AskALibrarian.org

the Human Search Engine

Fiscal Year
October 2023 - September 2024 Statistics

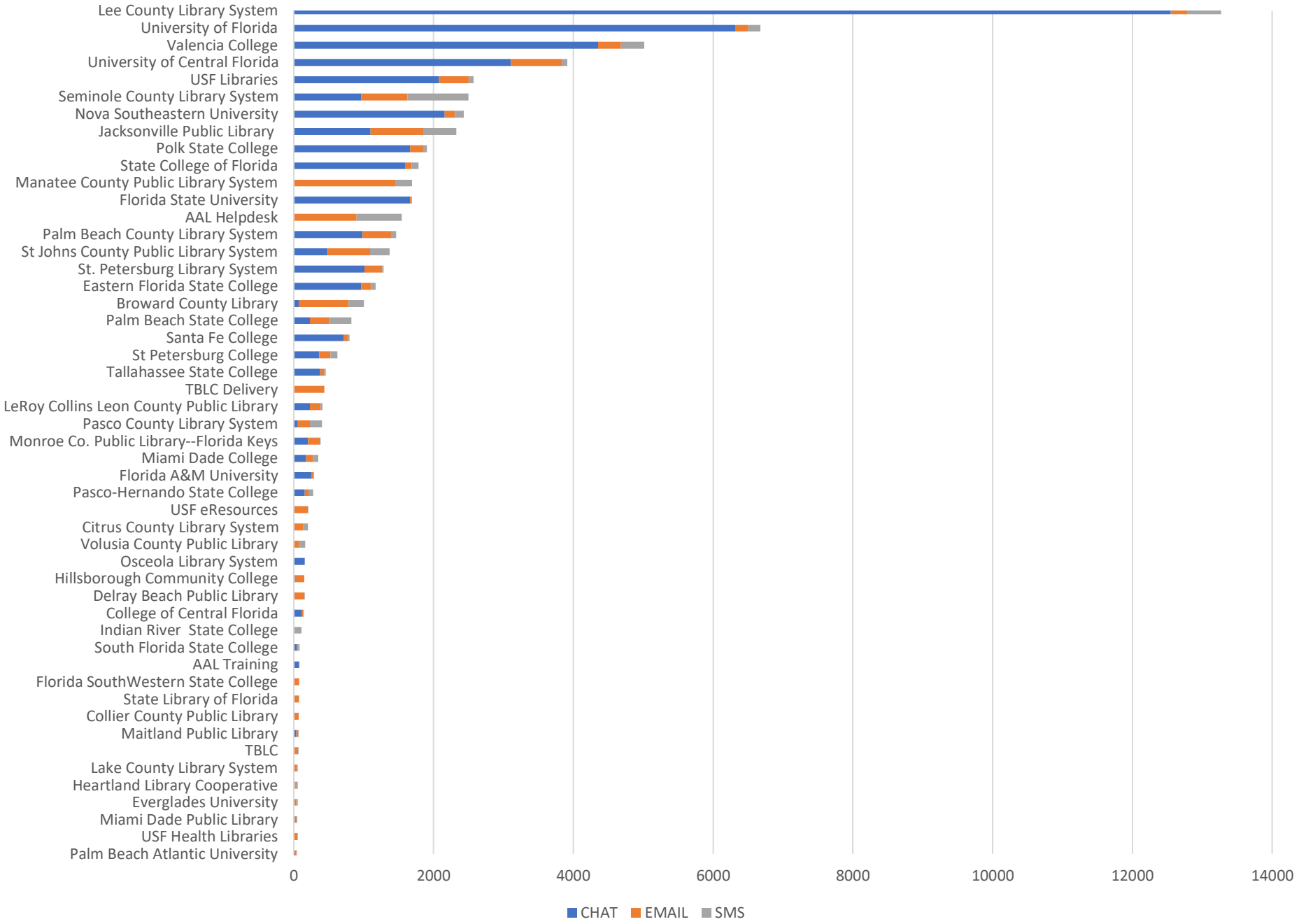
Comparison to previous year

Question Type	Total for 2023-2024	Total for 2022-2023	Total for 2021-2022
CHAT	72,070	69,713	64,459
EMAIL	13,648	17,886	25,810
SMS	5,960	7,044	6,531
FAQ VIEWS	11,281	9,351	6,461
Total	102,959	103,994	103,261

