

AskALibrarian.org

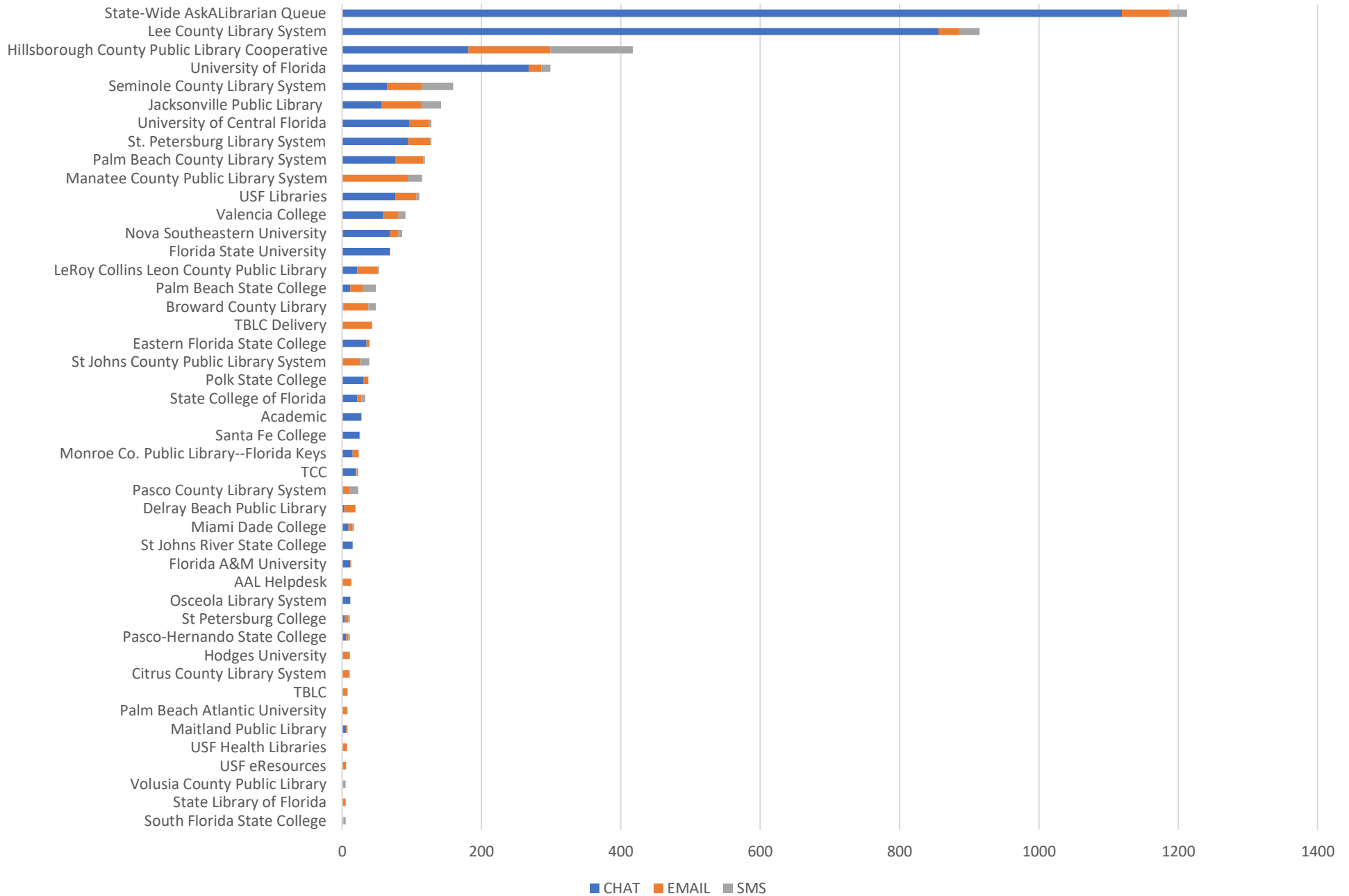
the Human Search Engine



December 2023 Statistics

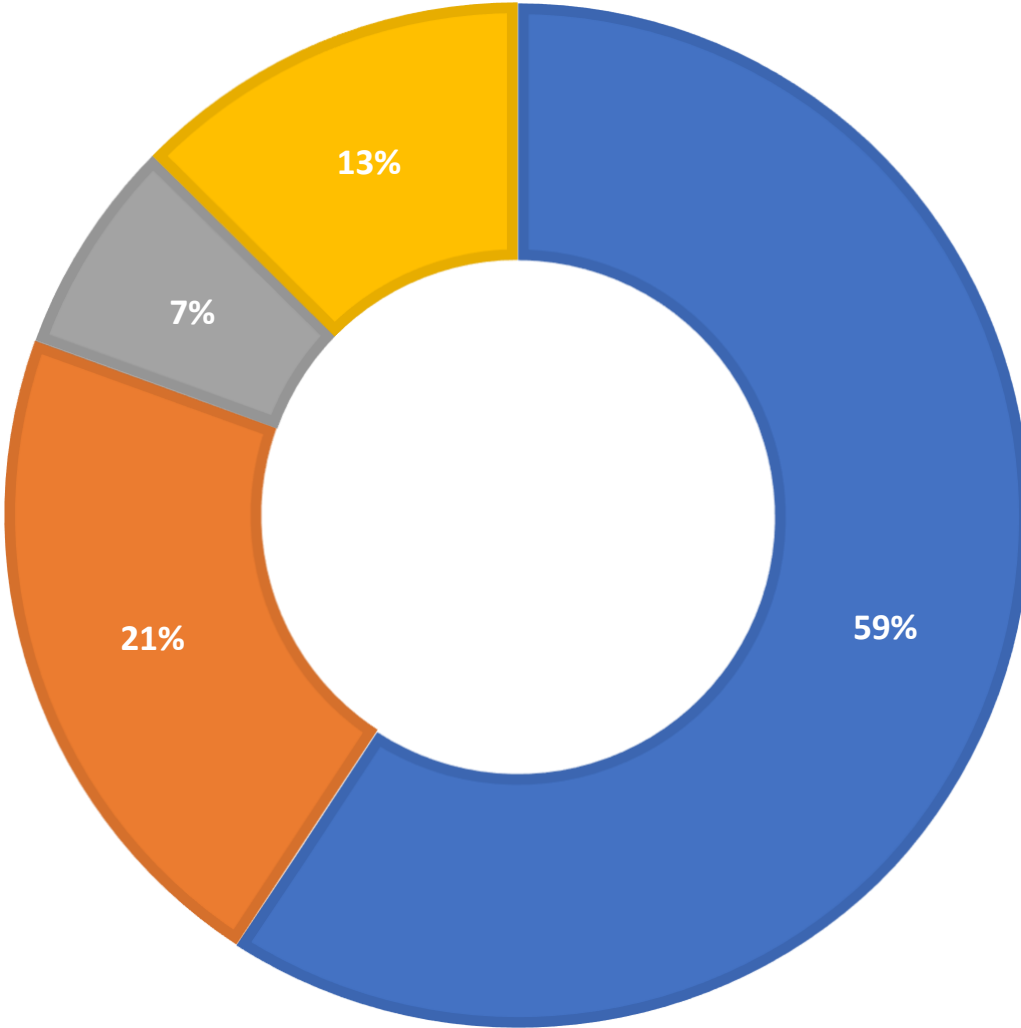
Question Type	
Chat	3,372
Email	1,213
SMS	390
FAQ Views	718
Total	5,393

Total Transactions by Entry Point (Top 45)



