

# AskALibrarian.org

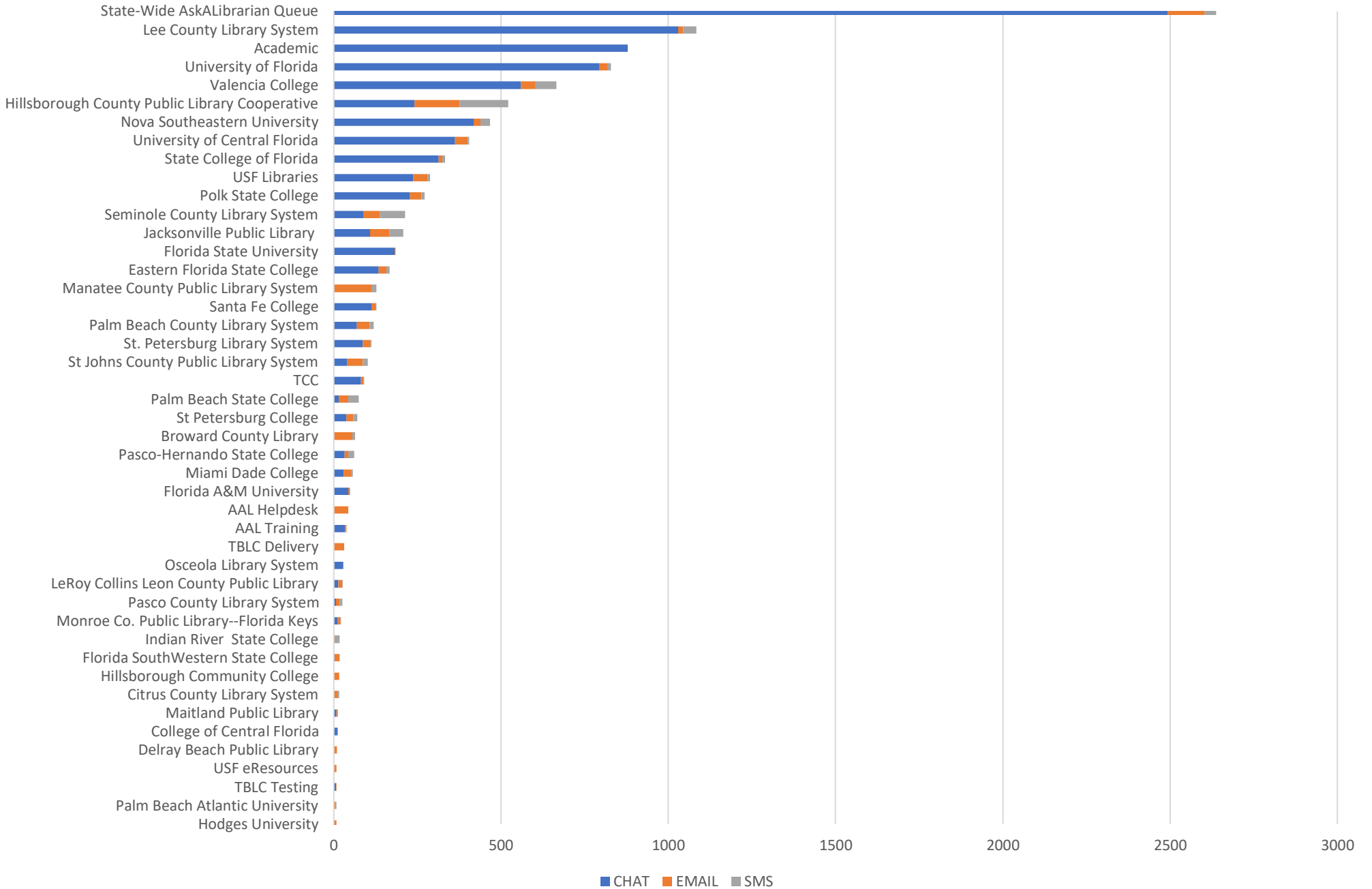
the Human Search Engine



## October 2023 Statistics

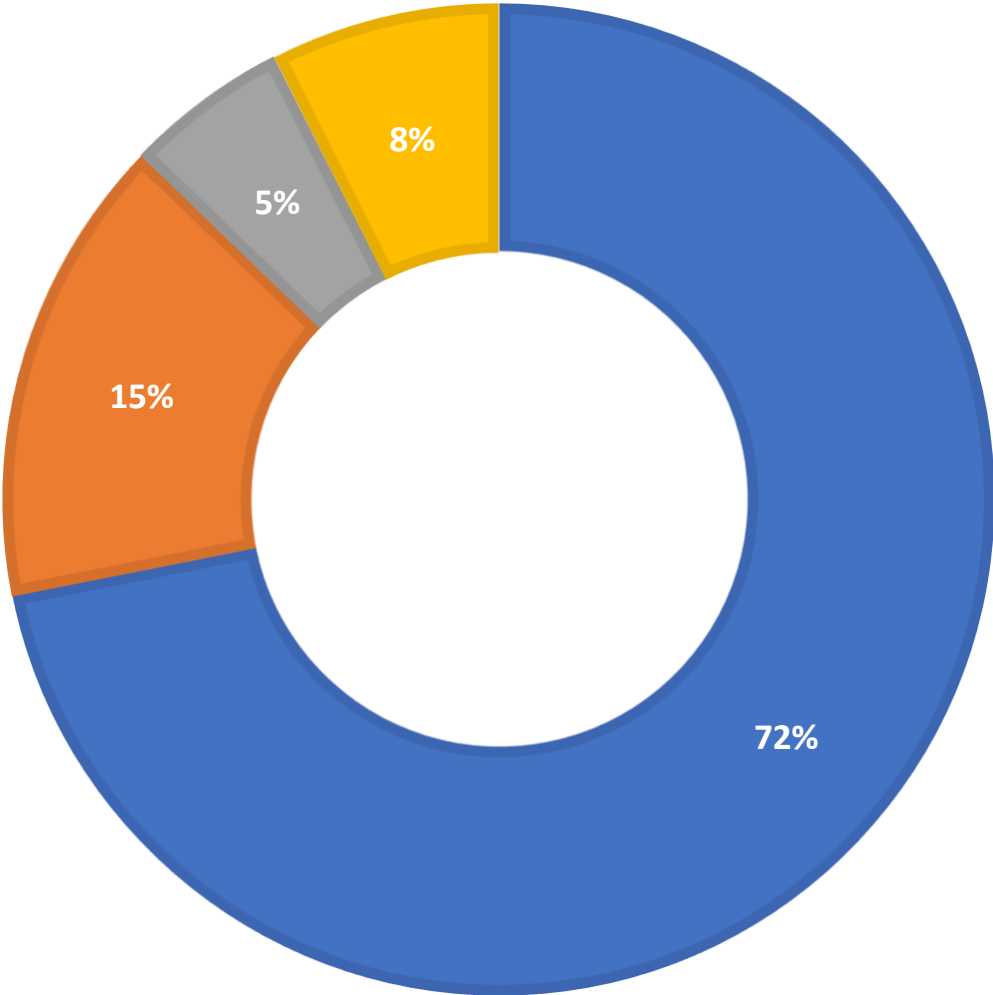
Question Type	
Chat	8,753
Email	1,864
SMS	650
FAQ Views	910
Total	12,177

