

AskALibrarian.org

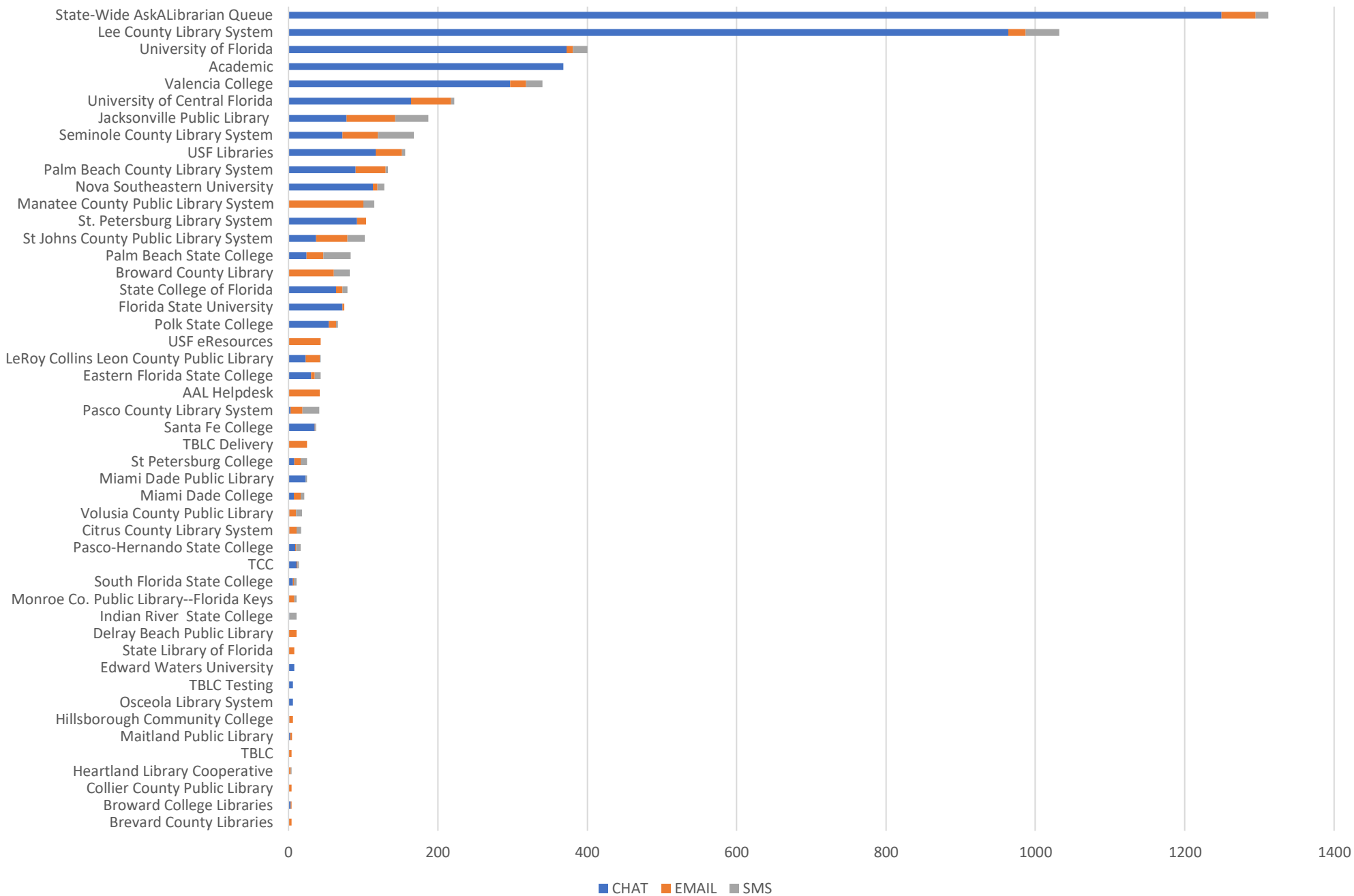
the Human Search Engine



May 2024 Statistics

