

# AskALibrarian.org

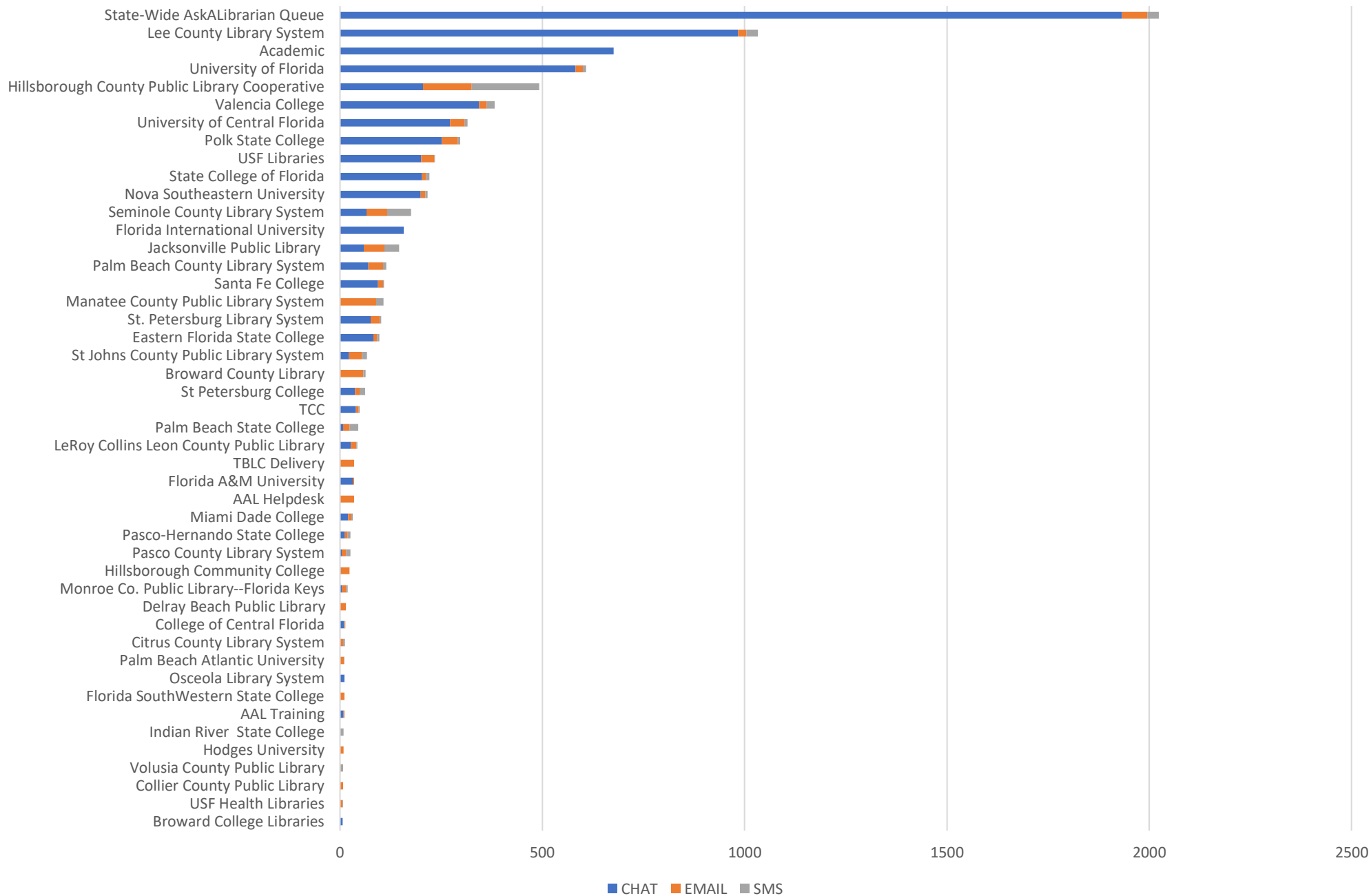
the Human Search Engine



## November 2023 Statistics