# Total Transactions by Entry Point (Top 45)



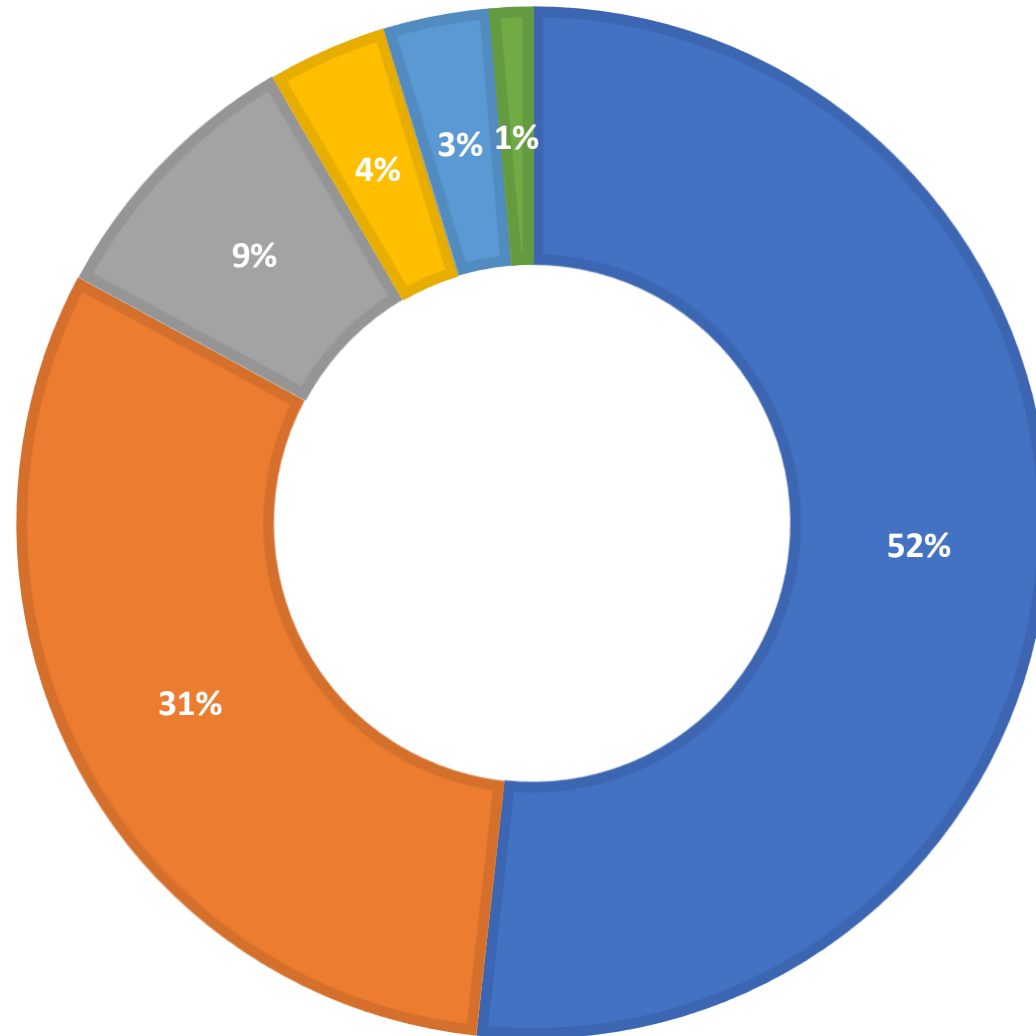
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