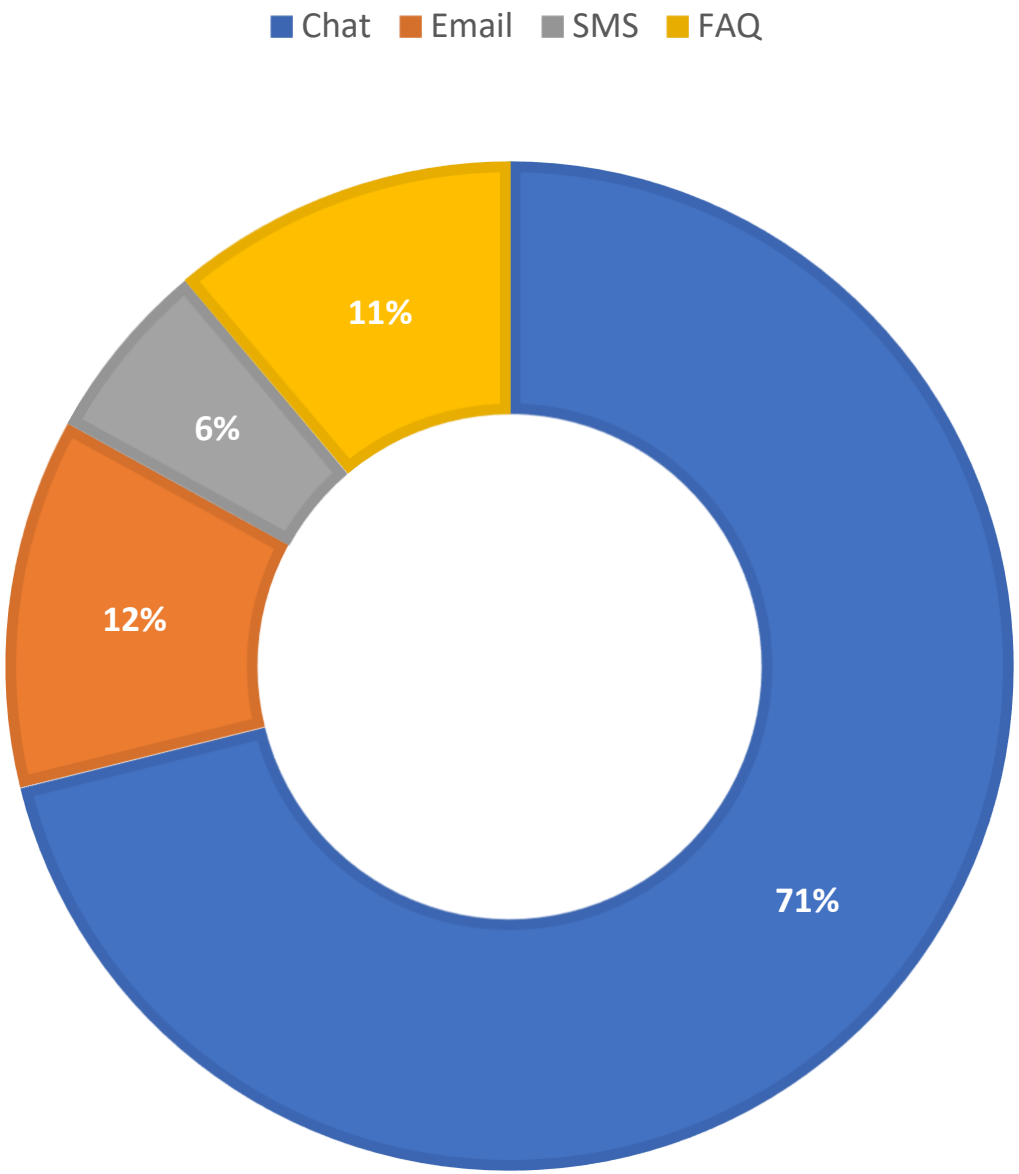
Chat, Email, SMS and FAQ Views by Month

Date Range	Live Chat per Month	E-mails per Month	Texts per Month	Combined Sessions Per Month	Live Chat per Month
Month	**2023-2024**	**2023-2024**	**2023-2024**	**2023-2024**	**2023-2024**
Oct	8,753	1,864	650	11,267	8,753
Nov	6,716	1,543	529	8,788	6,716
Dec	3,372	1,213	390	4,975	3,372
Jan	6,852	1,216	738	8,806	6,852
Feb	6,819	1,032	451	8,302	6,819
Mar	6,317	926	379	7,622	6,317
Apr	6,931	979	432	8,342	6,931
May	4,415	870	416	5,701	4,415
June	4,565	871	405	5,841	4,565
July*	5,054	938	418	6,410	5,054
Aug	5,112	1,062	635	6,809	5,112
Sept	7,164	1,134	517	8,815	7,164
Totals	**72,070**	**13,648**	**5,960**	**91,678**	**72,070**