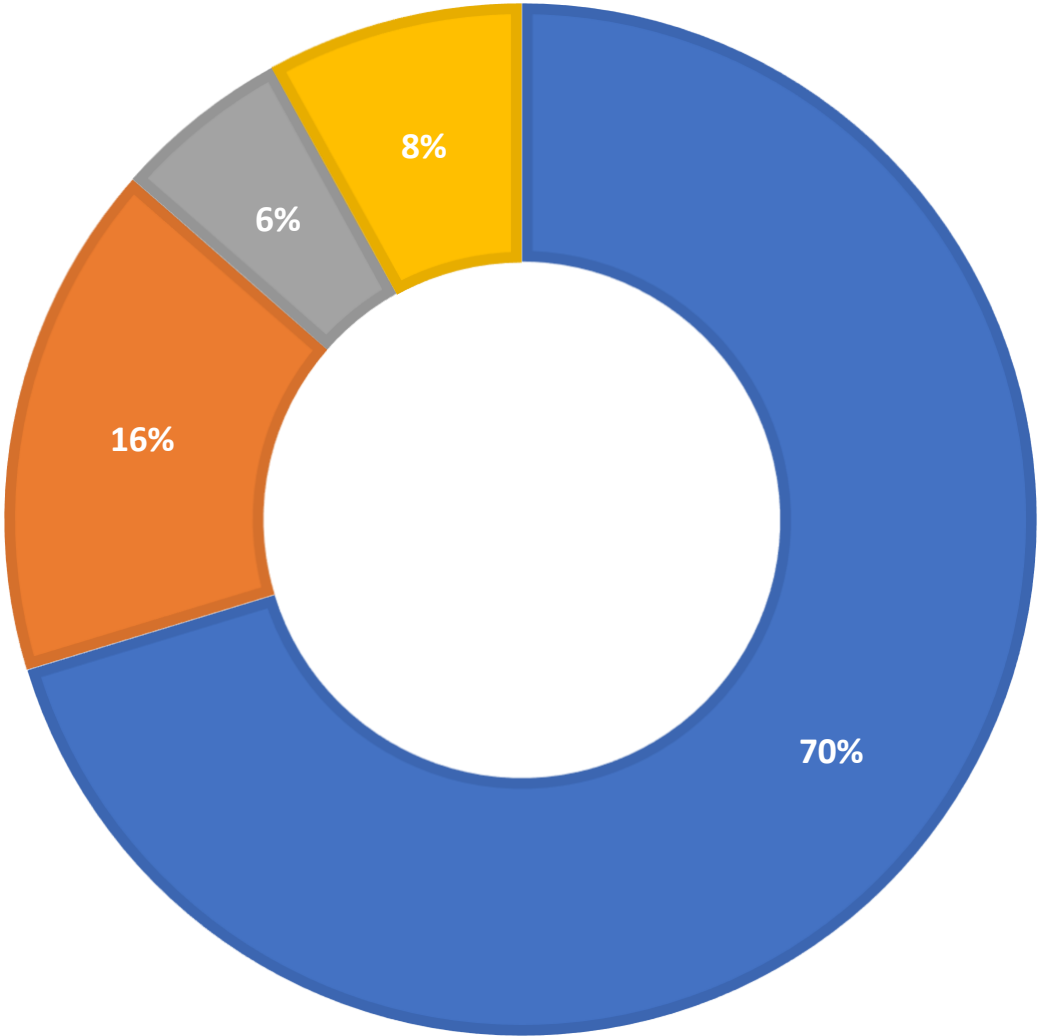
Question Type	
Chat	6,716
Email	1,543
SMS	529
FAQ Views	765
Total	9,553