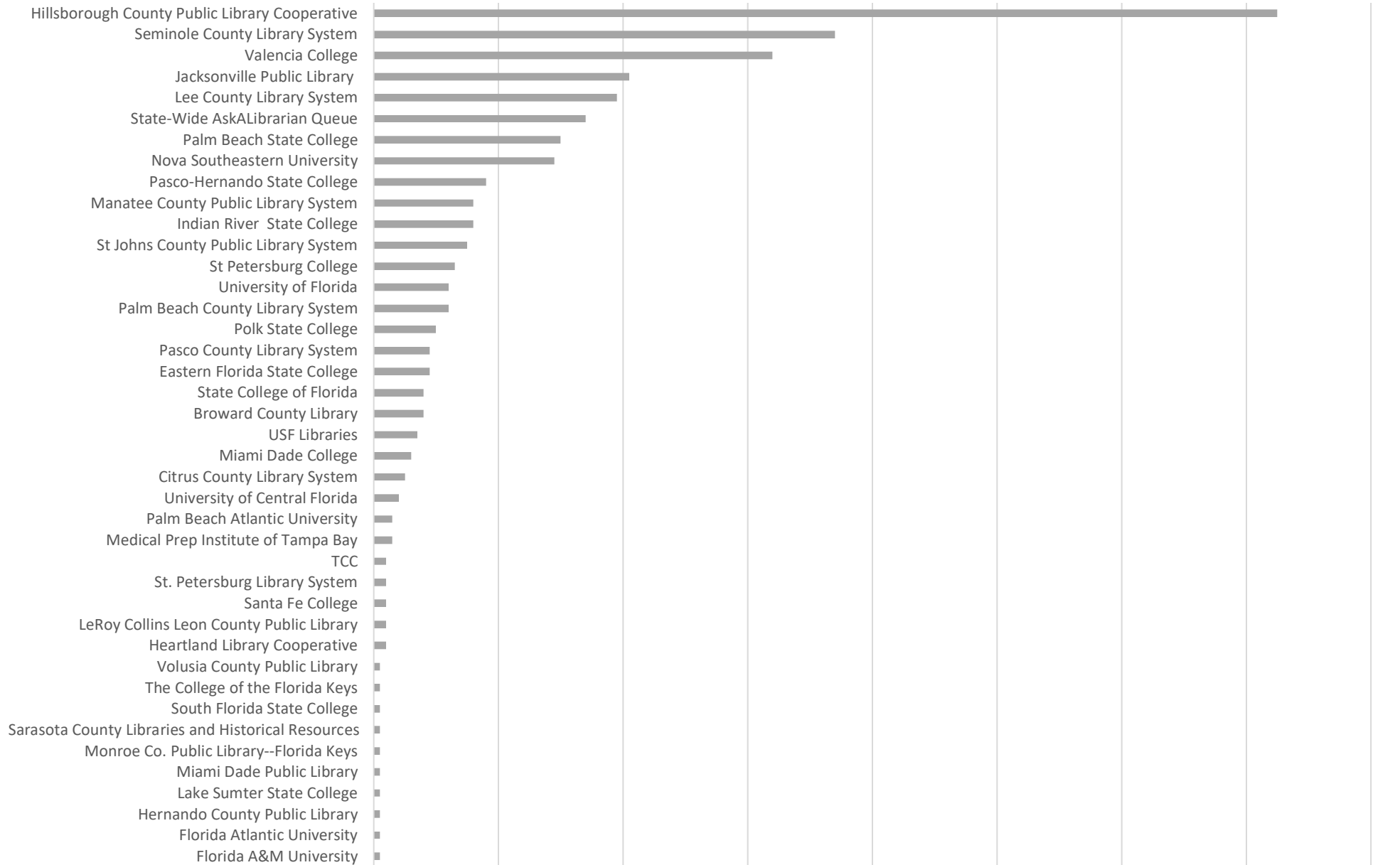
■ Windows ■ Macintosh ■ iPhone ■ Chrome OS ■ Android ■ iPad