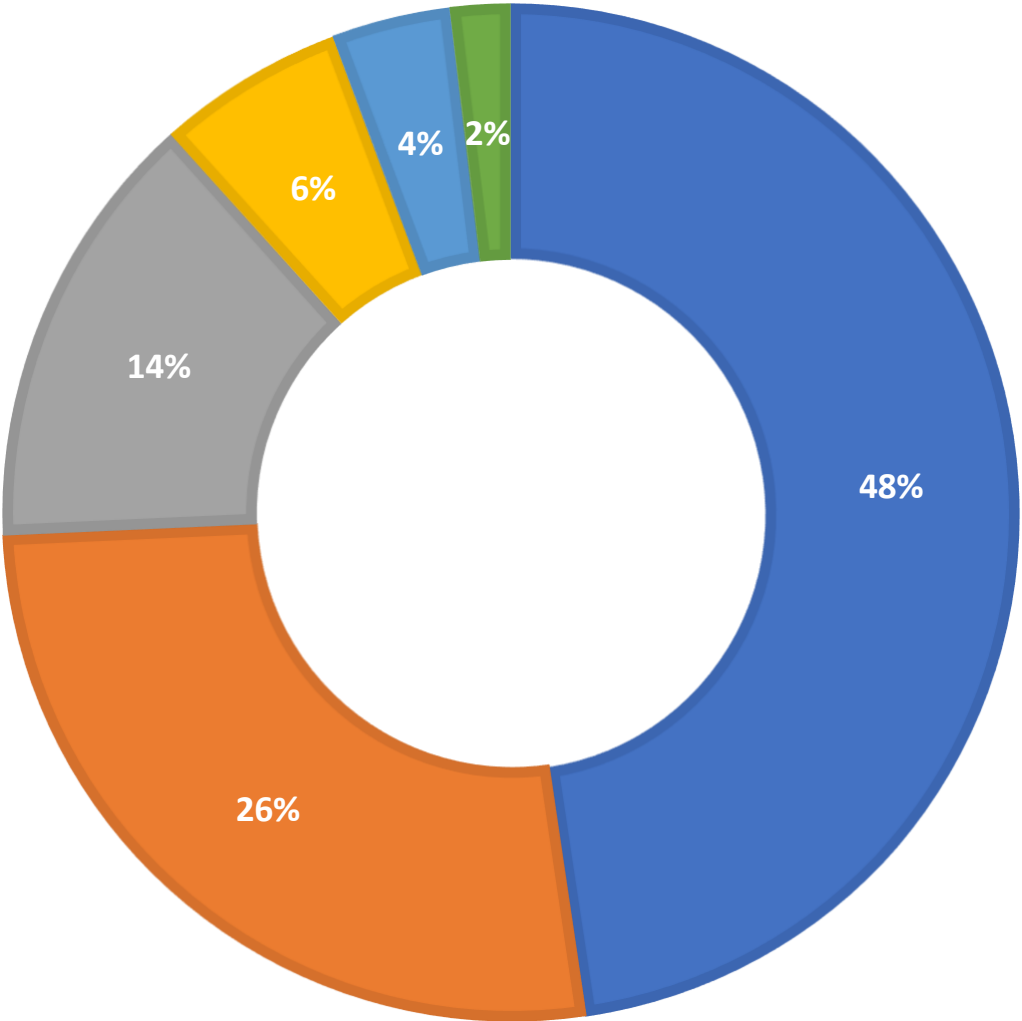
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

