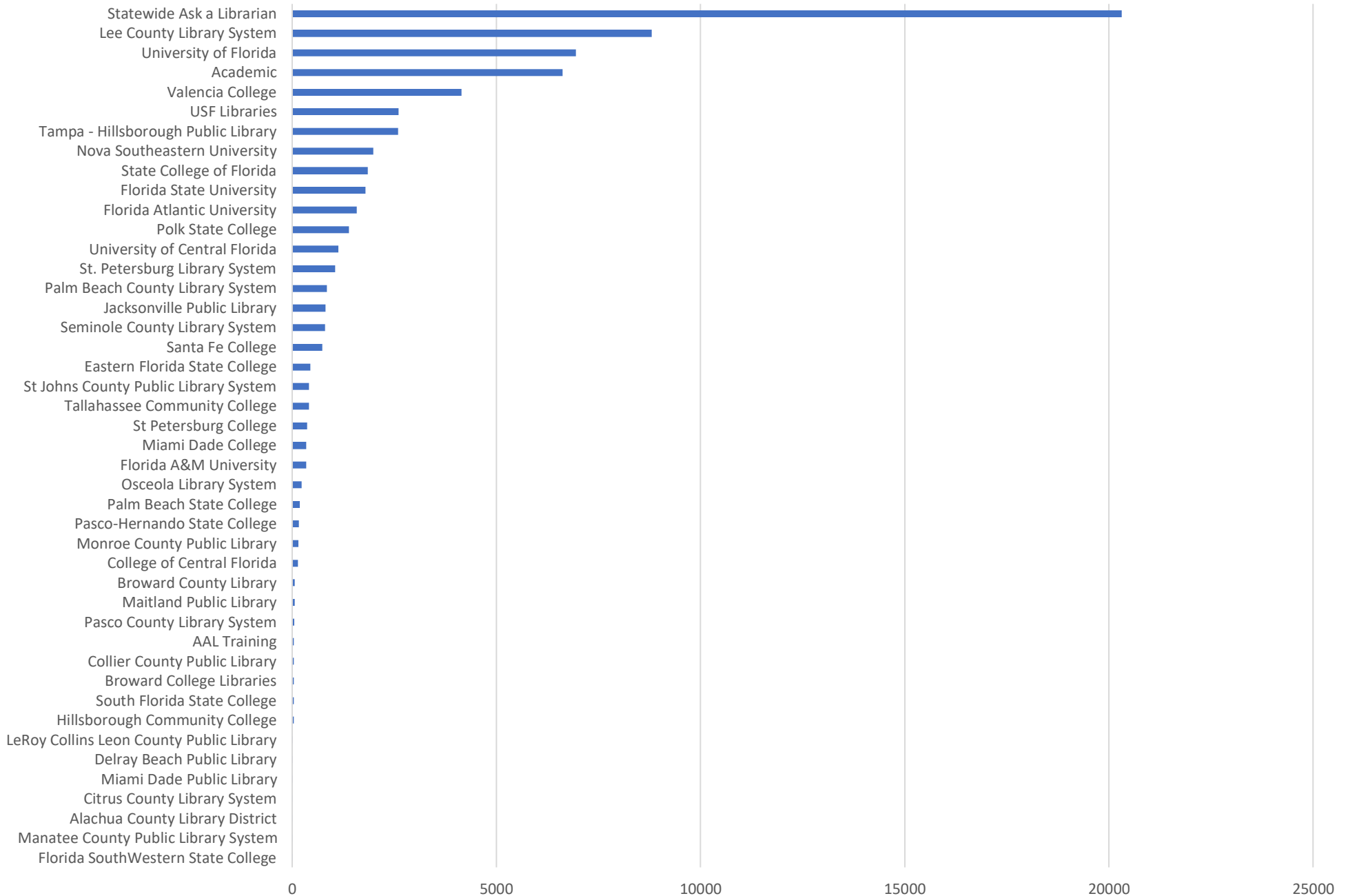


# Which Departments Answered Chats (by type)?

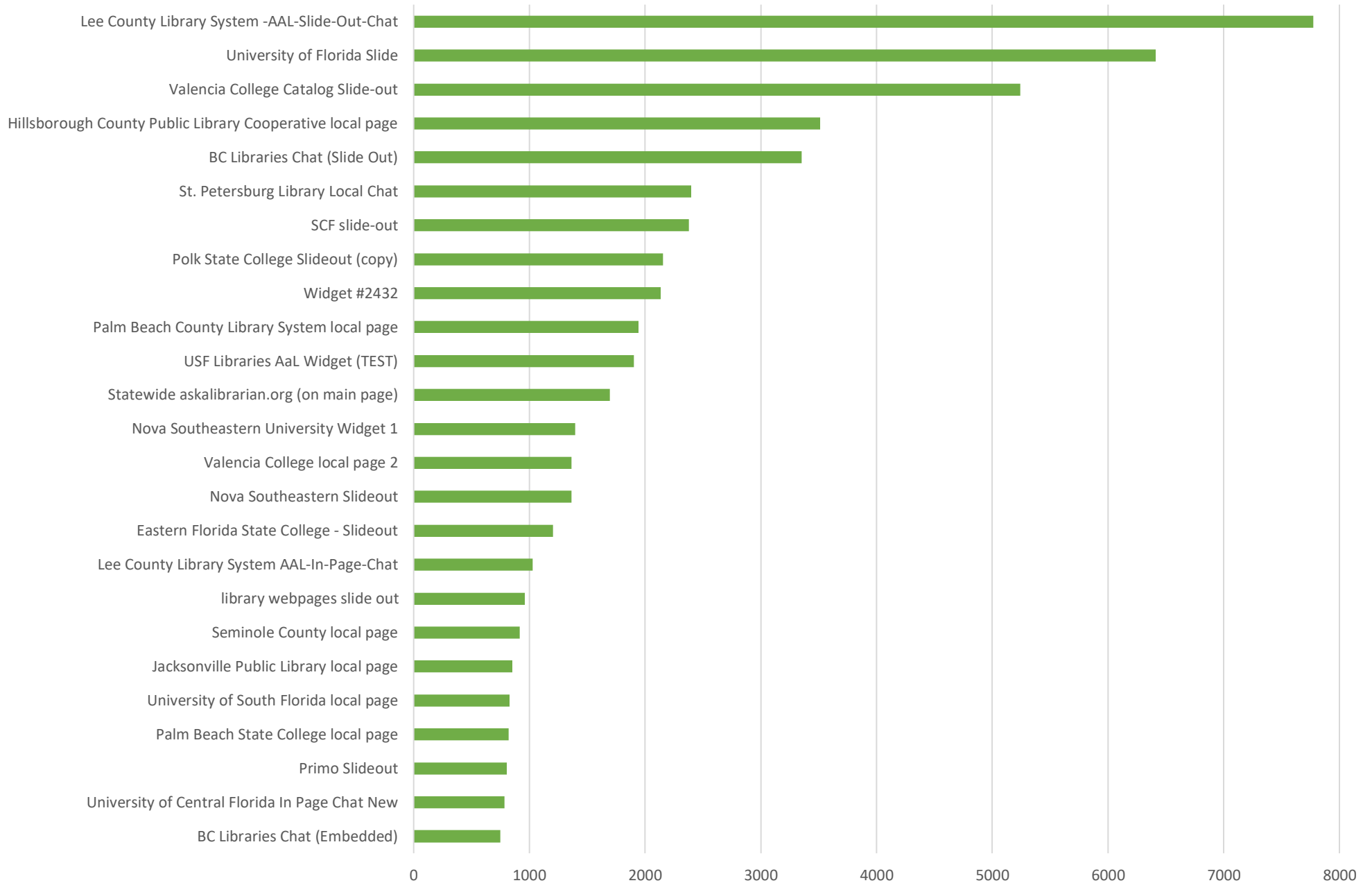