# Total Transactions by Entry Point (Top 46)



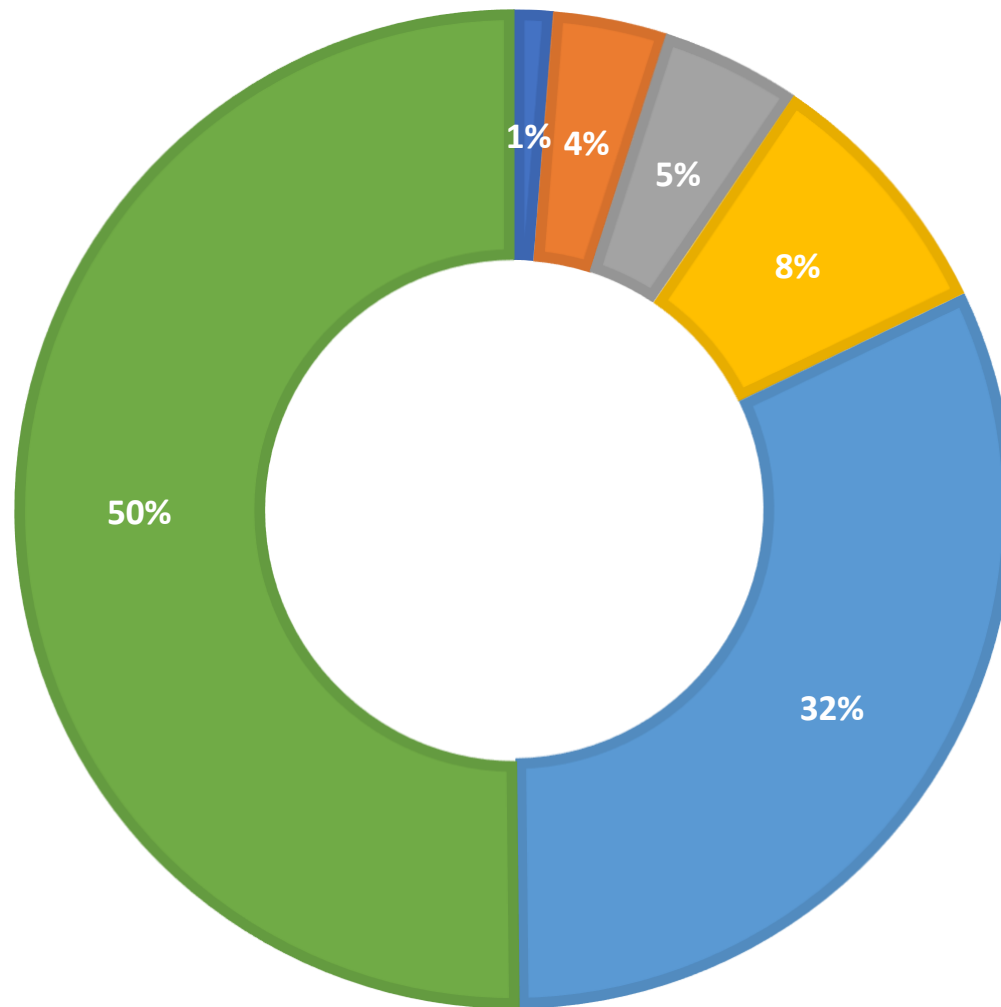
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