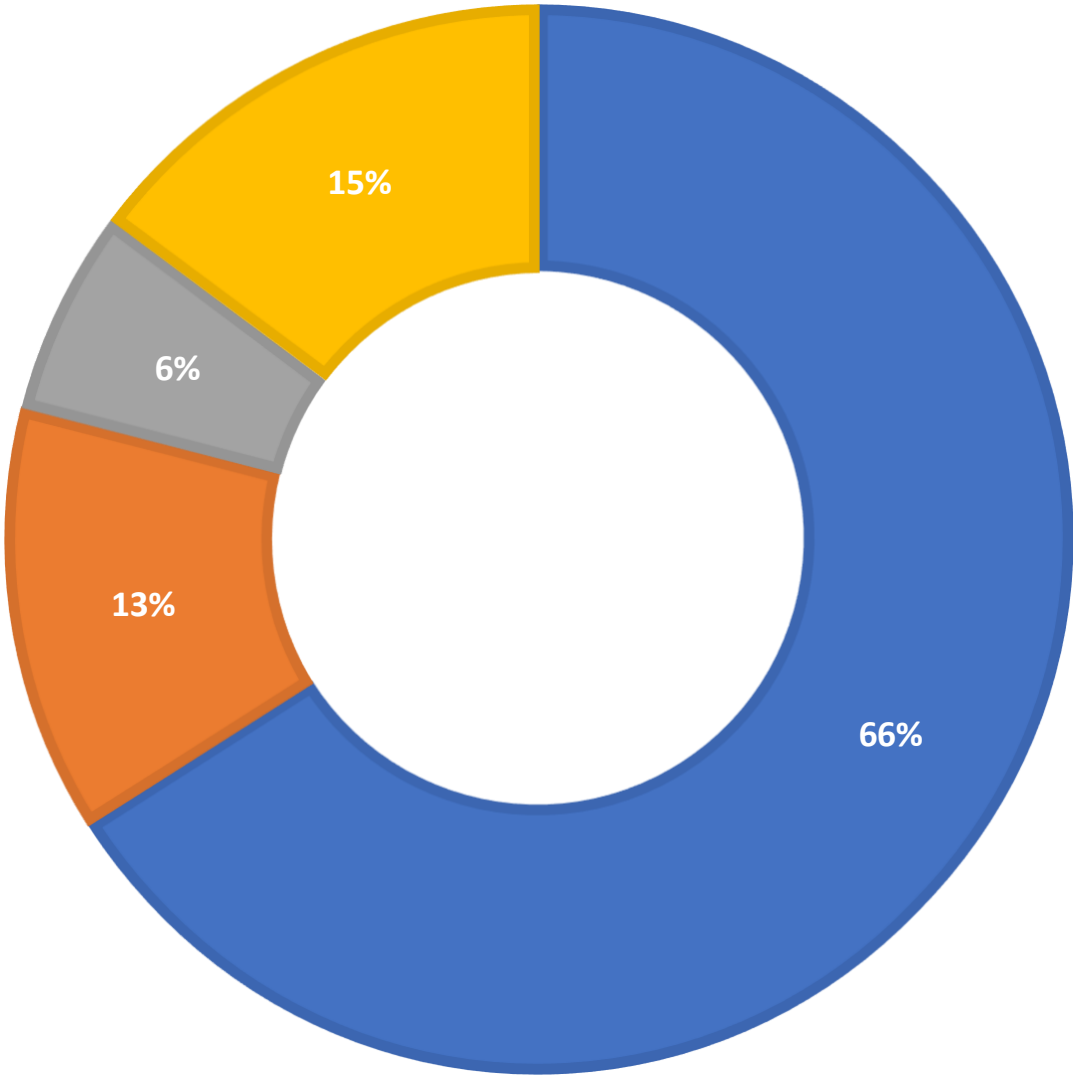
Question Type	
Chat	4,415
Email	870
SMS	416
FAQ Views	990
Total	6,691

