

AskALibrarian.org

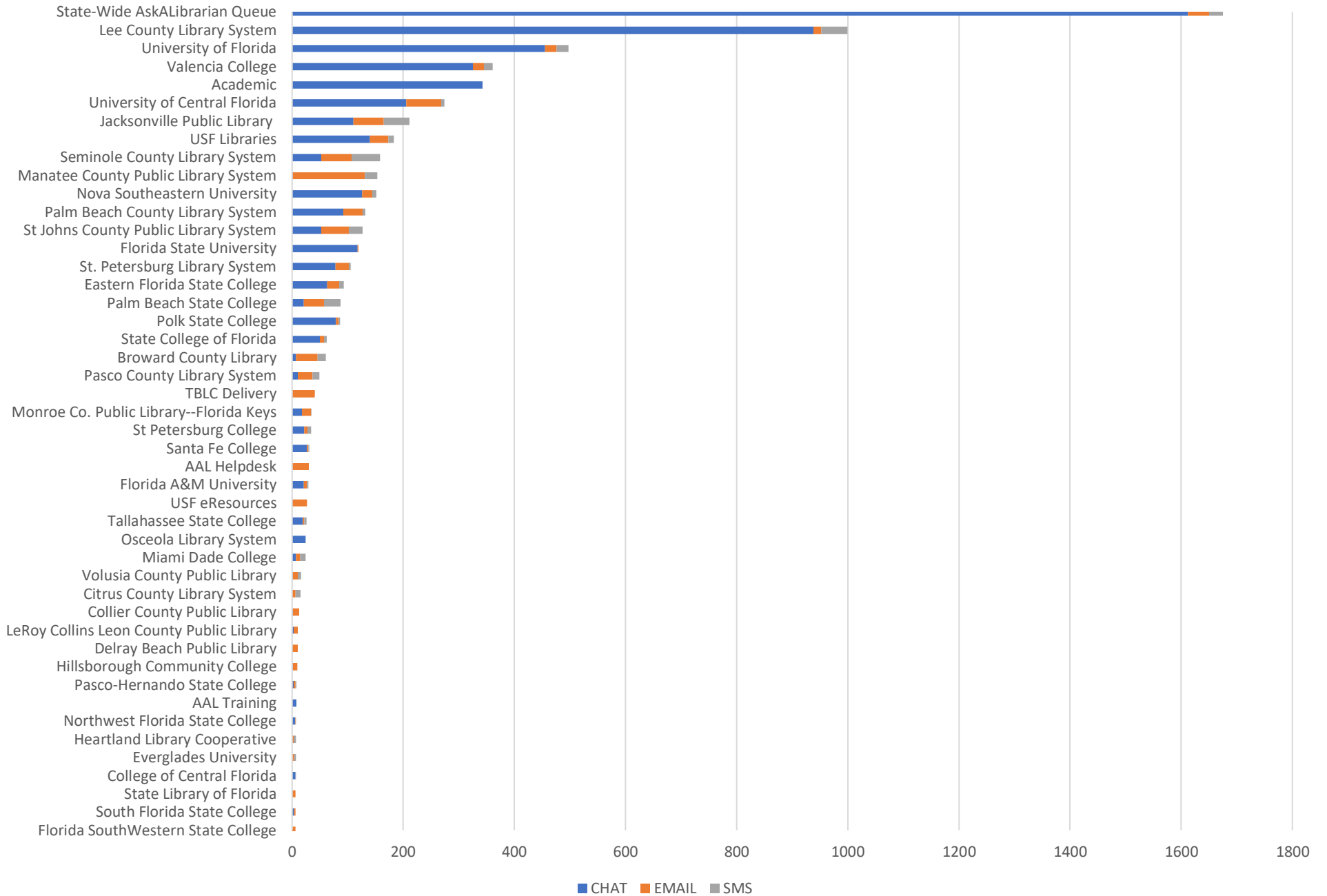
the Human Search Engine



July 2024 Statistics

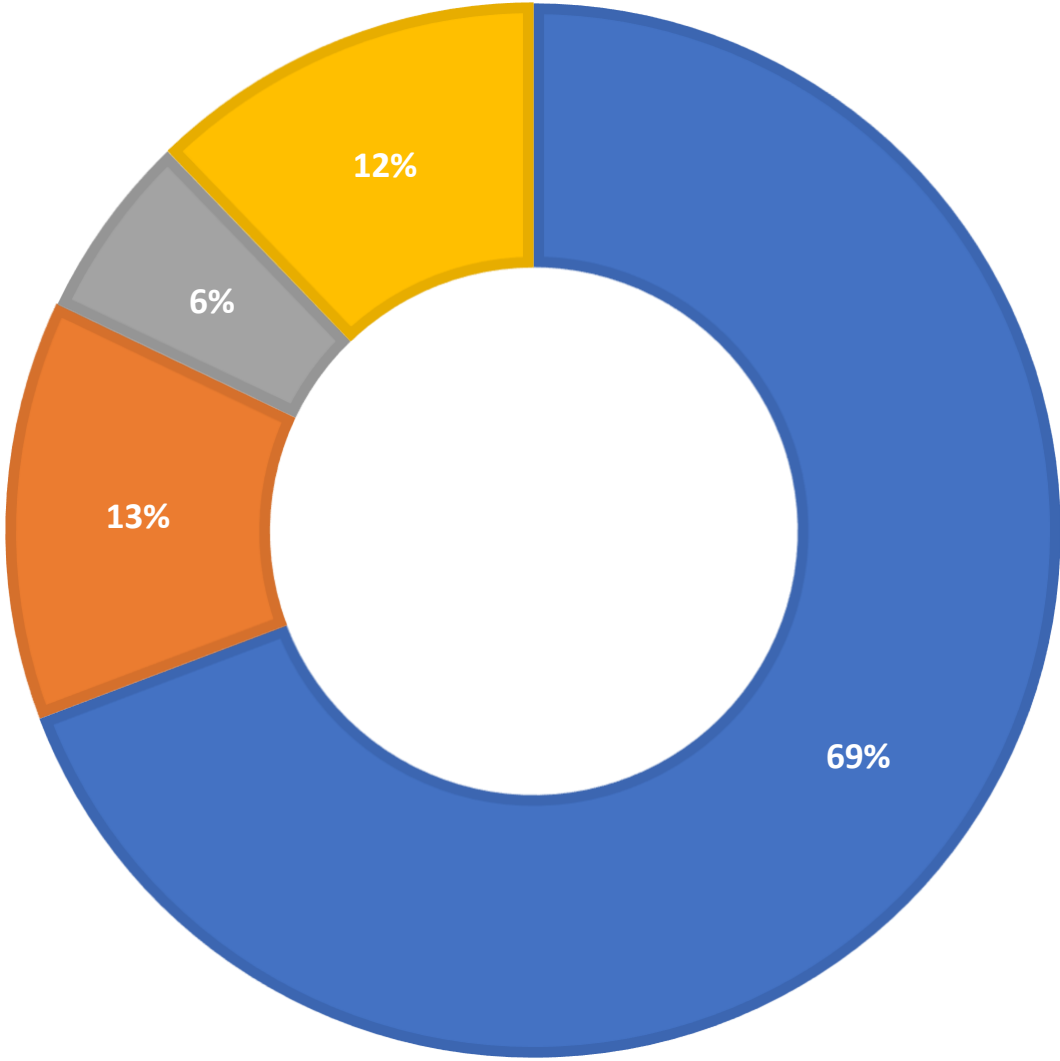
Question Type	
Chat	5,054
Email	938
SMS	418
FAQ Views	891
Total	7,301

Total Transactions by Entry Point (Top 46)