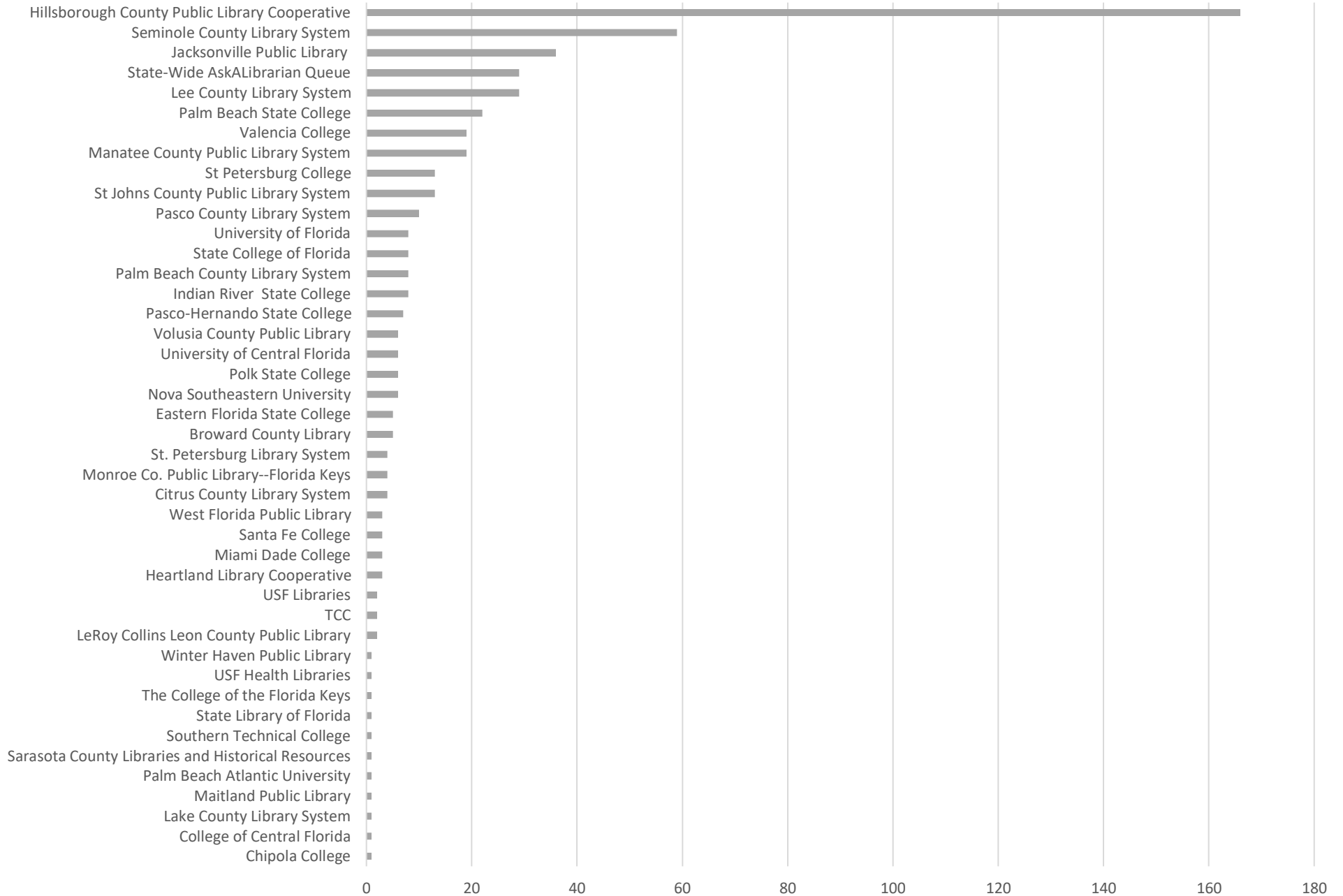
■ iPad ■ Android ■ Chrome OS ■ iPhone ■ Macintosh ■ Windows