# SMS



# Total SMS by Library



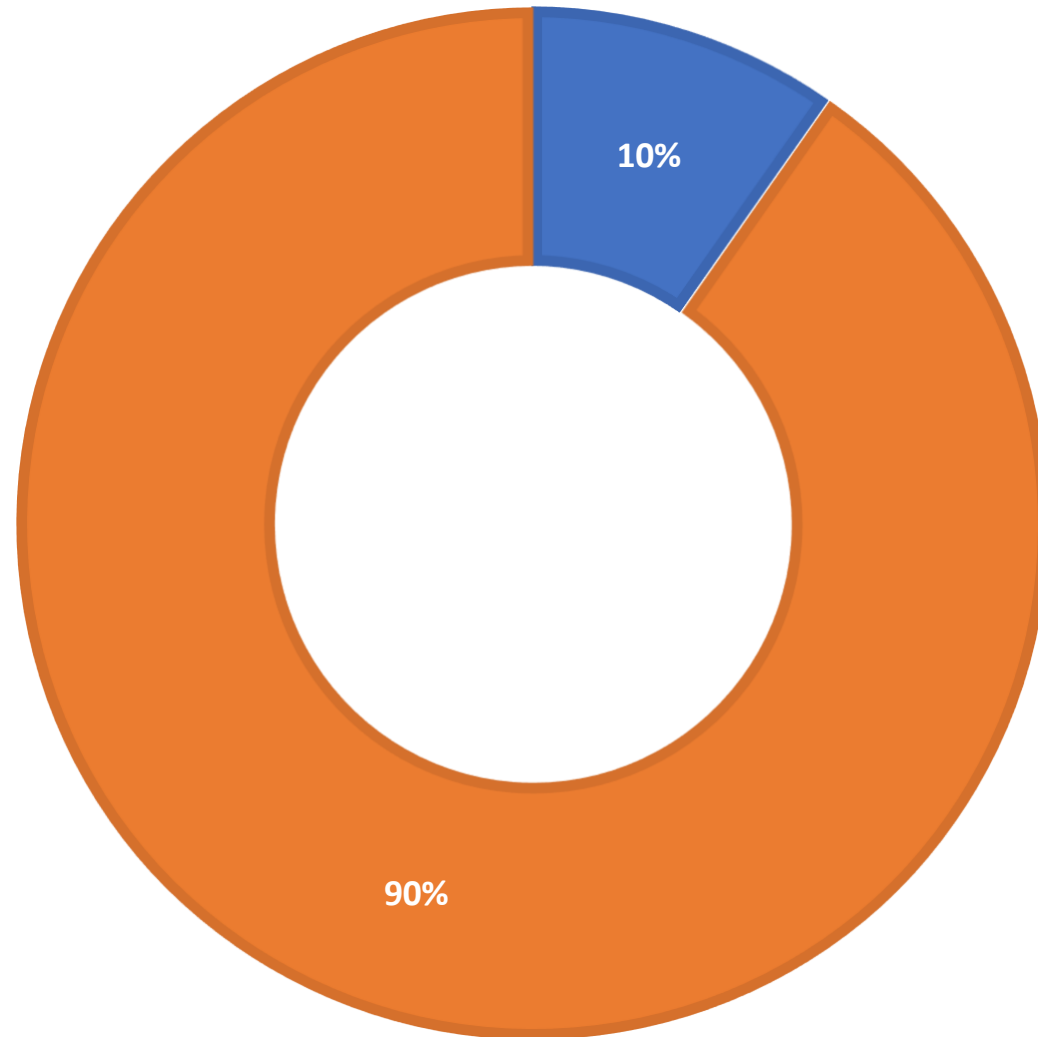
# Chat





