May 2024 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>4,415</td>
</tr>
<tr>
<td>Email</td>
<td>870</td>
</tr>
<tr>
<td>SMS</td>
<td>416</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>990</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6,691</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- **CHAT**: 66%
- **EMAIL**: 15%
- **SMS**: 6%
- **FAQ**: 13%
What Devices are Patrons Using to Ask Questions?

- Windows: 53%
- Macintosh: 26%
- iPhone: 11%
- Android: 6%
- Chrome OS: 3%
- iPad: 1%
SMS
Total SMS by Library

Seminole County Library System
Lee County Library System
Jacksonville Public Library
Palm Beach State College
St Johns County Public Library System
Valencia College
Pasco County Library System
Broward County Library
University of Florida
State-Wide AskALibrarian Queue
Manatee County Public Library System
Indian River State College
St Petersburg College
Nova Southeastern University
Volusia County Public Library
Eastern Florida State College
State College of Florida
Pasco-Hernando State College
Citrus County Library System
Miami Dade College
USF Libraries
University of Central Florida
South Florida State College
Palm Beach County Library System
Monroe Co. Public Library--Florida Keys
West Florida Public Library
TCC
Polk State College
Miami Dade Public Library
Santa Fe College
Sanibel Public Library
Palm Beach Atlantic University
Northwest Florida State College
LeRoy Collins Leon County Public Library
Hialeah Public Libraries
Hernando County Public Library
Heartland Library Cooperative
Florida A&M University
Everglades University
Chat
What Percent of Chats Were Answered/Missed?

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

- Statewide: 64%
- Academic: 8%
- Local: 28%
Which Widgets Brought in the Most Chats (Top 26)?

- Lee County Library System - AAL-Slide-Out-Chat
- University of Florida Slide
- Valencia College Catalog Slide-out
- St. Petersburg Library Local Chat
- SCF slide-out
- BC Libraries Chat (Slide Out)
- PBC Library Testing
- LeRoy Collins Leon County Public Library (Slideout)
- Valencia College local page 2
- University of Central Florida Slide-out tab - Primo
- University of Central Florida Slide-out tab
- Polk State College Slideout (copy)
- University of Florida Local Page
- Nova Southeastern Slideout
- Jacksonville Public Library local page
- Seminole County local page
- Nova Southeastern University Widget 1
- Lee County Library System AAL-In-Page-Chat
- Statewide askalibrarian.org (on main page)
- USF Libraries AaL Widget (TEST)
- University of Central Florida In Page Chat New
- University of South Florida local page
- Broward County Local Page
- Palm Beach State College local page
- Primo Slideout
- FSW Libraries Live Chat
Email