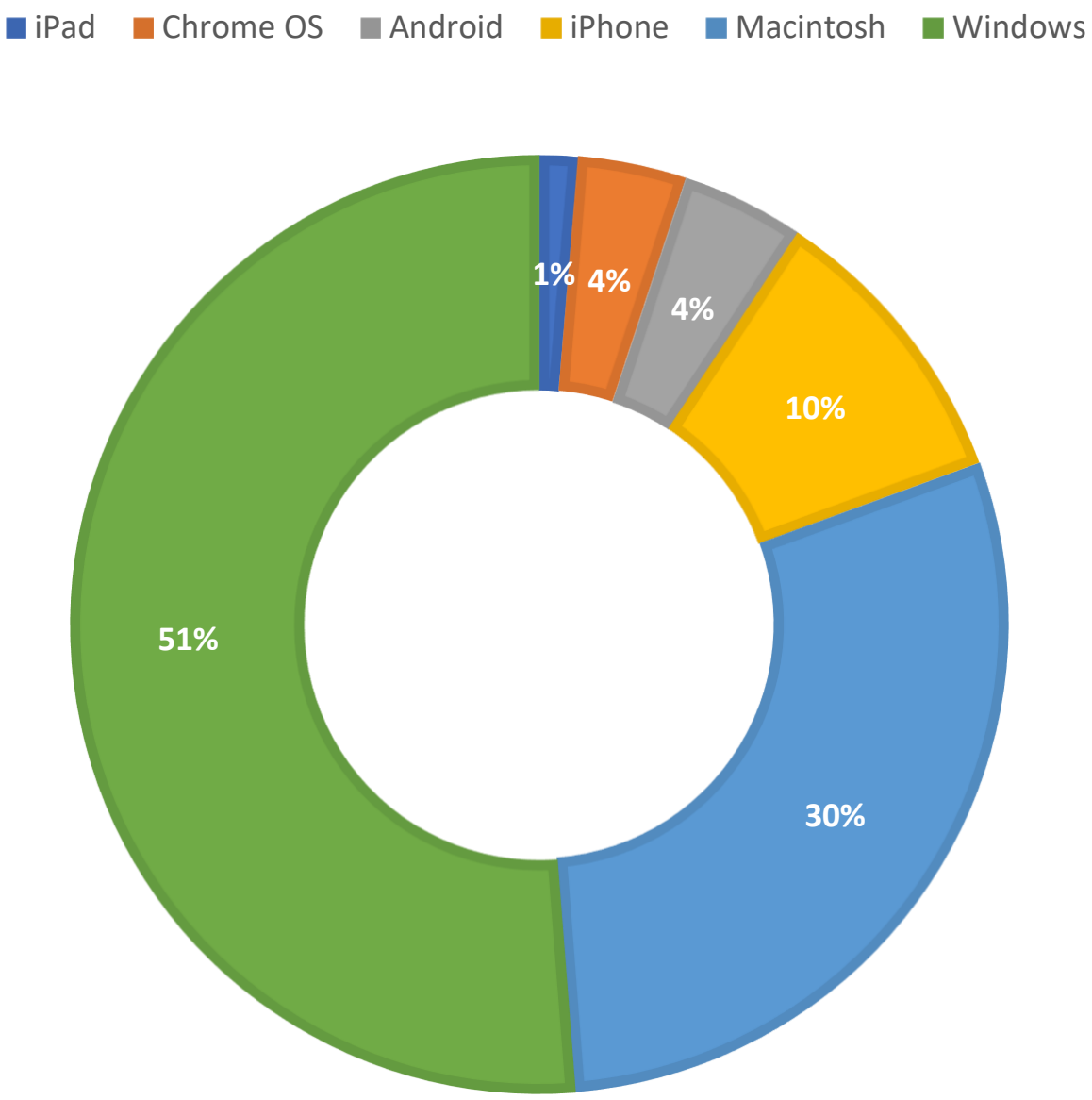
Total Transactions by Entry Point (Top 50)



What's the Breakdown of Questions by Source?