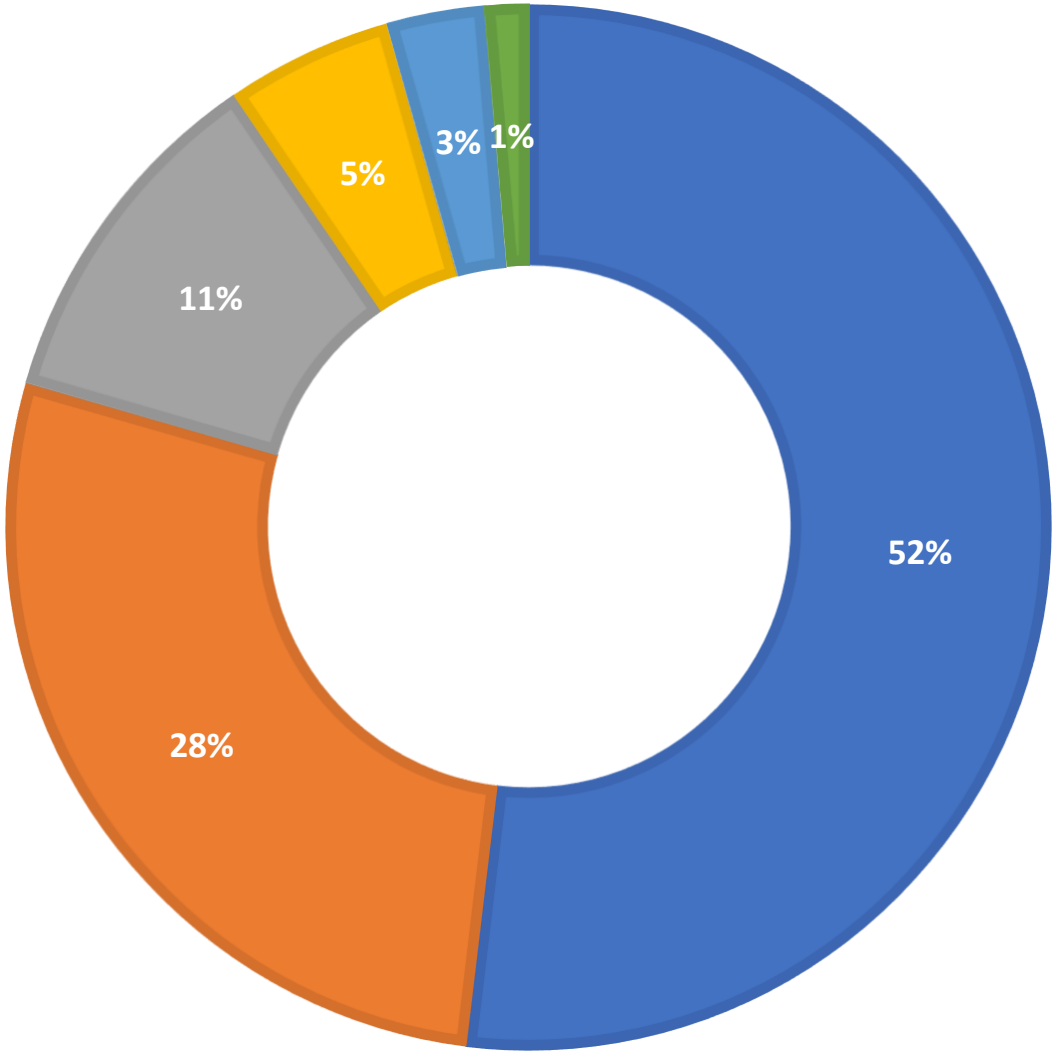
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