Total Transactions by Entry Point (Top 48)



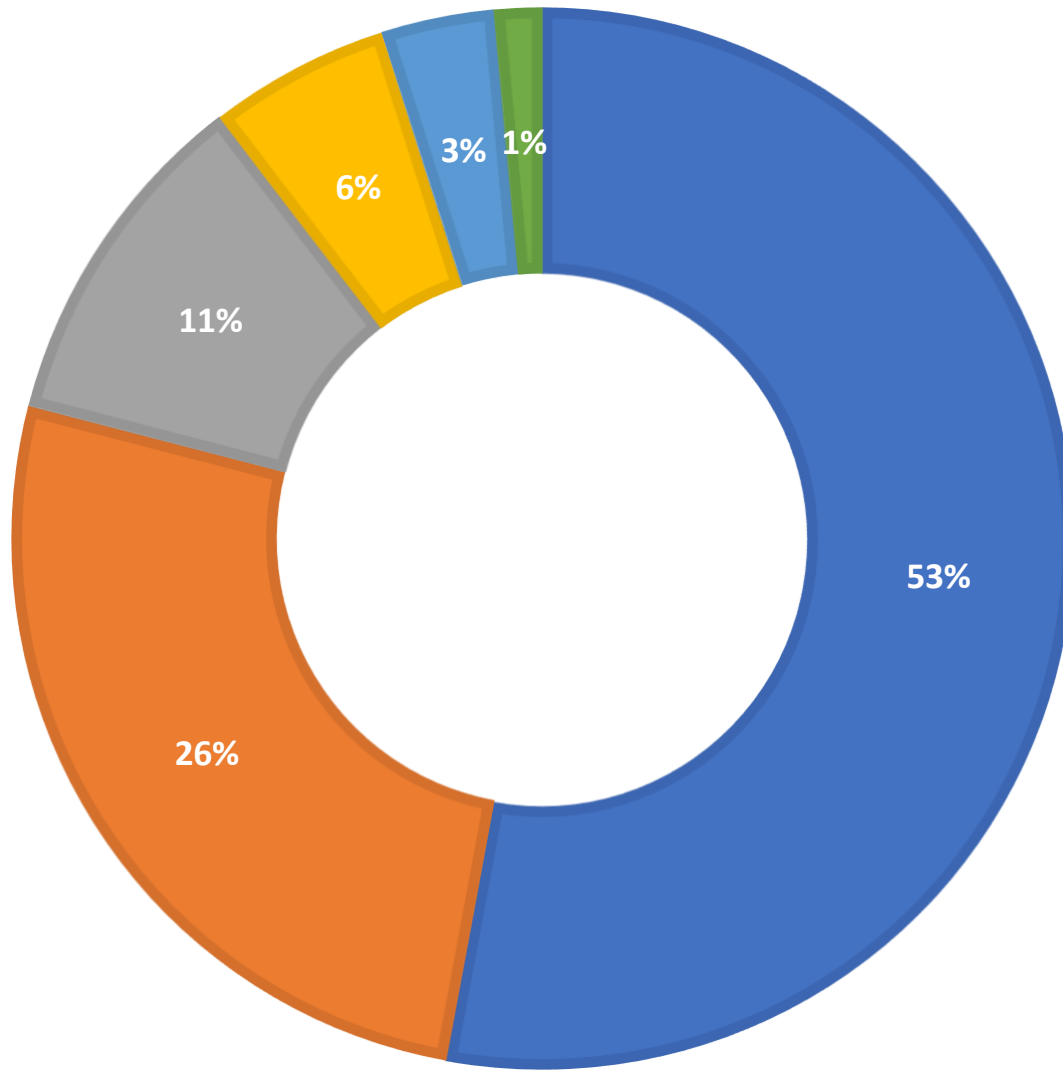
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