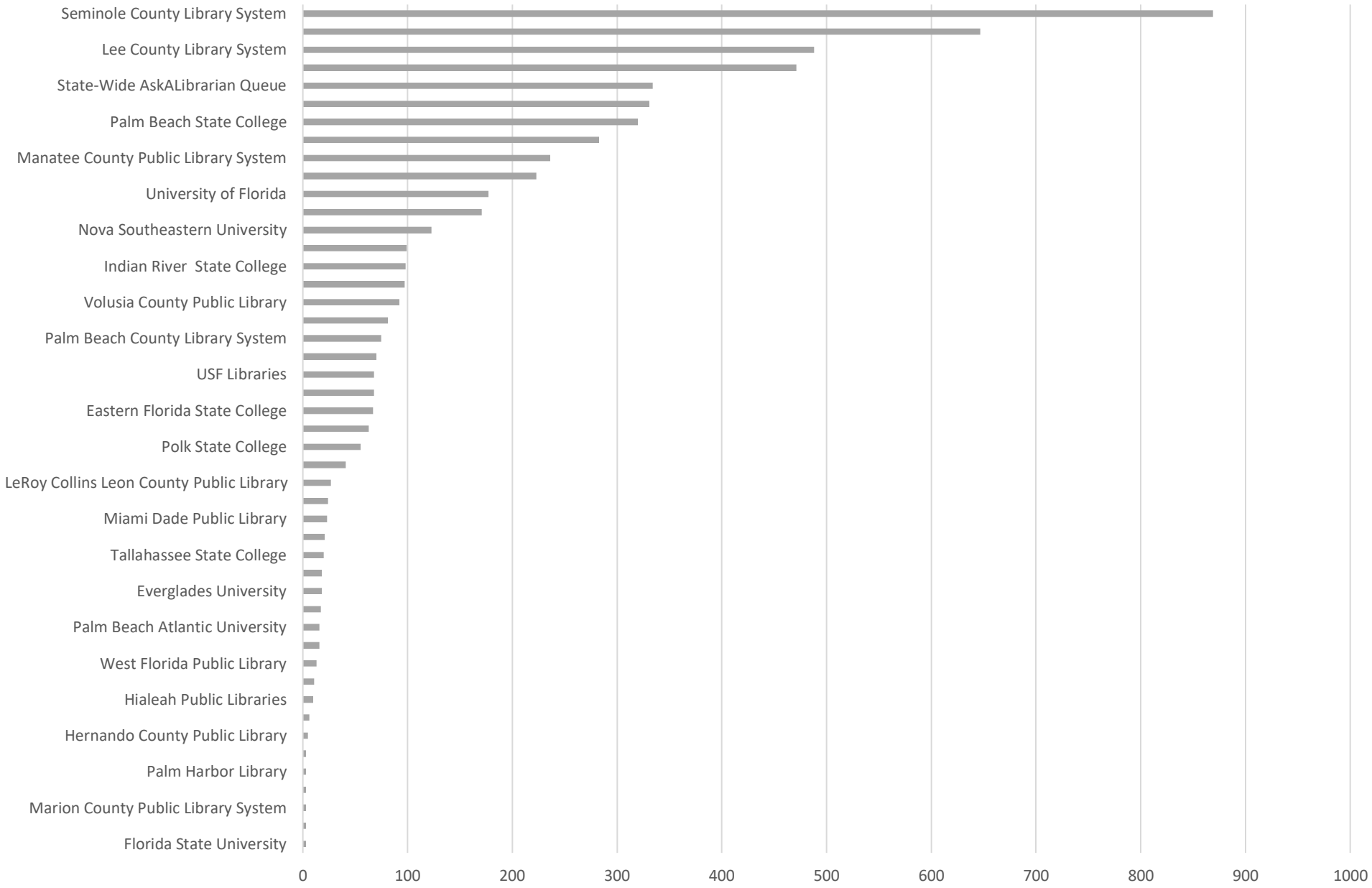


What Devices are Patrons Using to Ask Questions?



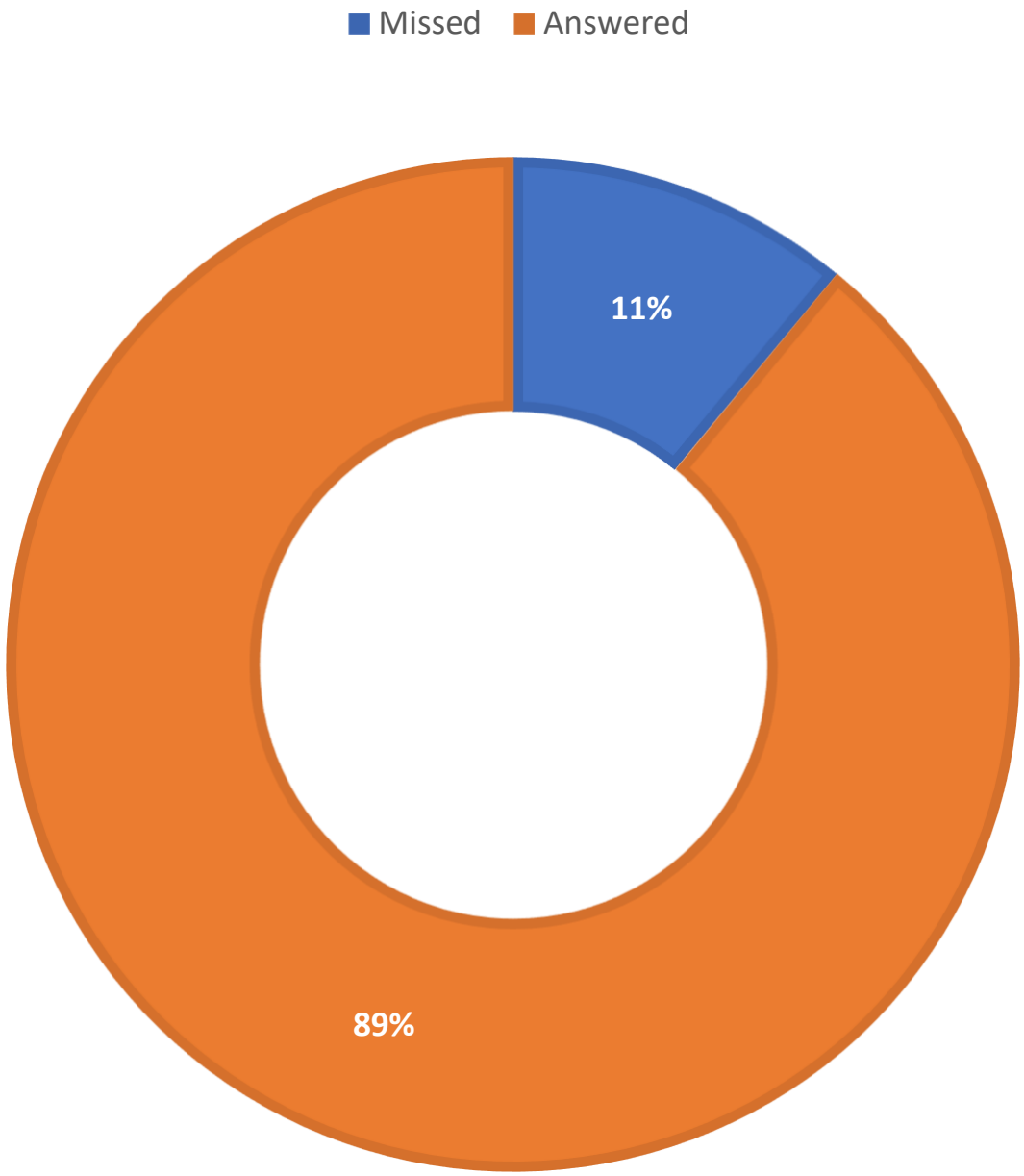
SMS

Total SMS by Library (Top 47)