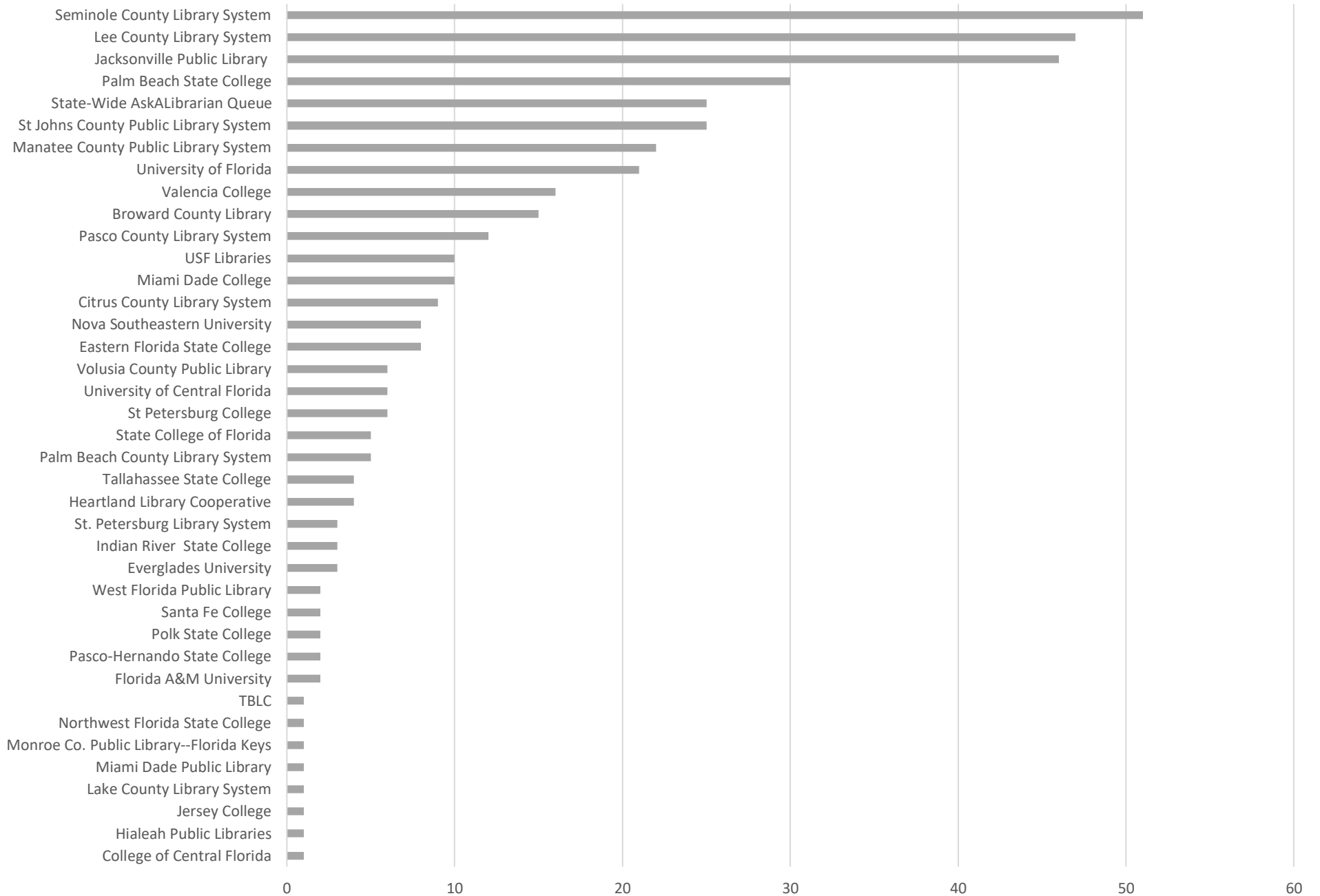
Windows Macintosh iPhone Android Chrome OS iPad