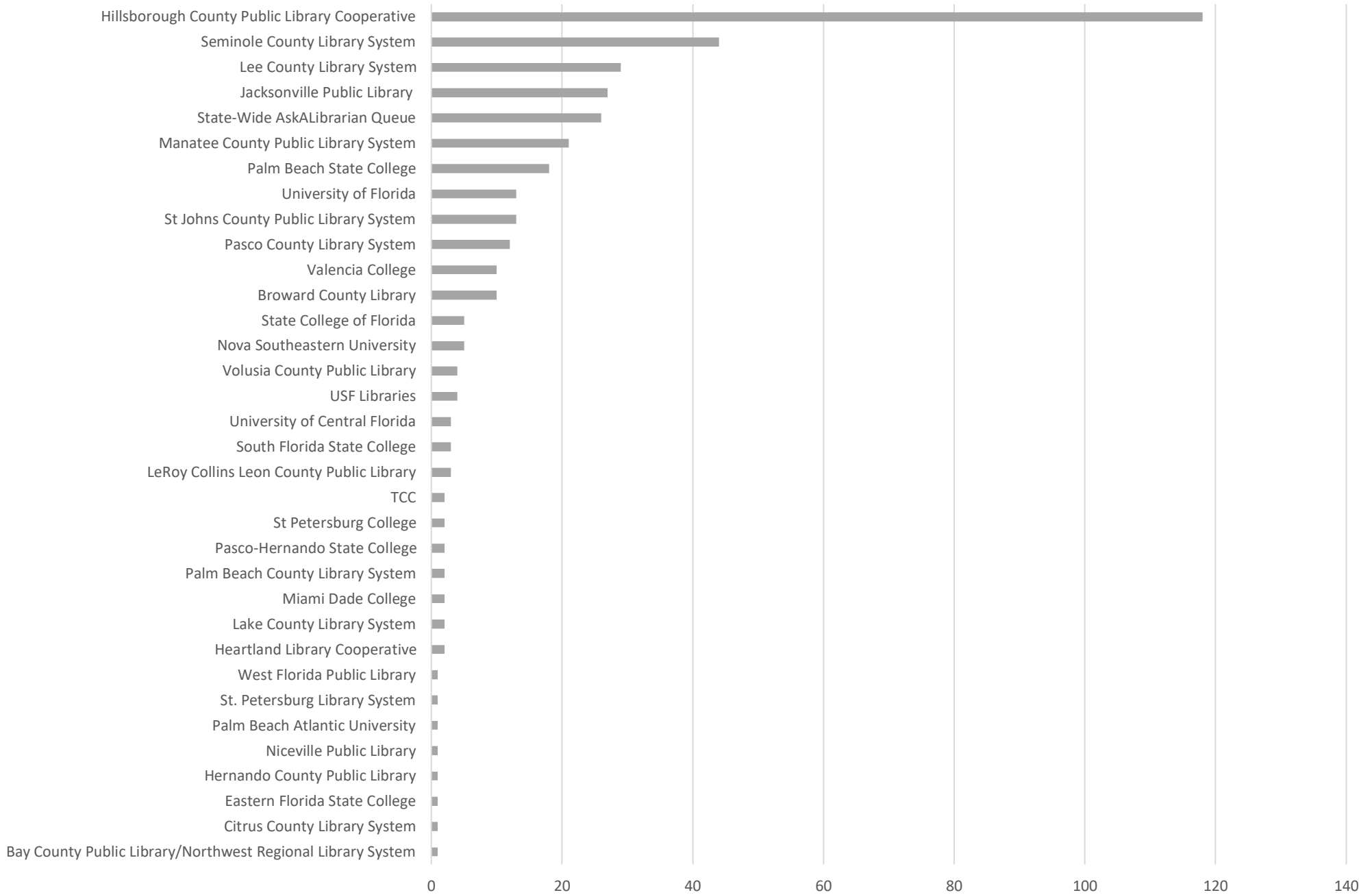
■ Windows ■ Macintosh ■ iPhone ■ Android ■ Chrome OS ■ iPad