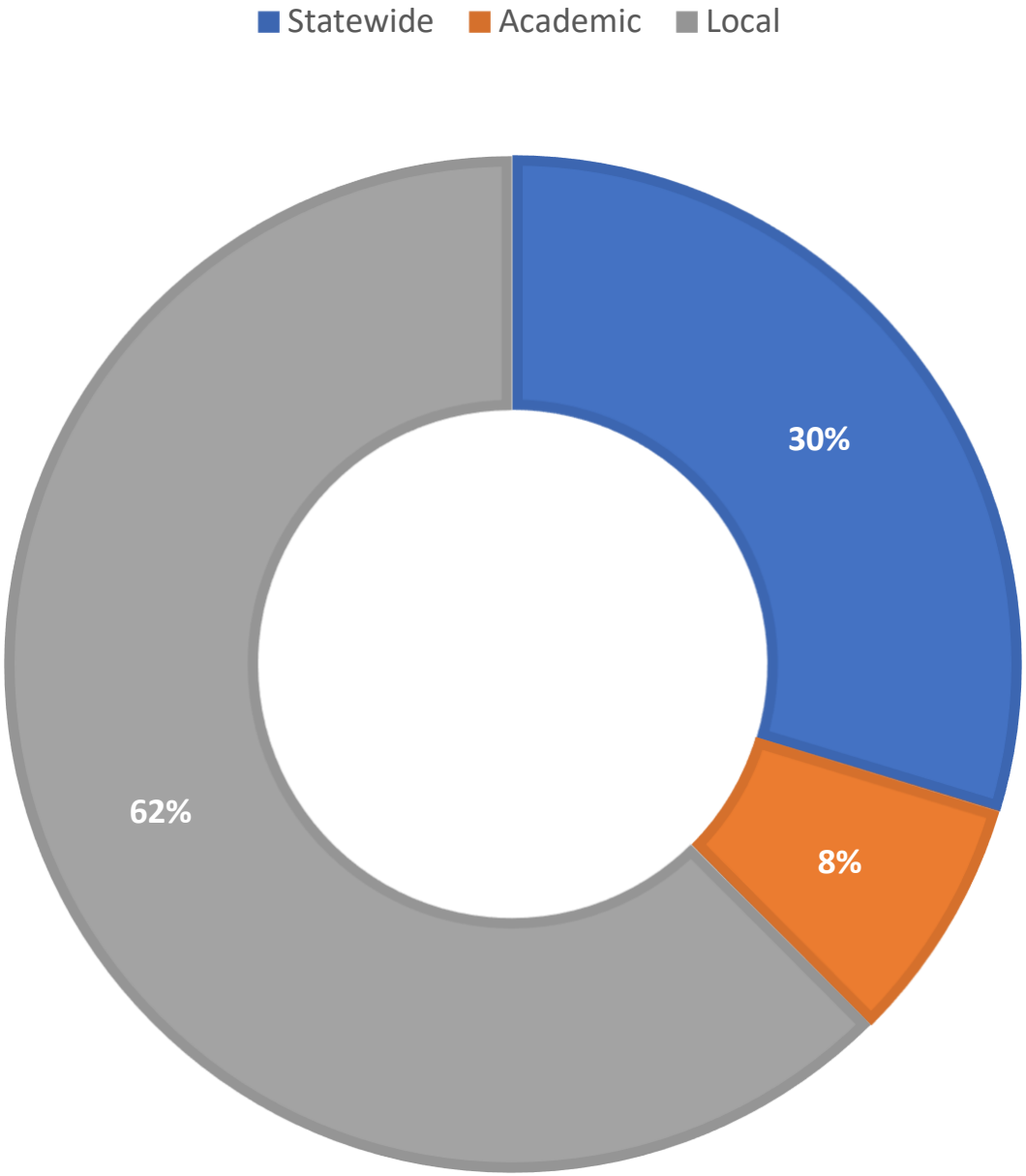


Chat

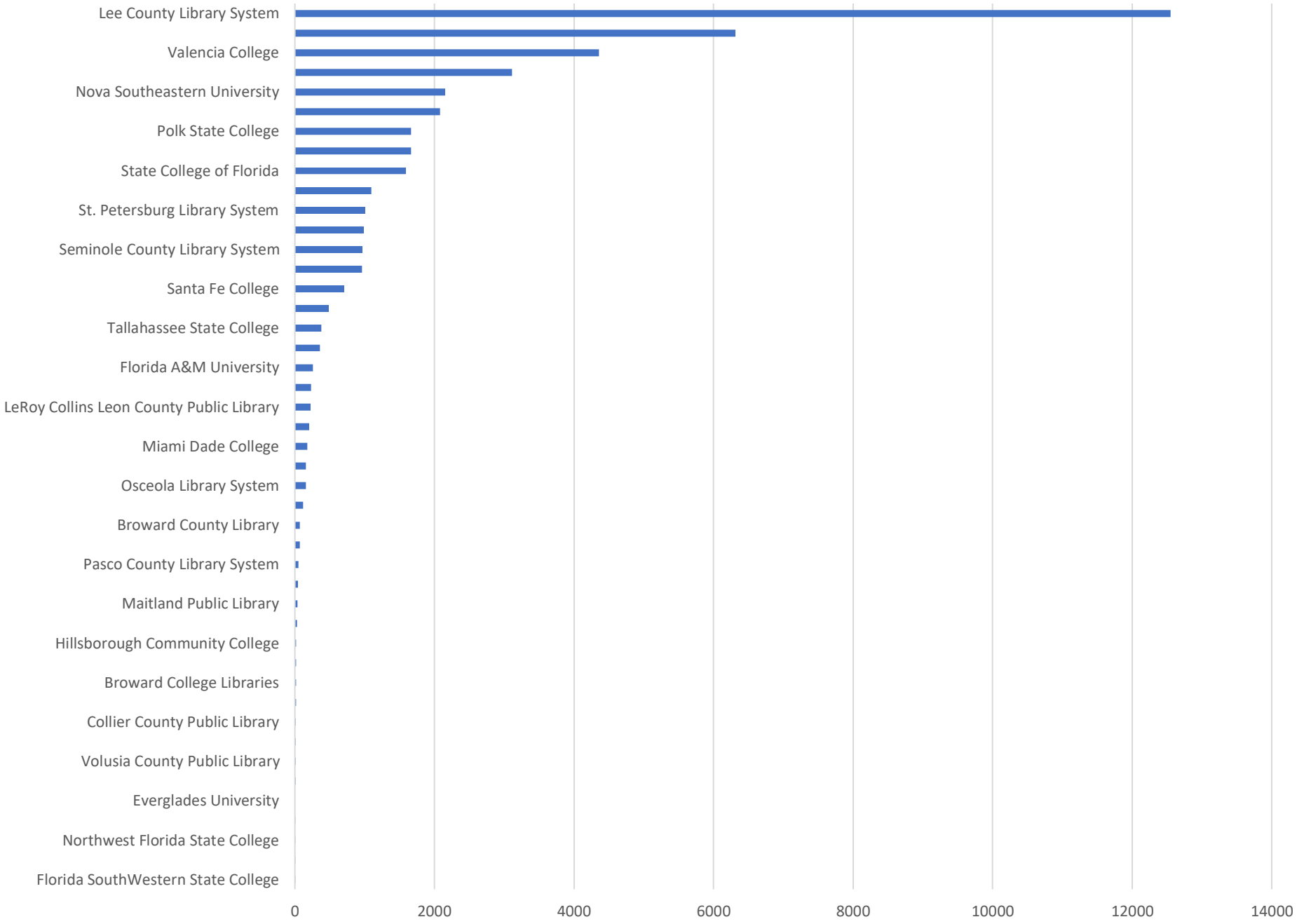
What Percent of Chats Were Answered/Missed?