# SMS



# Total SMS by Library



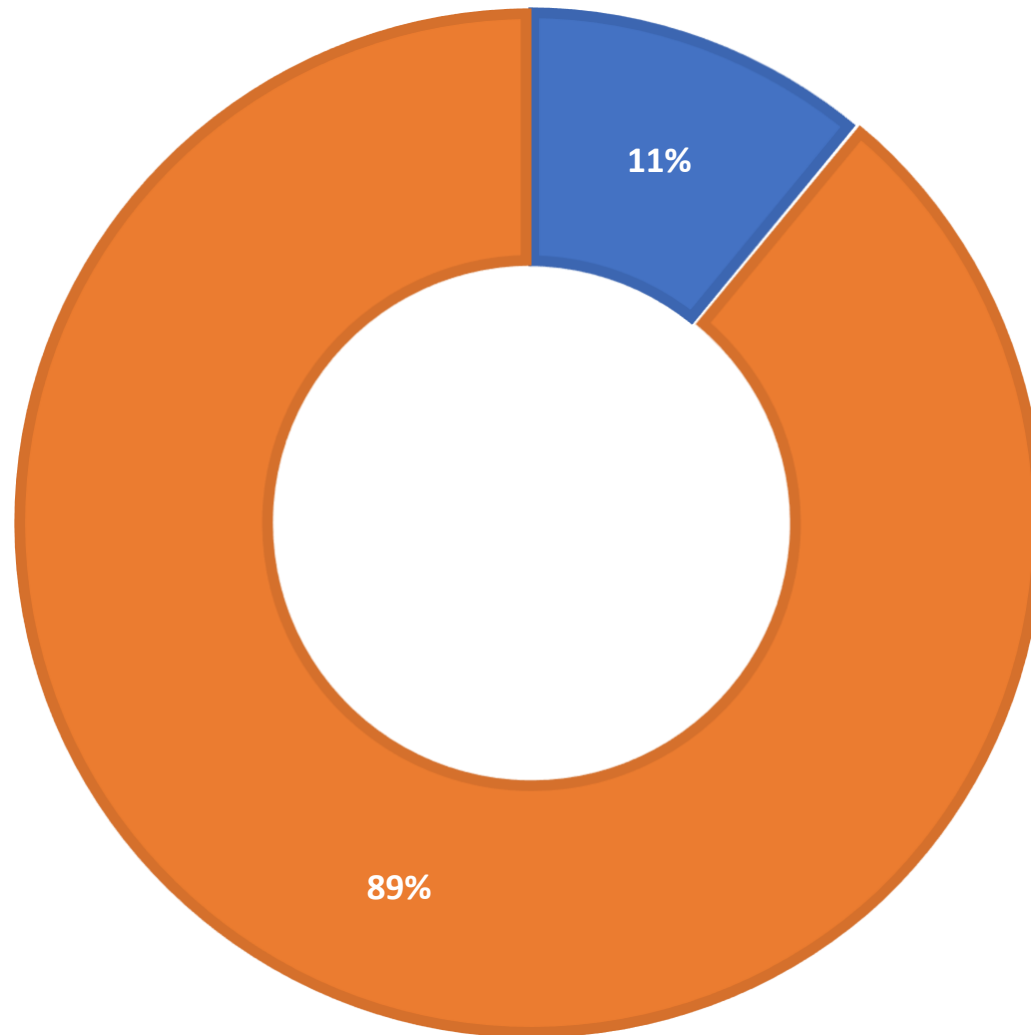
# Chat





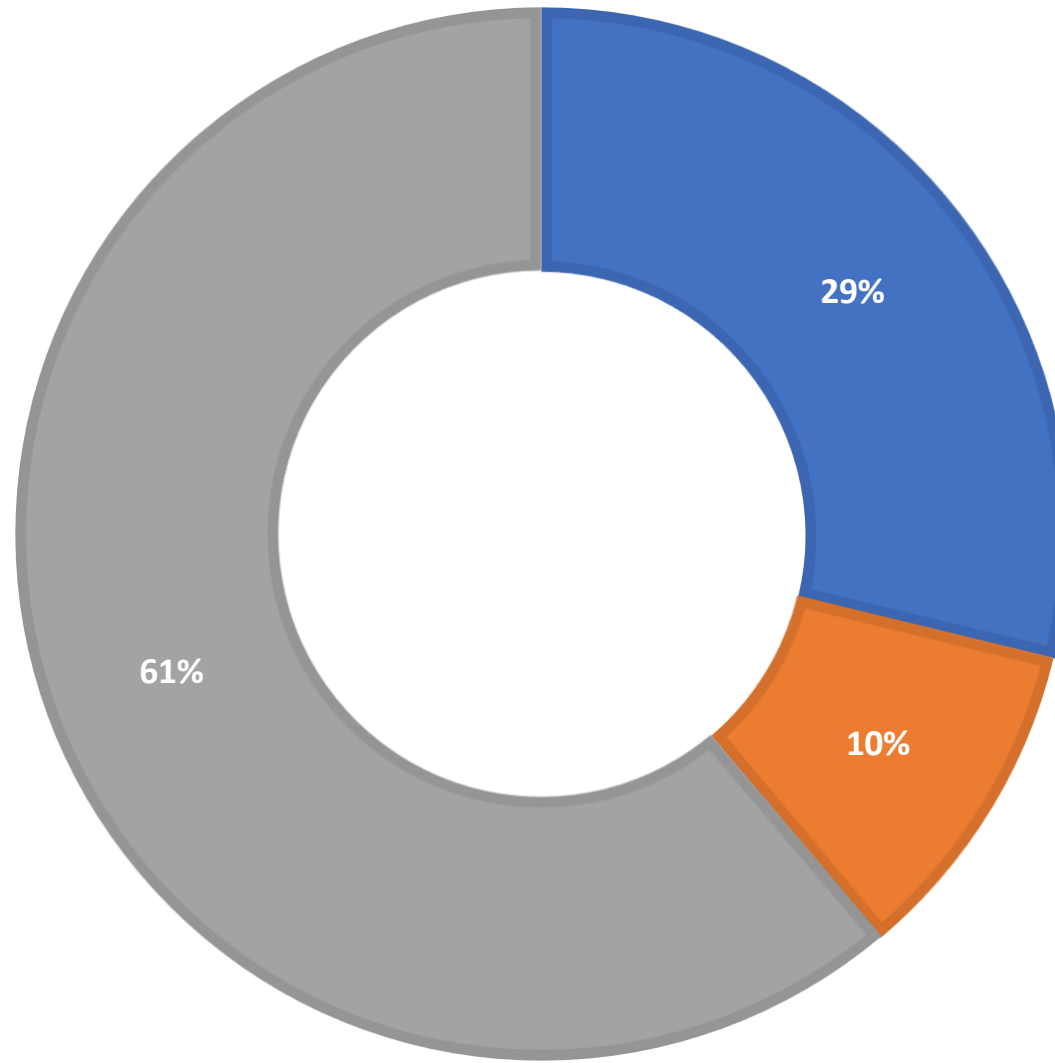
# What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