SMS



Total SMS by Library

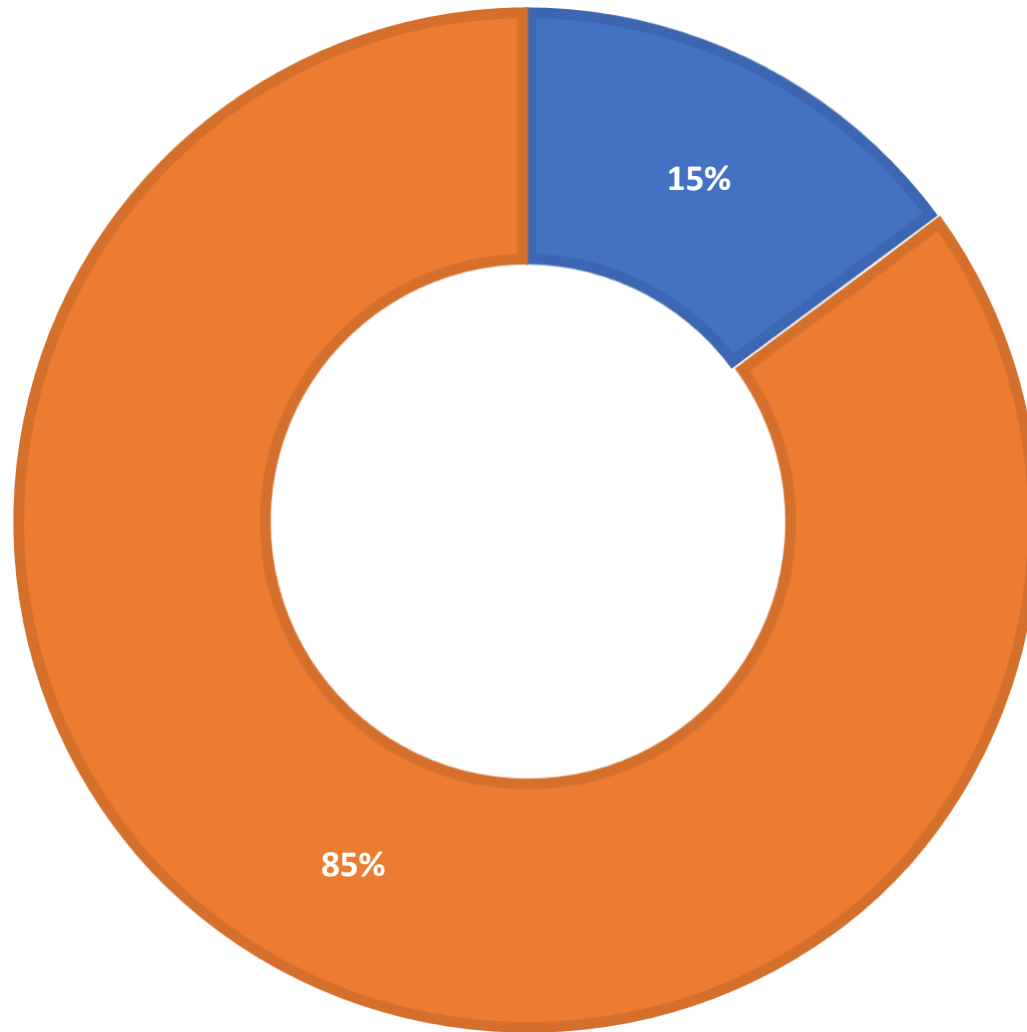


Chat



What Percent of Chats Were Answered/Missed?

