April 2024 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>6,931</td>
</tr>
<tr>
<td>Email</td>
<td>979</td>
</tr>
<tr>
<td>SMS</td>
<td>432</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>1,005</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9,347</strong></td>
</tr>
</tbody>
</table>
Total Transactions by Entry Point (Top 50)

State-Wide AskA librarian Queue
Lee County Library System
University of Florida
Valencia College
Academic
University of Central Florida
Polk State College
Jacksonville Public Library
USF Libraries
Seminole County Library System
Nova Southeastern University
State College of Florida
Eastern Florida State College
Florida State University
Manatee County Public Library System
St Johns County Public Library System
St. Petersburg Library System
Santa Fe College
Palm Beach County Library System
St Petersburg College
Palm Beach State College
Broward County Library
LeRoy Collins Leon County Public Library
Monroe Co. Public Library--Florida Keys
TCC
AAL Helpdesk
Florida A&M University
Pasco County Library System
Miami Dade College
Delray Beach Public Library
Pasco-Hernando State College
TBLC Delivery
Citrus County Library System
College of Central Florida
USF eResources
Hillsborough Community College
Volusia County Public Library
TBLC
Miami Dade Public Library
Lake County Library System
Indian River State College
Everglades University
State Library of Florida
South Florida State College
Maitland Public Library
Florida SouthWestern State College
Collier County Public Library
Broward College Libraries
Osceola Library System
Heartland Library Cooperative

CHAT, EMAIL, SMS
What’s the Breakdown of Questions by Source?

- **CHAT**: 74%
- **EMAIL**: 10%
- **SMS**: 5%
- **FAQ**: 11%
What Devices are Patrons Using to Ask Questions?

- Windows: 51%
- Macintosh: 31%
- iPhone: 9%
- Chrome OS: 4%
- Android: 4%
- iPad: 1%
Chat
What Percent of Chats Were Answered/Missed?

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

- 30% Statewide Ask a Librarian
- 7% Academic
- 63% Local
Which Widgets Brought in the Most Chats (Top 25)?

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