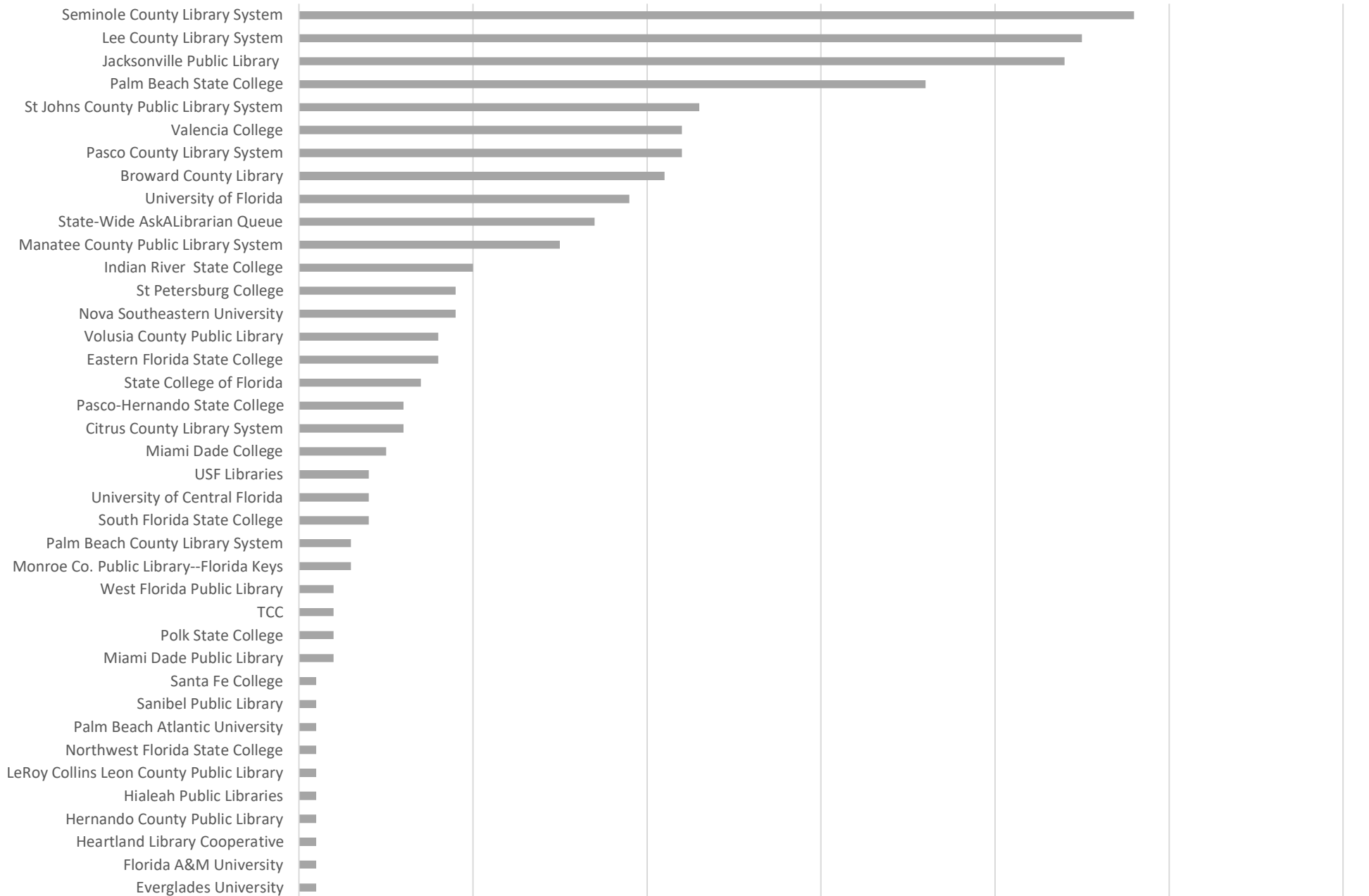
■ Windows ■ Macintosh ■ iPhone ■ Android ■ Chrome OS ■ iPad



