June 2024 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>4,565</td>
</tr>
<tr>
<td>Email</td>
<td>871</td>
</tr>
<tr>
<td>SMS</td>
<td>405</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>849</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6,690</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- Chat: 68%
- Email: 13%
- SMS: 6%
- FAQ: 13%
What Devices are Patrons Using to Ask Questions?

- iPad: 52%
- Macintosh: 27%
- Windows: 12%
- Android: 5%
- Chrome OS: 3%
- iPhone: 1%
Chat
What Percent of Chats Were Answered/Missed?

- Answered: 90%
- Missed: 10%
Which Departments Answered Chats (by type)?

- Statewide: 60%
- Academic: 7%
- Local: 33%
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. St. Petersburg Library Local Chat
5. BC Libraries Chat (Slide Out)
6. SCF slide-out
7. PBC Library Testing
8. Valencia College local page 2
9. University of Central Florida Slide-out tab - Primo
10. Nova Southeastern Slideout
11. Polk State College Slideout (copy)
12. Jacksonville Public Library local page
13. University of Central Florida Slide-out tab
14. FSW Libraries Live Chat
15. Lee County Library System AAL-In-Page-Chat
16. Seminole County local page
17. University of Central Florida In Page Chat New
18. Nova Southeastern University Widget 1
19. University of Florida Local Page
20. USF Libraries AaL Widget (TEST)
21. Palm Beach State College local page
22. Broward County Local Page
23. St Johns County Public Library System Local Page
24. library webpages slide out
25. Eastern Florida State College - Slideout