■ Statewide ■ Academic ■ Local



# Which Department Answered Chats (by Local Library – Top 44)?



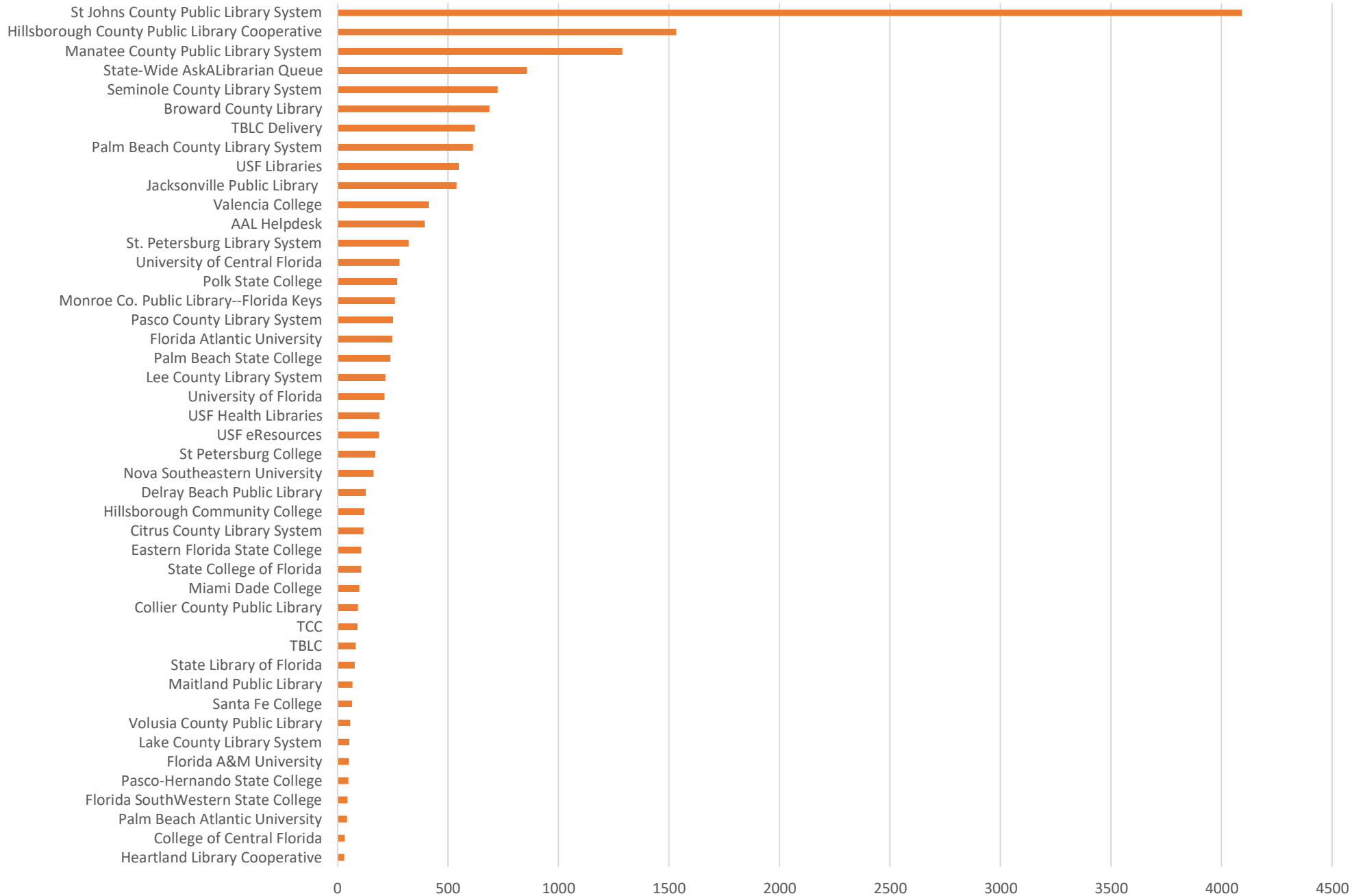
# Which Widgets Brought in the Most Chats (Top 25)?



# Email



# Total Emails by Library (Top 45)



# FAQ Views by Month