SMS



Total SMS by Library

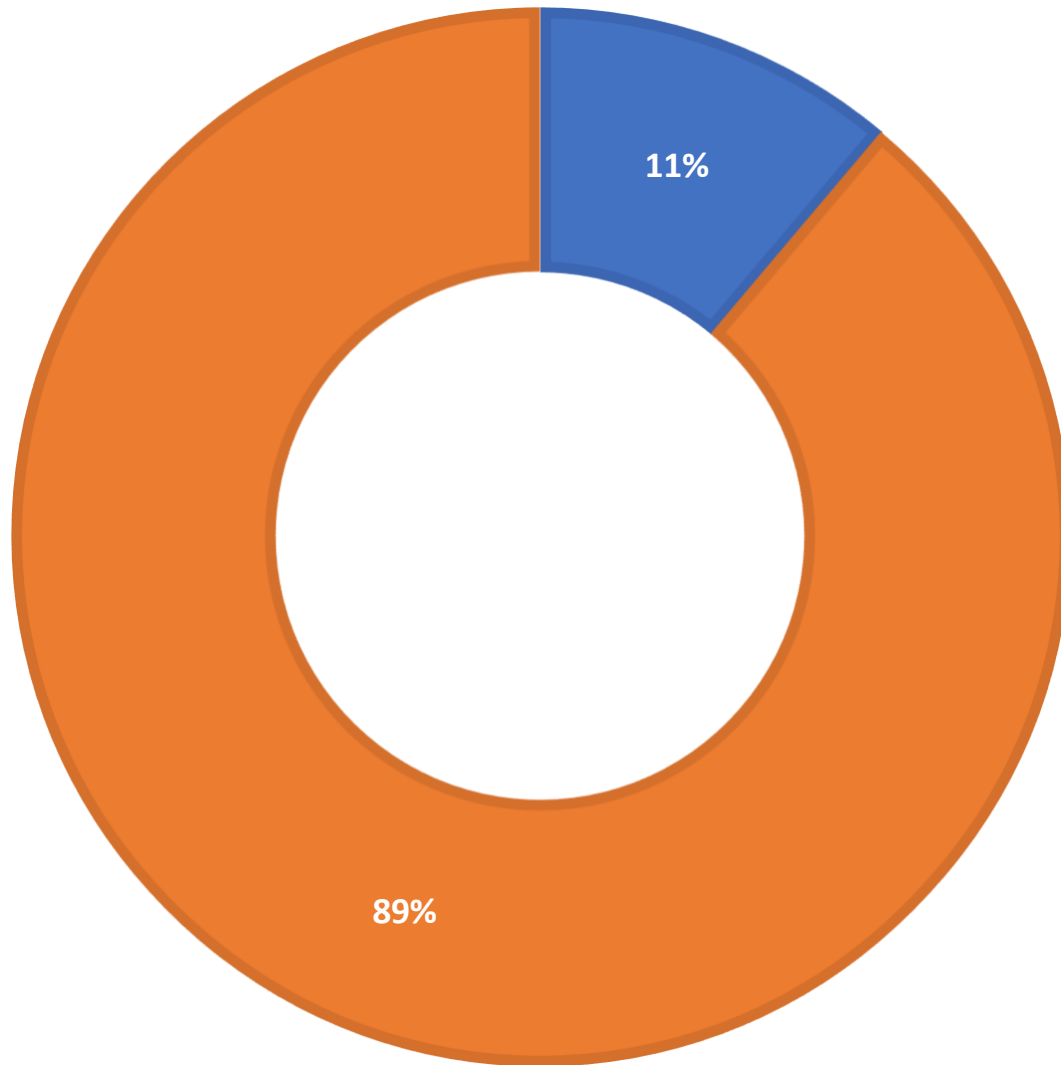


Chat