SMS



Total SMS by Library

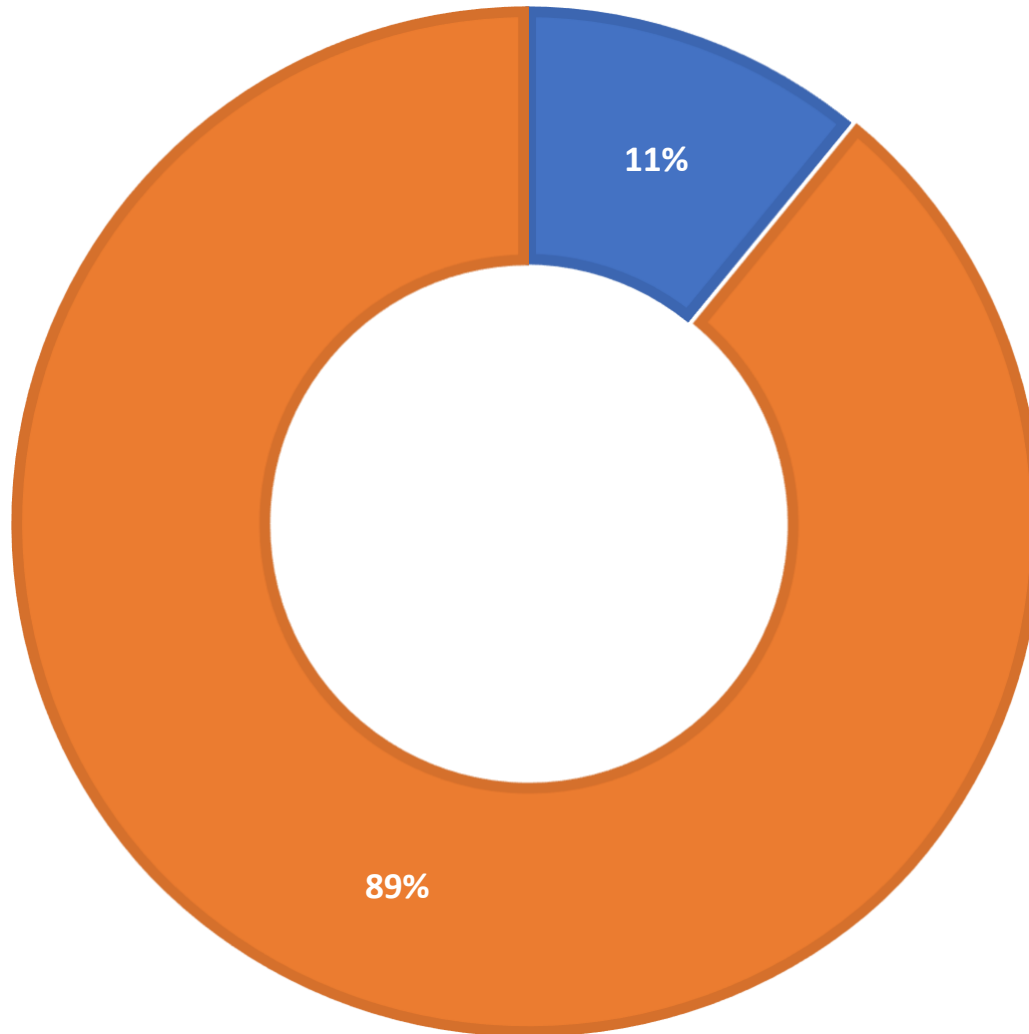


Chat



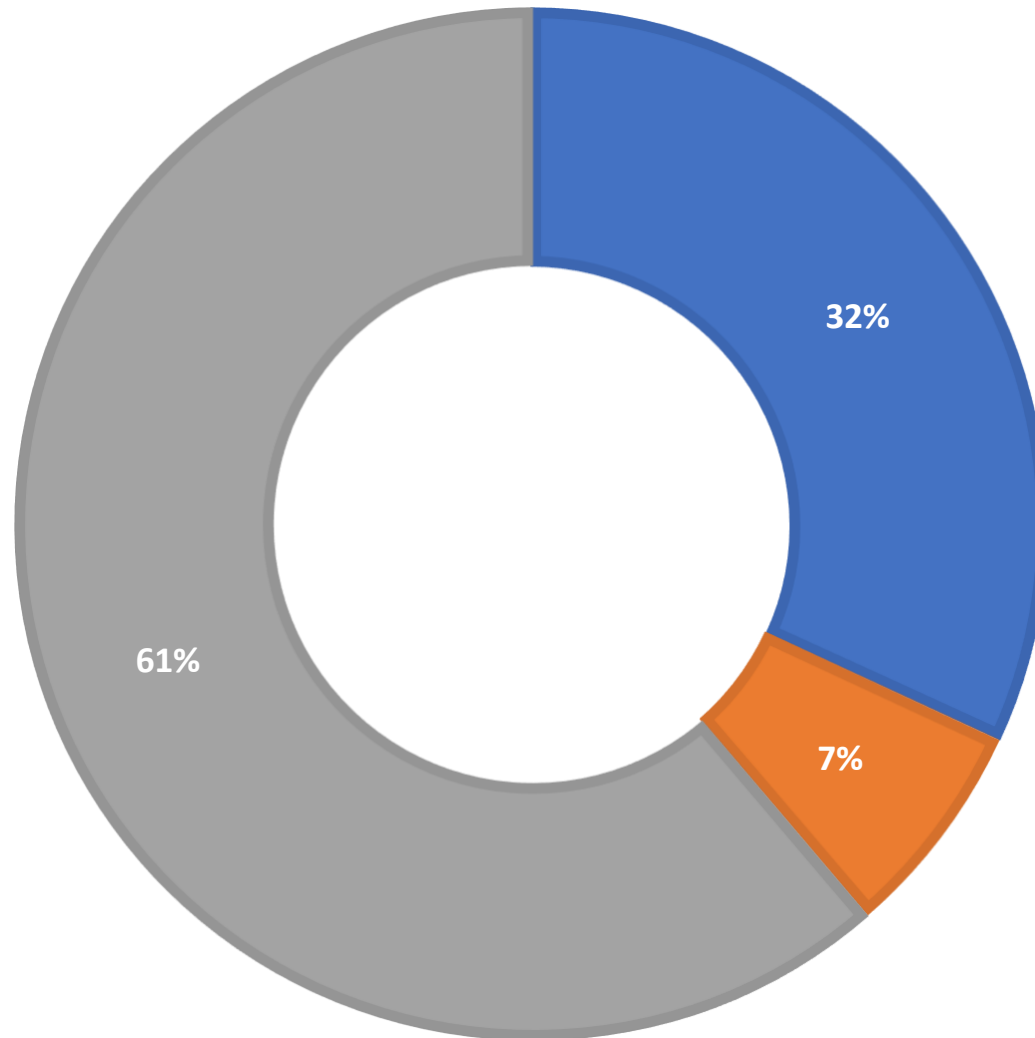
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