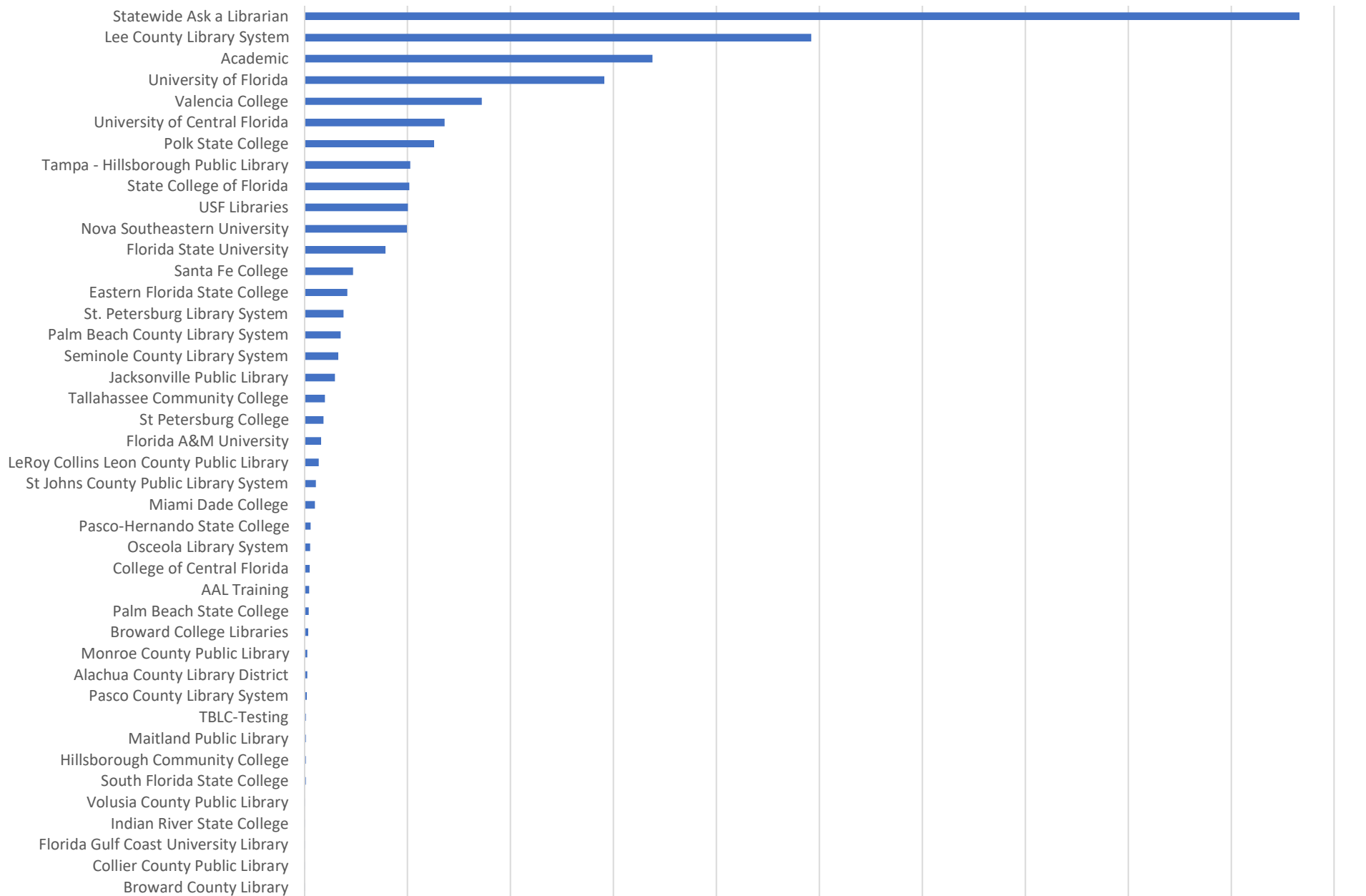


# Which Departments Answered Chats (by type)?

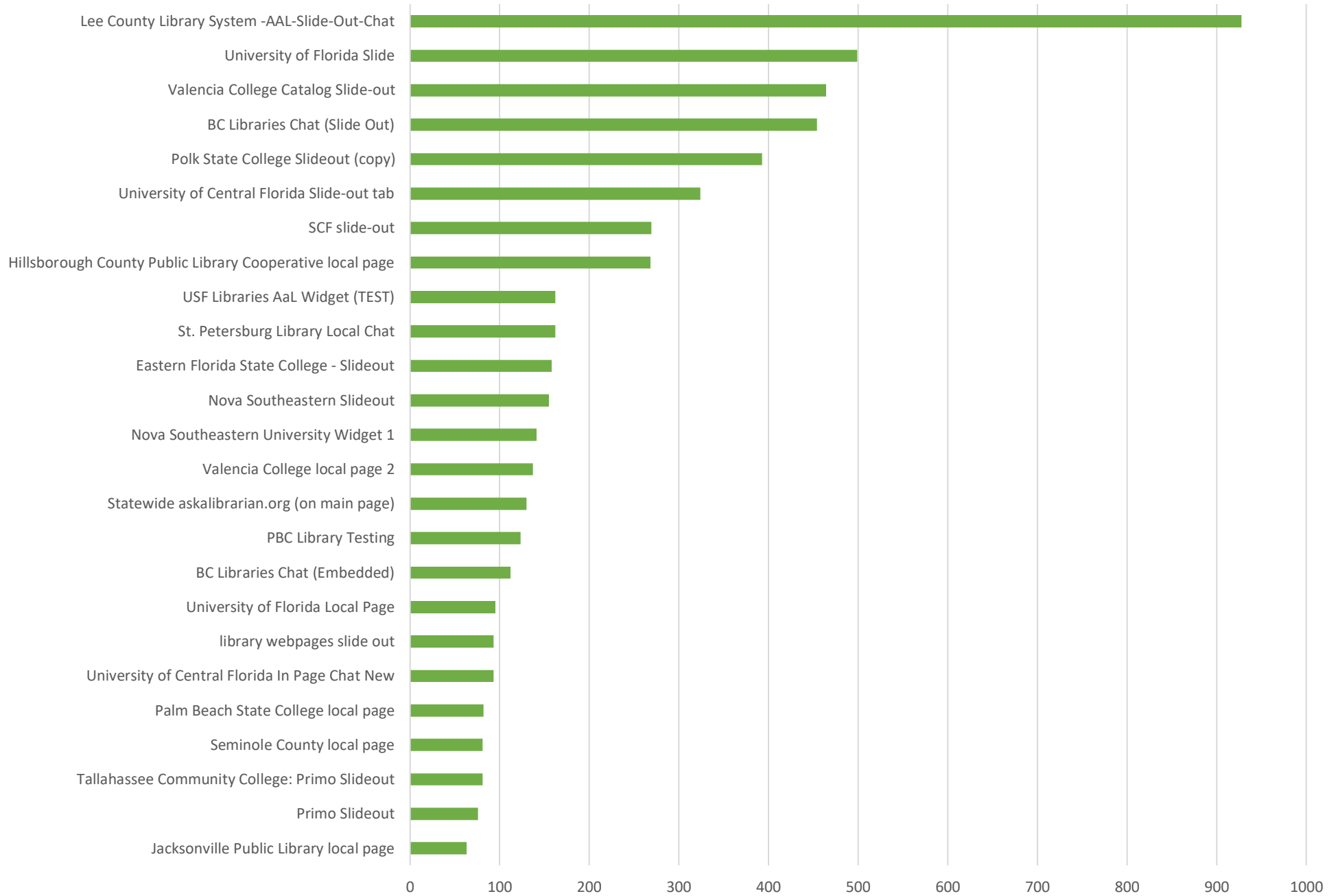
■ Statewide ■ Academic ■ Local



# Which Department Answered Chats (by local library)?



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



# Email



# Total Emails by Library (Top 43)