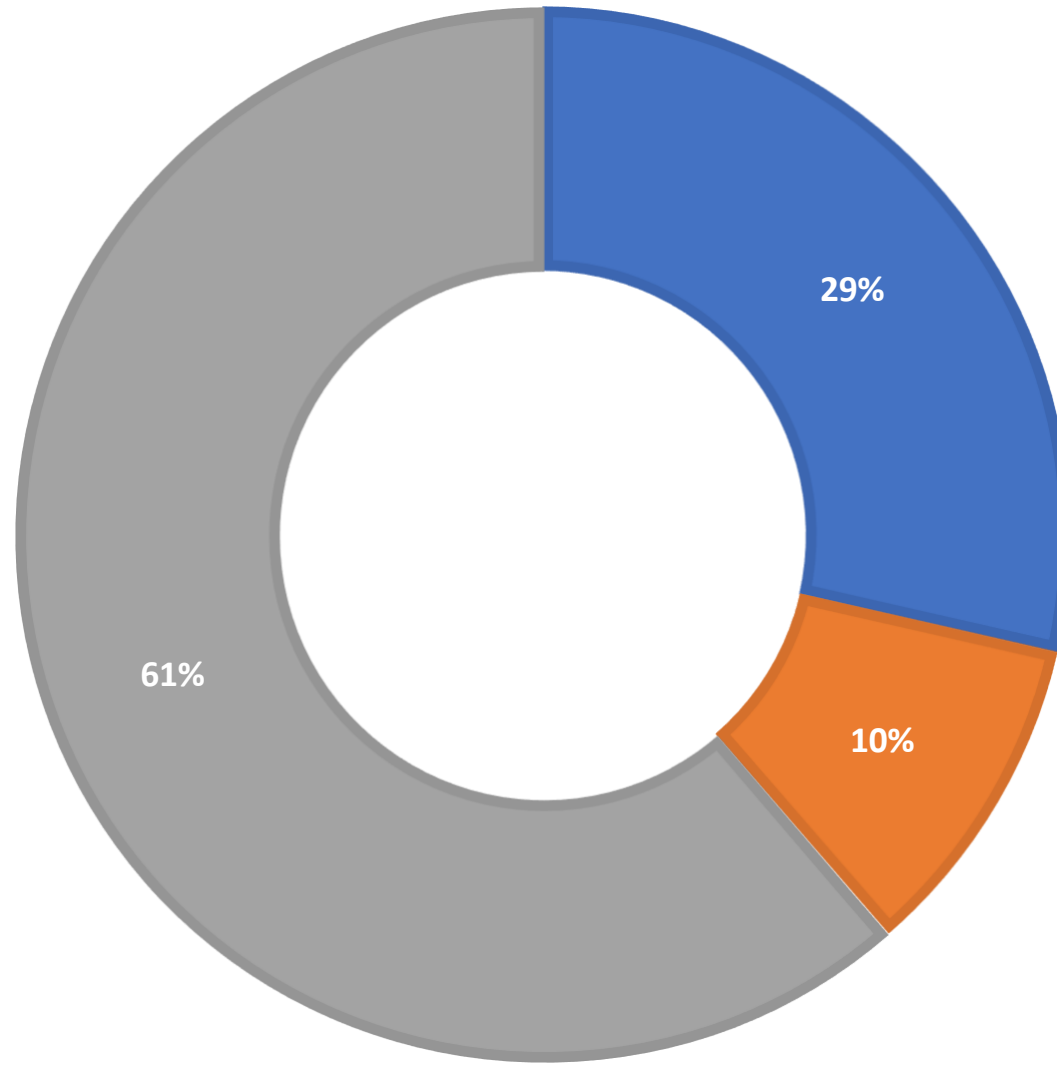
# What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