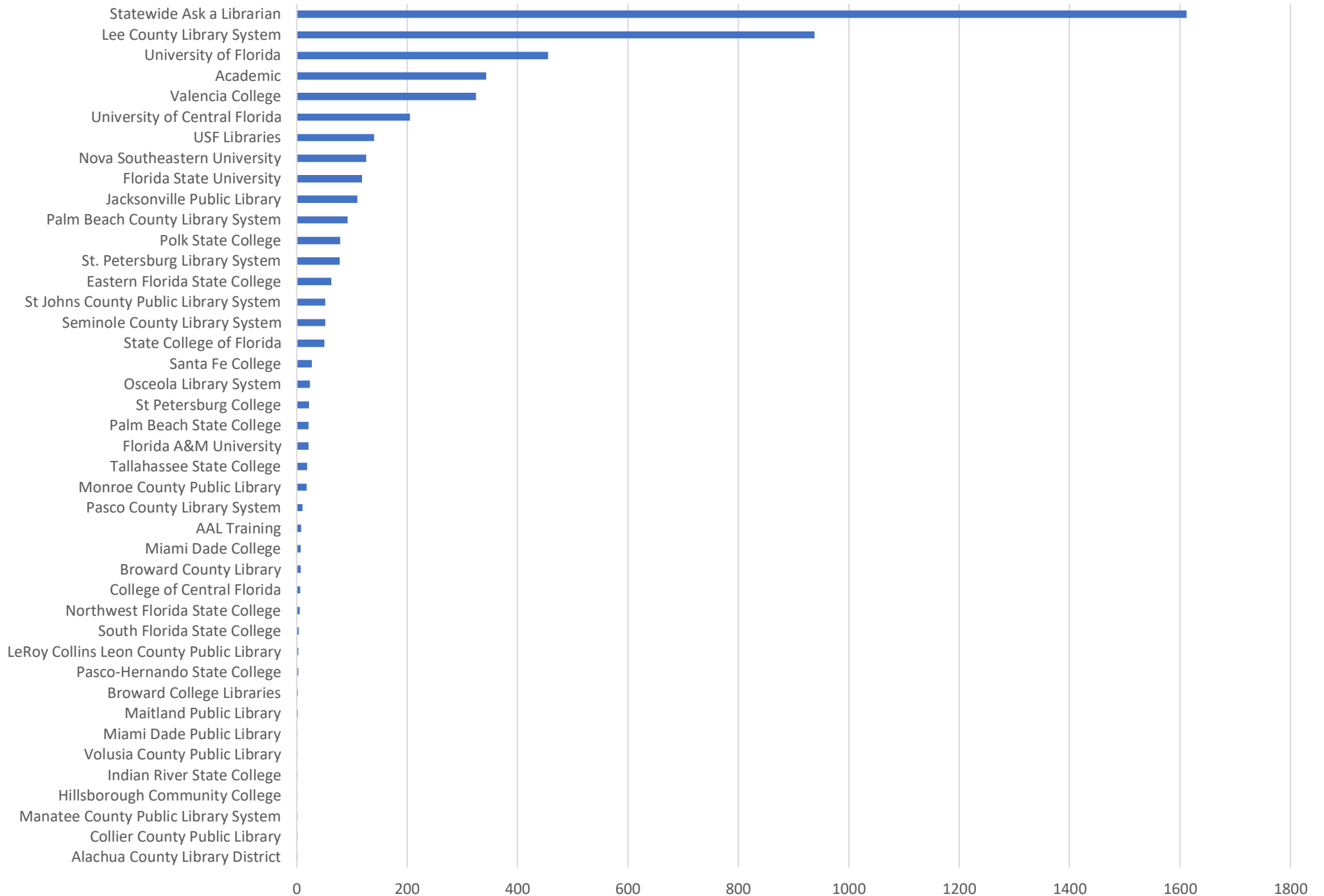


Which Departments Answered Chats (by type)?