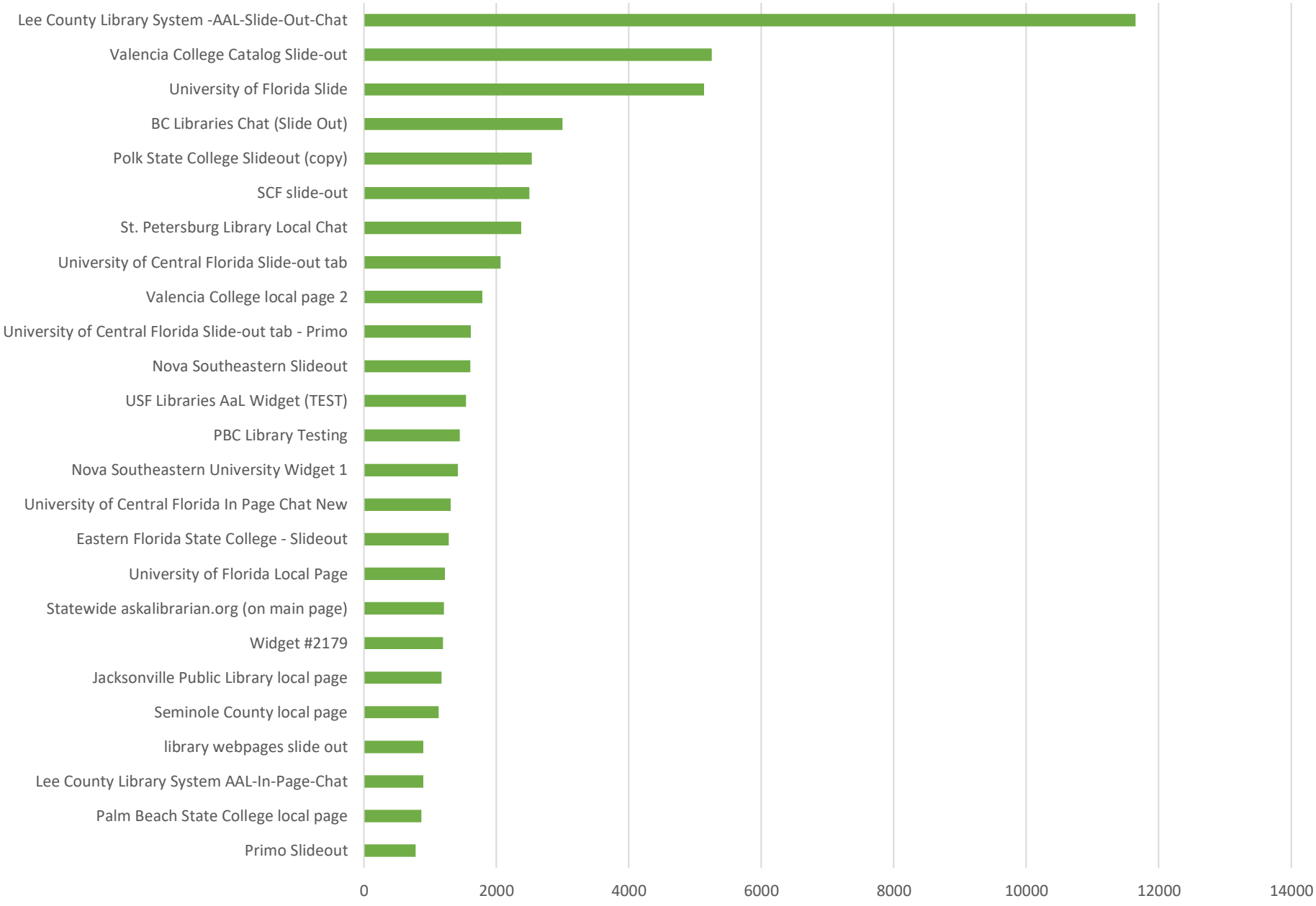
Which Departments Answered Chats (by type)?



Which Department Answered Chats (by Local Library – Top 45)?