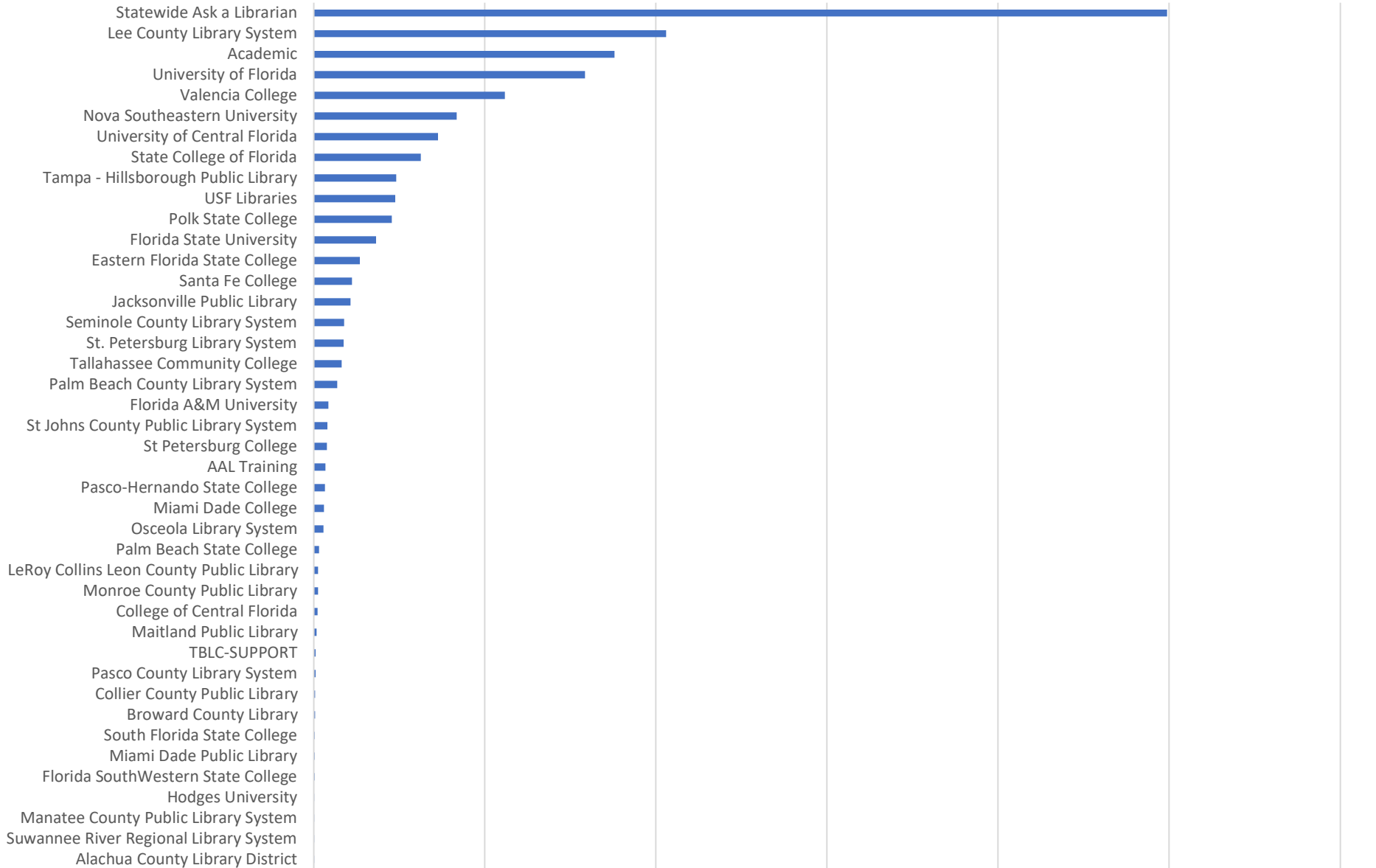


# Which Departments Answered Chats (by type)?

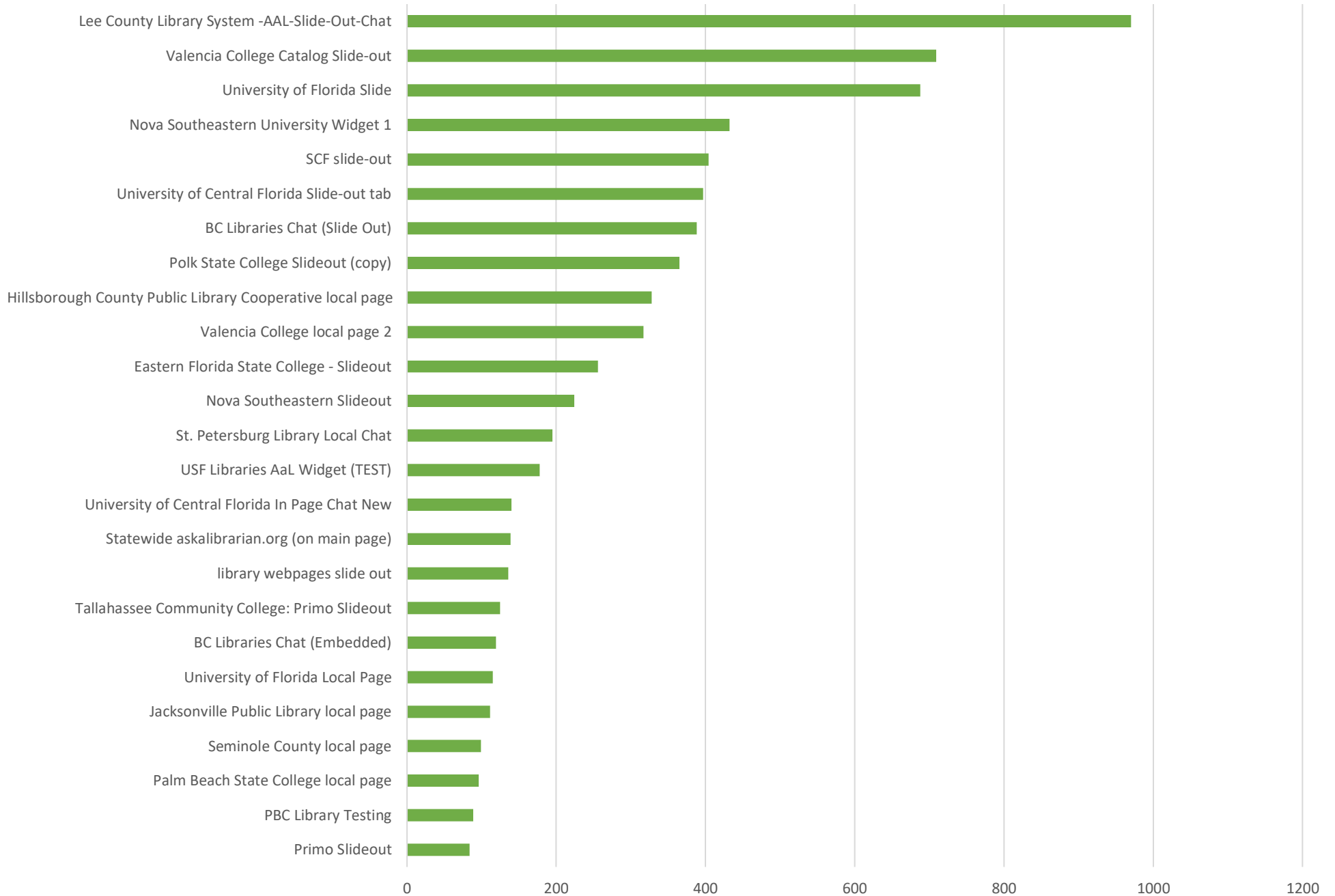
■ Statewide ■ Academic ■ Local



# Which Department Answered Chats (by local library)?



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



# Email



# Total Emails by Library (Top 48)