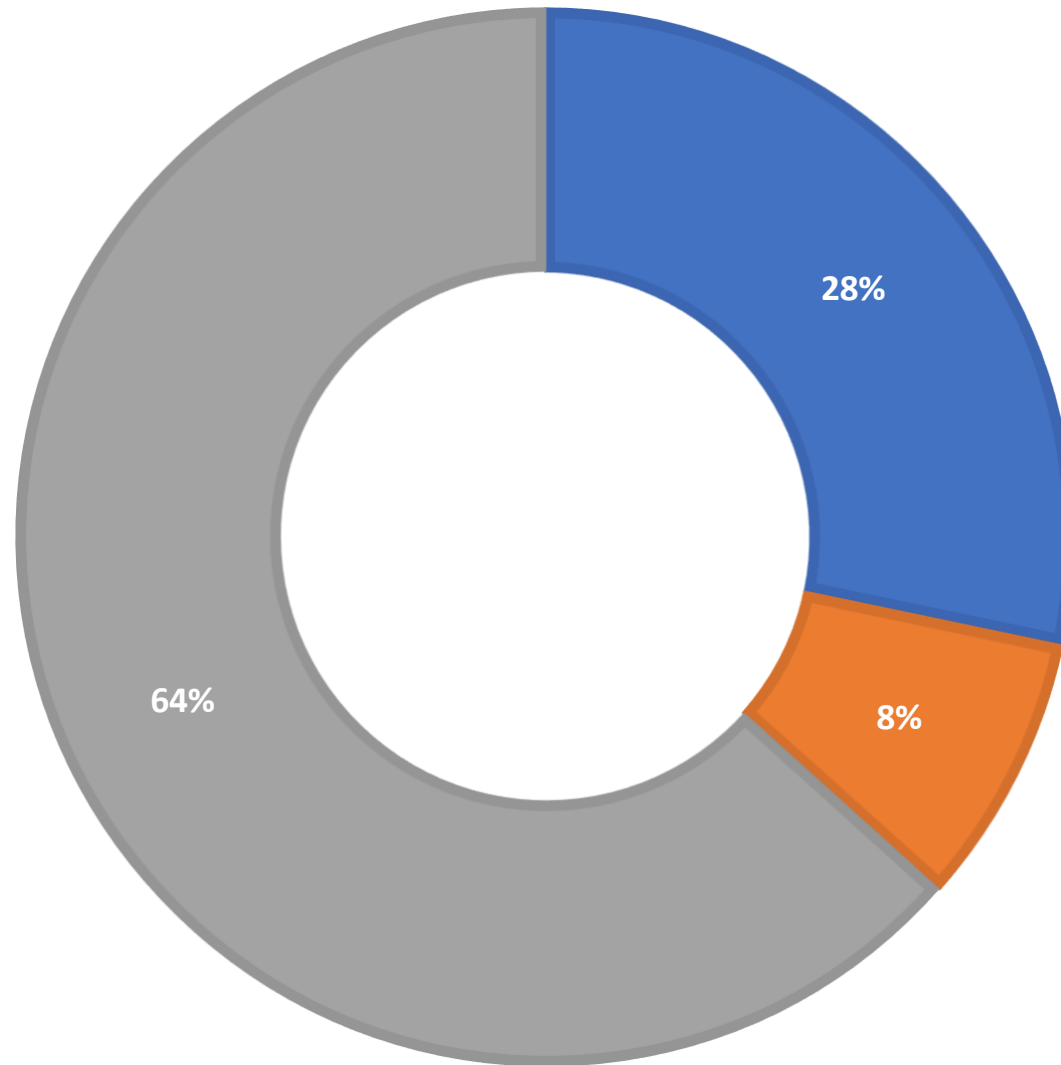
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