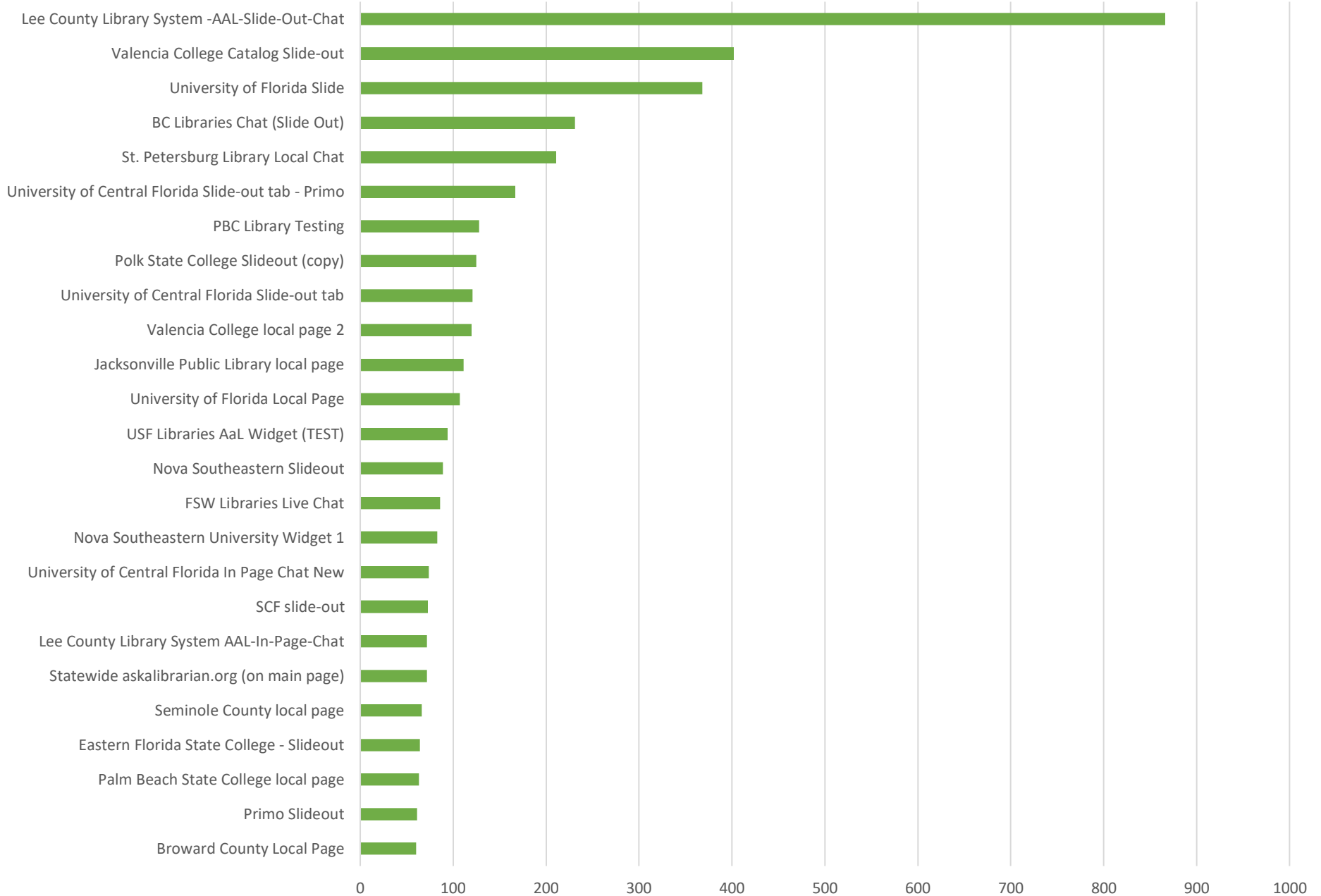
Statewide Academic Local



Which Department Answered Chats (by local library)?



Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 44)