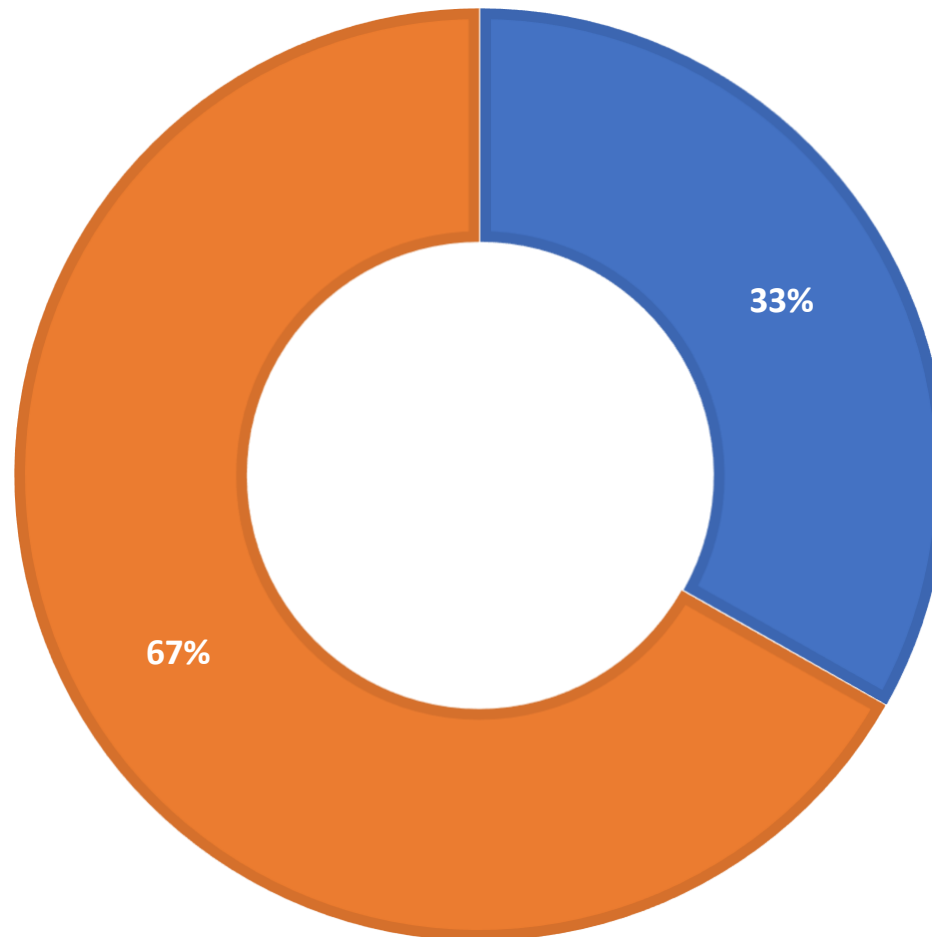
■ MISSED ■ ANSWERED



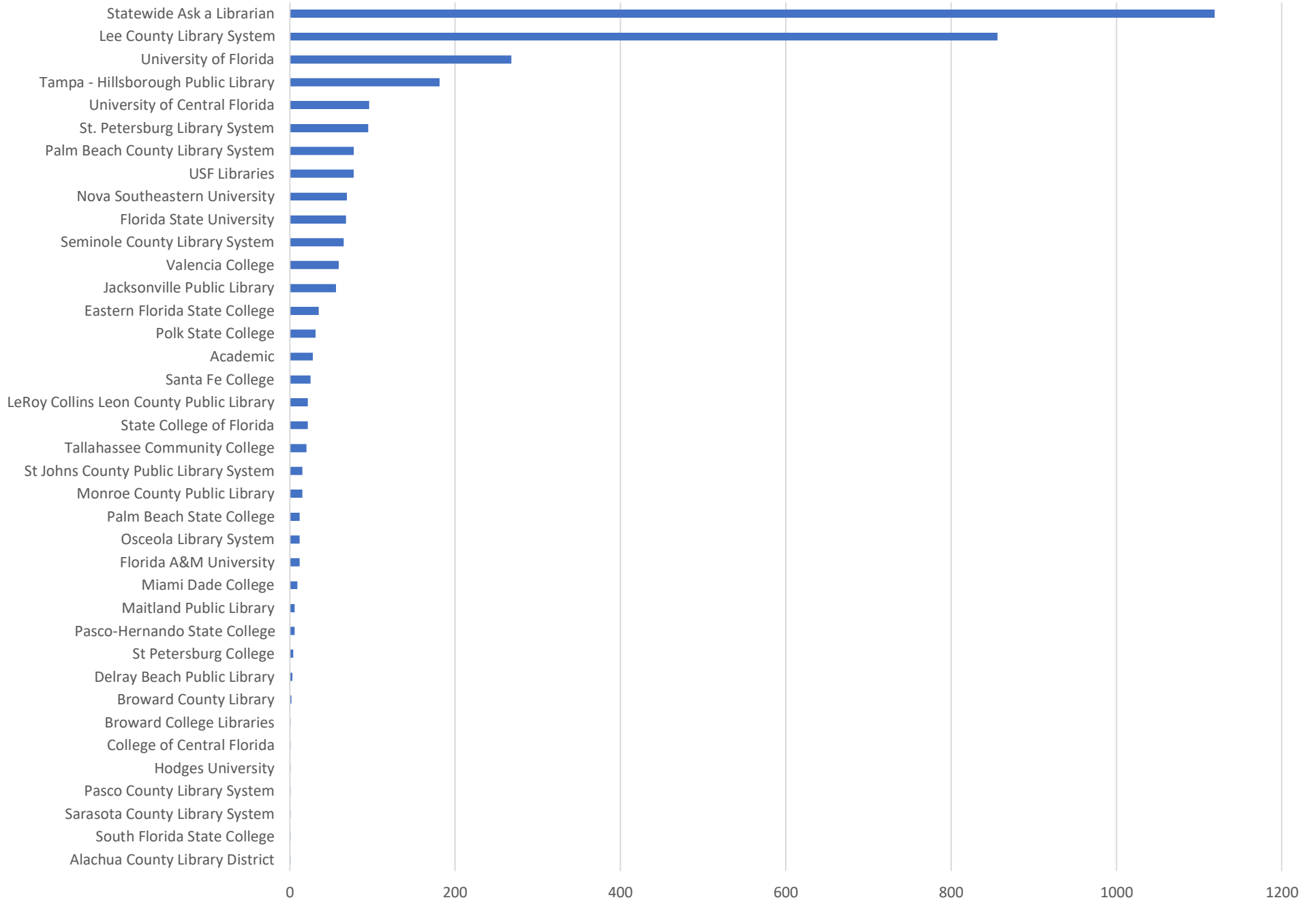
Which Departments Answered Chats (by type)?