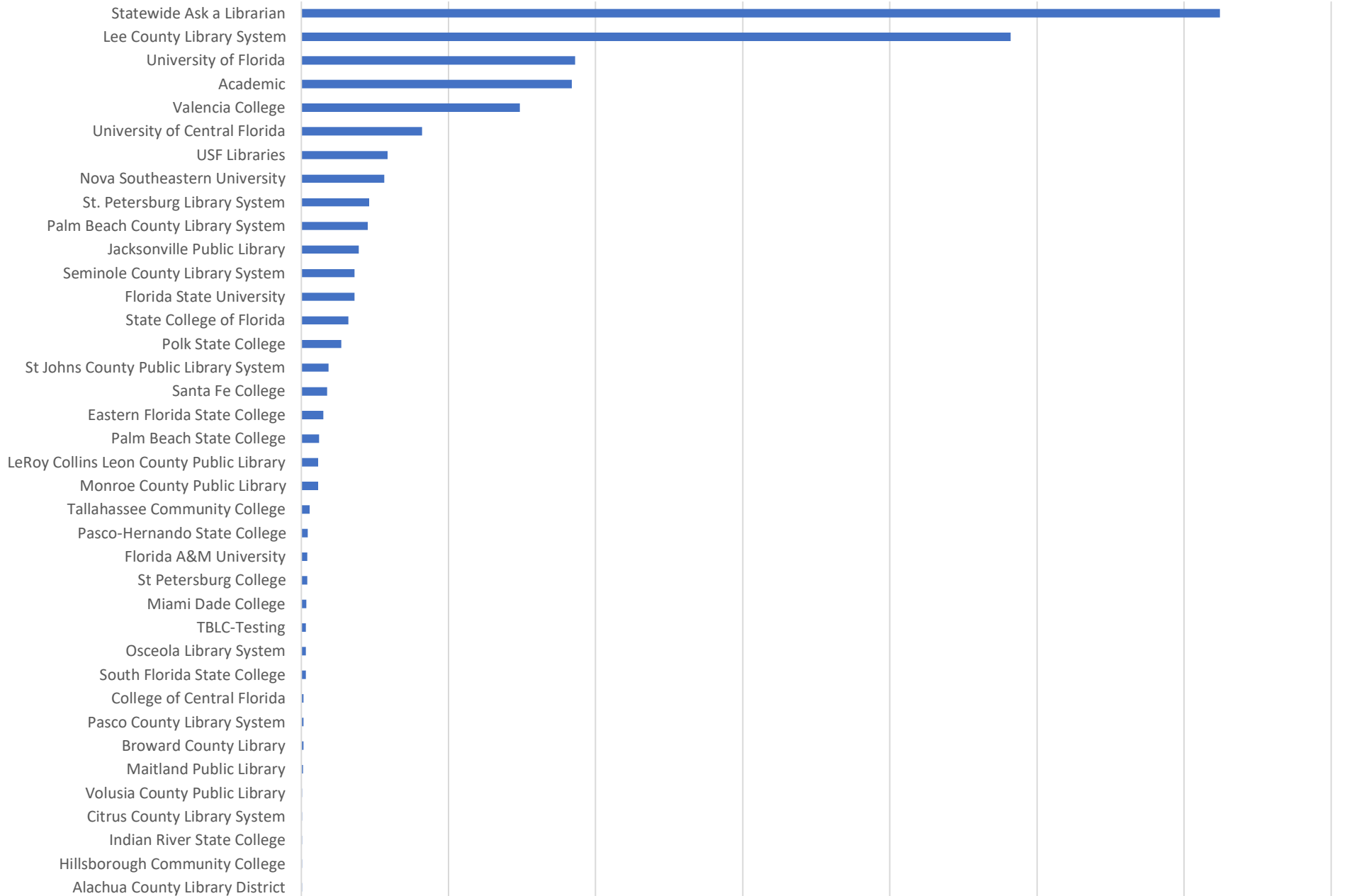


Which Departments Answered Chats (by type)?

