<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>6,317</td>
</tr>
<tr>
<td>Email</td>
<td>926</td>
</tr>
<tr>
<td>SMS</td>
<td>379</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>1,249</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>8,871</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?
What Devices are Patrons Using to Ask Questions?

- Windows: 53%
- Macintosh: 29%
- iPhone: 9%
- Chrome OS: 4%
- Android: 4%
- iPad: 1%
Chat
What Percent of Chats Were Answered/Missed?

- MISSED: 11%
- ANSWERED: 89%
Which Departments Answered Chats (by type)?

- Statewide: 61%
- Academic: 8%
- Local: 31%
Which Widgets Brought in the Most Chats (Top 25)?

1. Lee County Library System - AAL-Slide-Out-Chat
2. Valencia College Catalog Slide-out
3. University of Florida Slide
4. BC Libraries Chat (Slide Out)
5. Polk State College Slideout (copy)
6. SCF slide-out
7. St. Petersburg Library Local Chat
8. University of Central Florida Slide-out tab - Primo
9. Valencia College local page 2
10. Eastern Florida State College - Slideout
11. Statewide askalibrarian.org (on main page)
12. University of Central Florida Slide-out tab
13. Nova Southeastern Slideout
14. PBC Library Testing
15. USF Libraries AaL Widget (TEST)
16. University of Central Florida In Page Chat New
17. University of Florida Local Page
18. Seminole County local page
19. Tallahassee Community College: Primo Slideout
20. Jacksonville Public Library local page
21. Primo Slideout
22. library webpages slide out
23. LeRoy Collins Leon County Public Library (Slideout)
24. Lee County Library System AAL-In-Page-Chat
25. Palm Beach State College local page
Email