**The Academic chat desk was closed during this time*

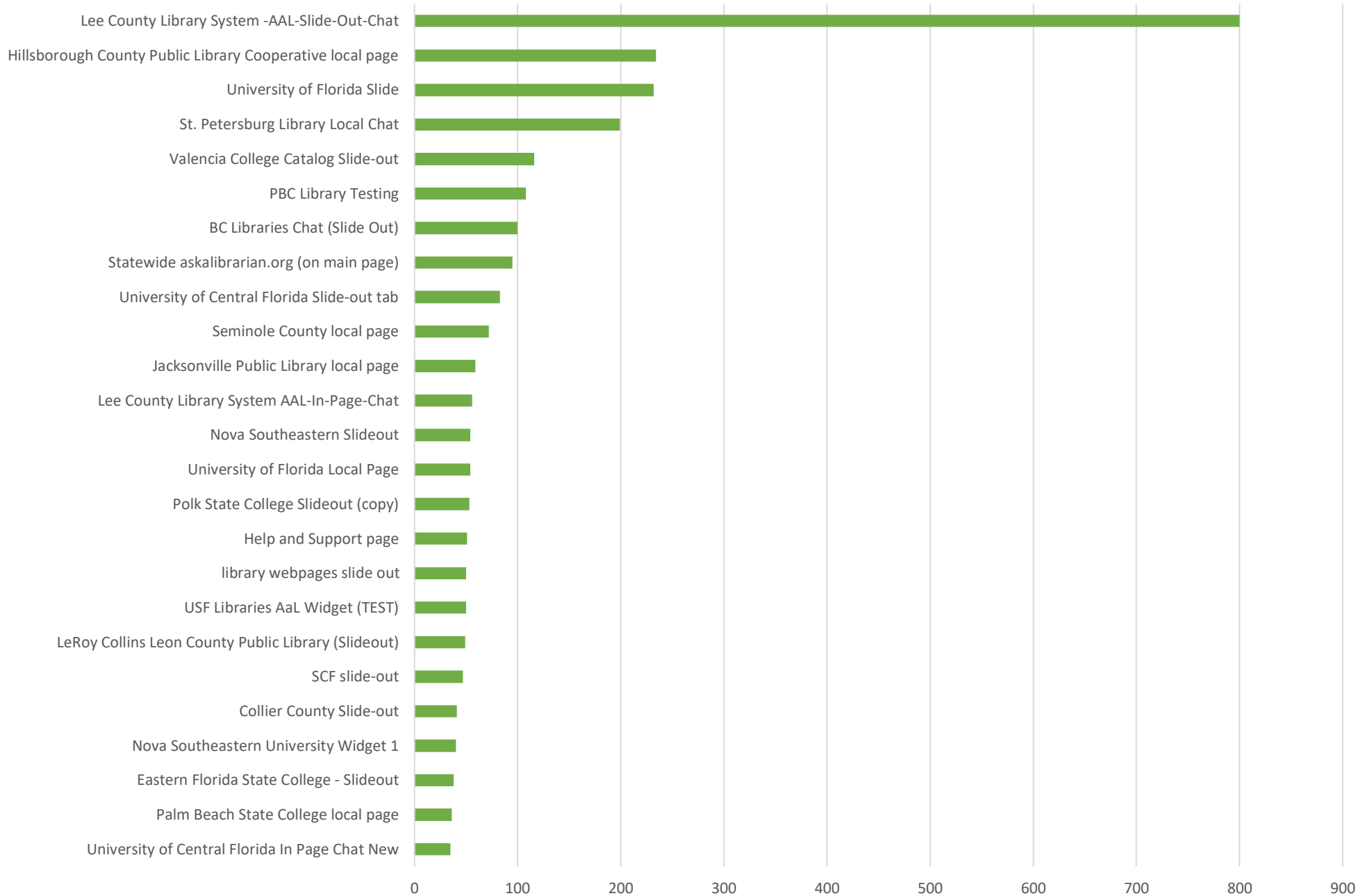
■ Statewide Ask a Librarian ■ Local



Which Department Answered Chats (by local library)?



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



Email



Total Emails by Library