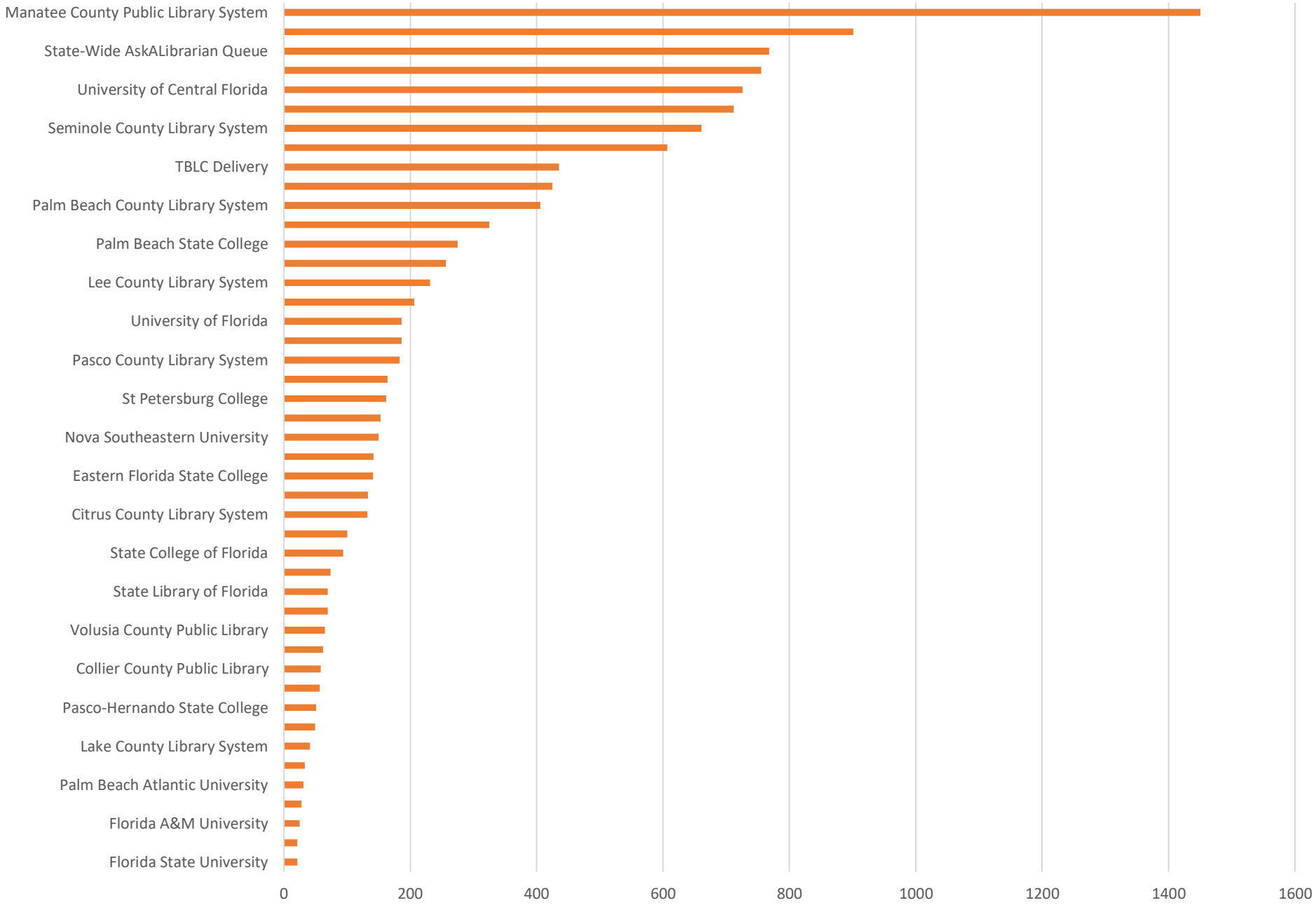
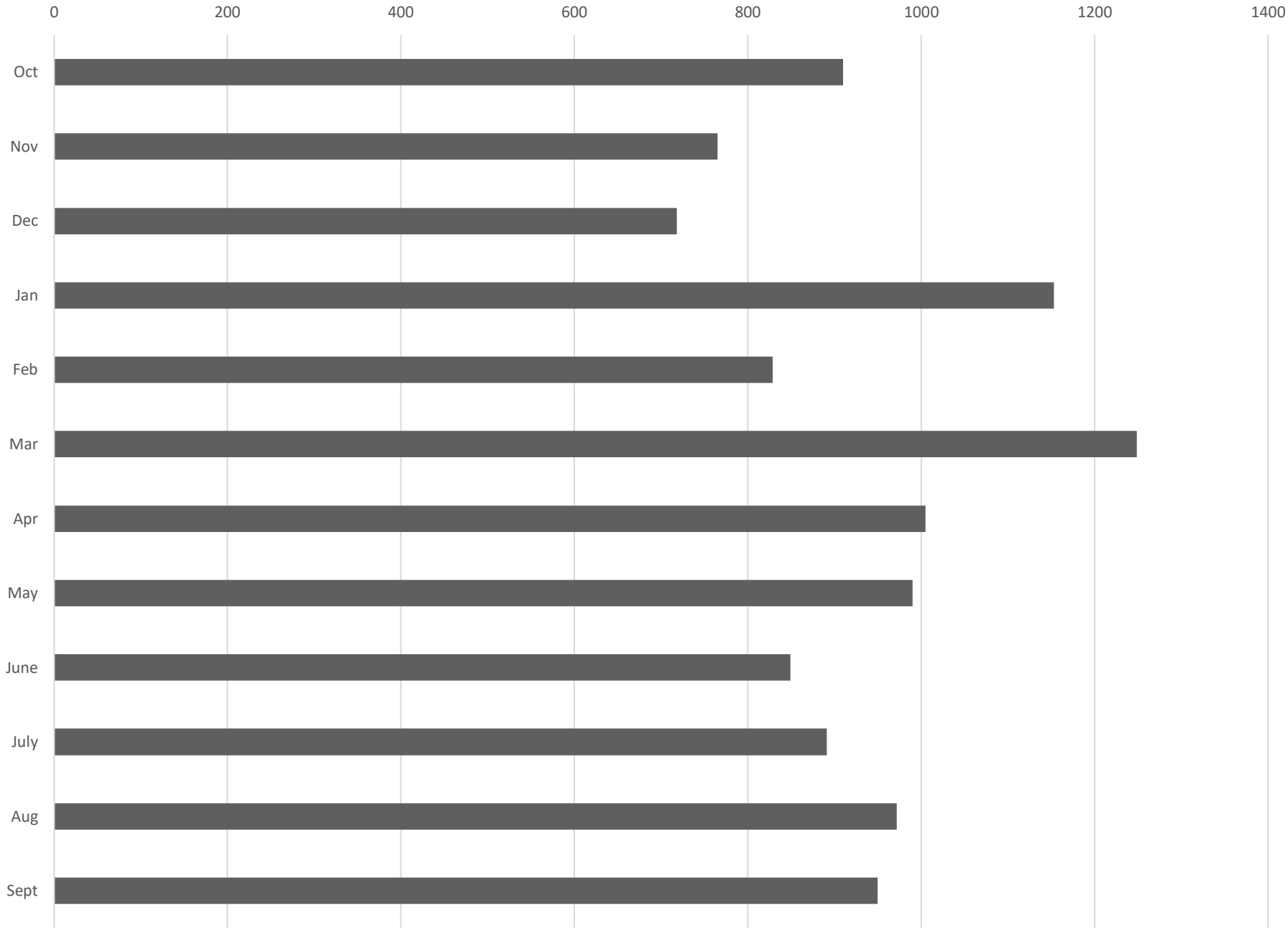


Which Widgets Brought in the Most Chats (Top 25)?



Email

Total Emails by Library (Top 45)



FAQ Views by Month