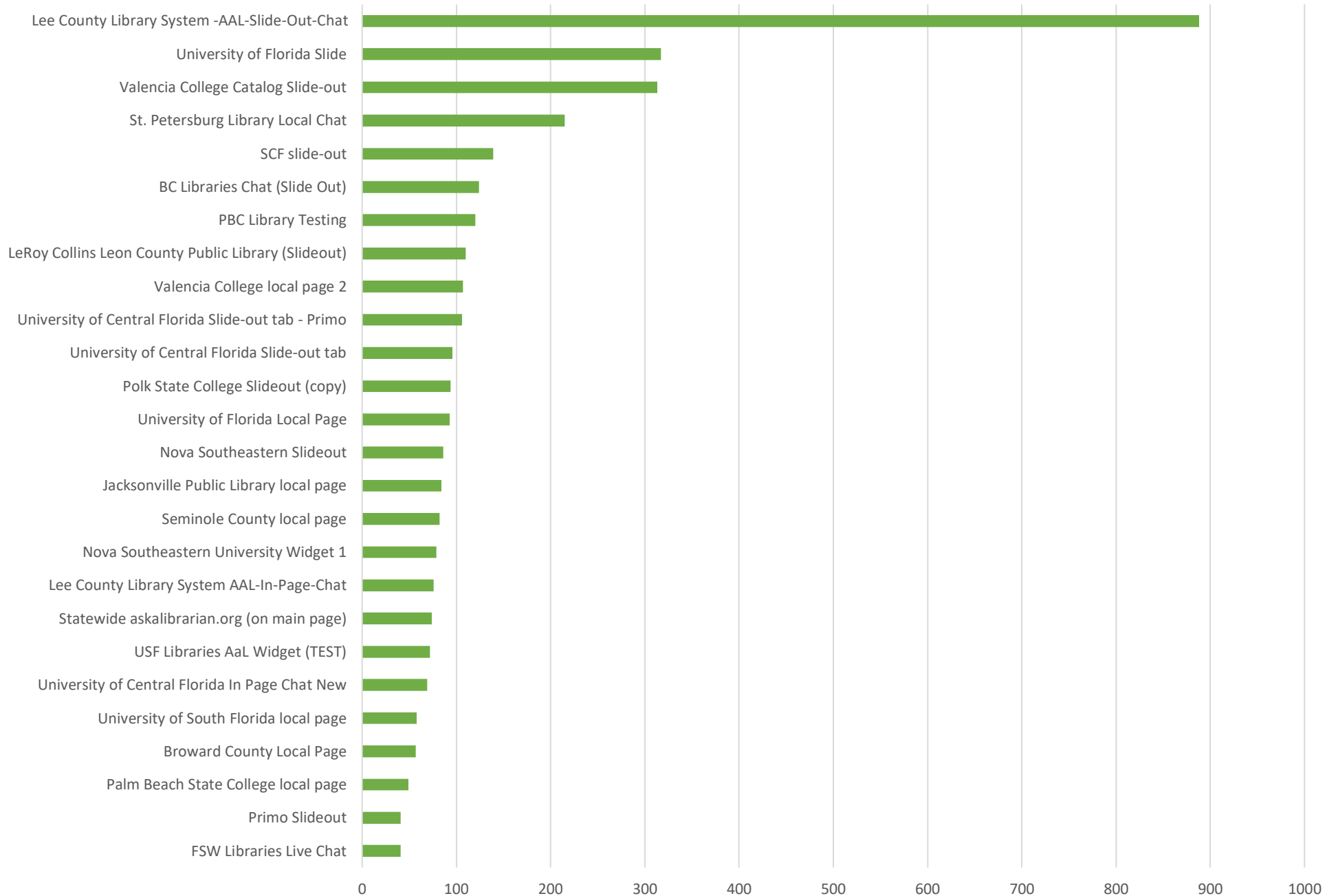
Statewide Academic Local



Which Department Answered Chats (by local library)?



Which Widgets Brought in the Most Chats (Top 26)?



Email



Total Emails by Library (Top 42)

