

# AskALibrarian.org

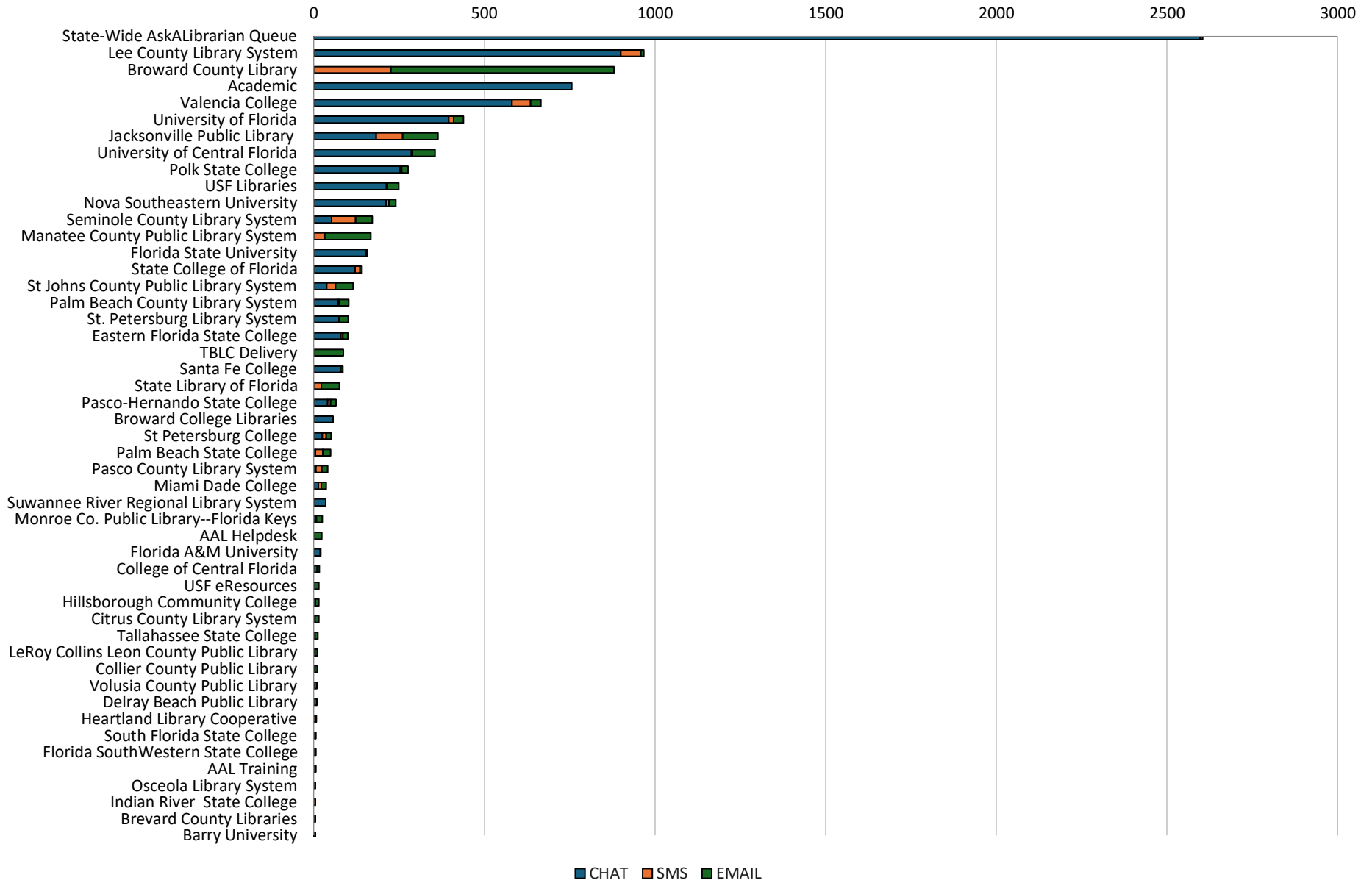
the Human Search Engine



## October 2024 Statistics

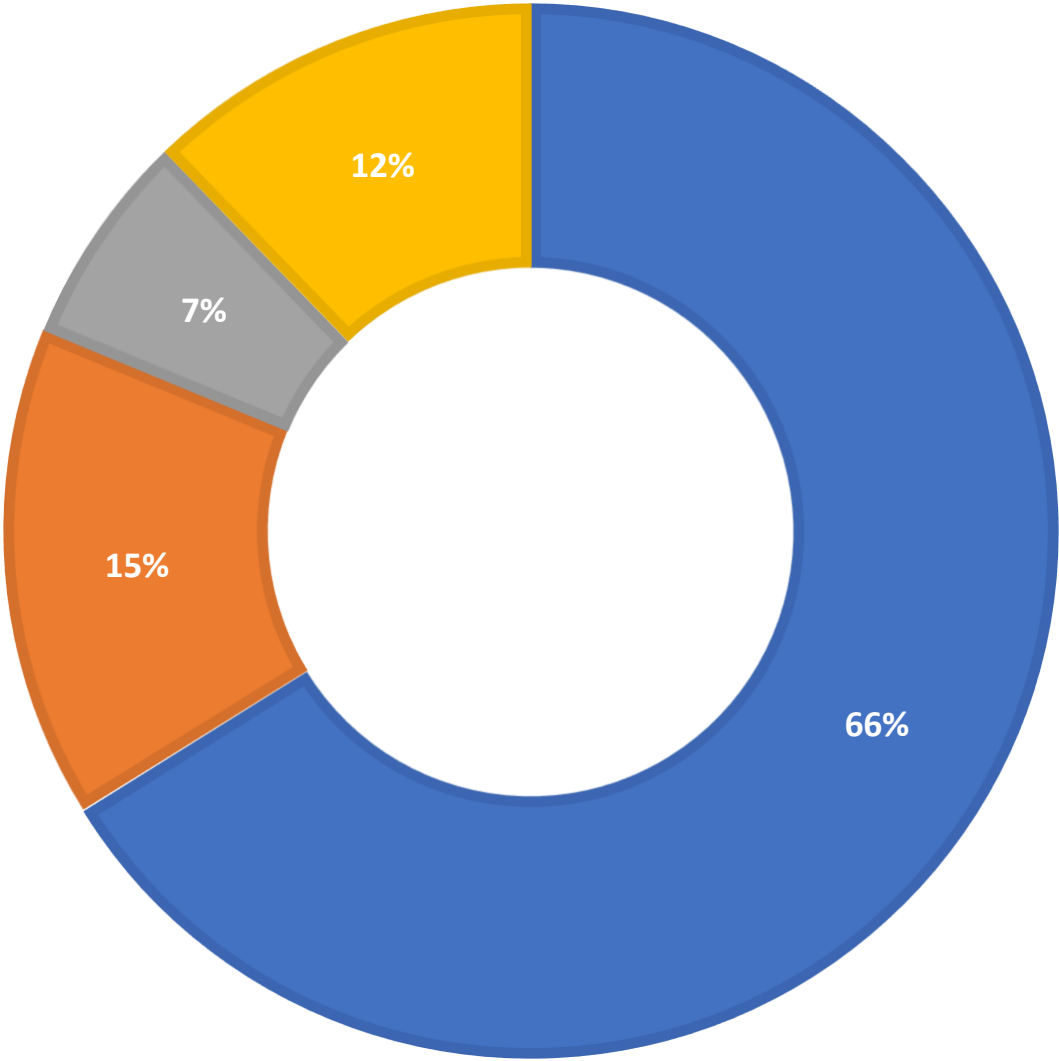
<b>Question Type</b>	
<b>Chat</b>	<b>7,307</b>
<b>Email</b>	<b>1,667</b>
<b>SMS</b>	<b>723</b>
<b>FAQ Views</b>	<b>1,351</b>
<b>Total</b>	<b>11,048</b>

# Total Transactions by Entry Point (Top 49)



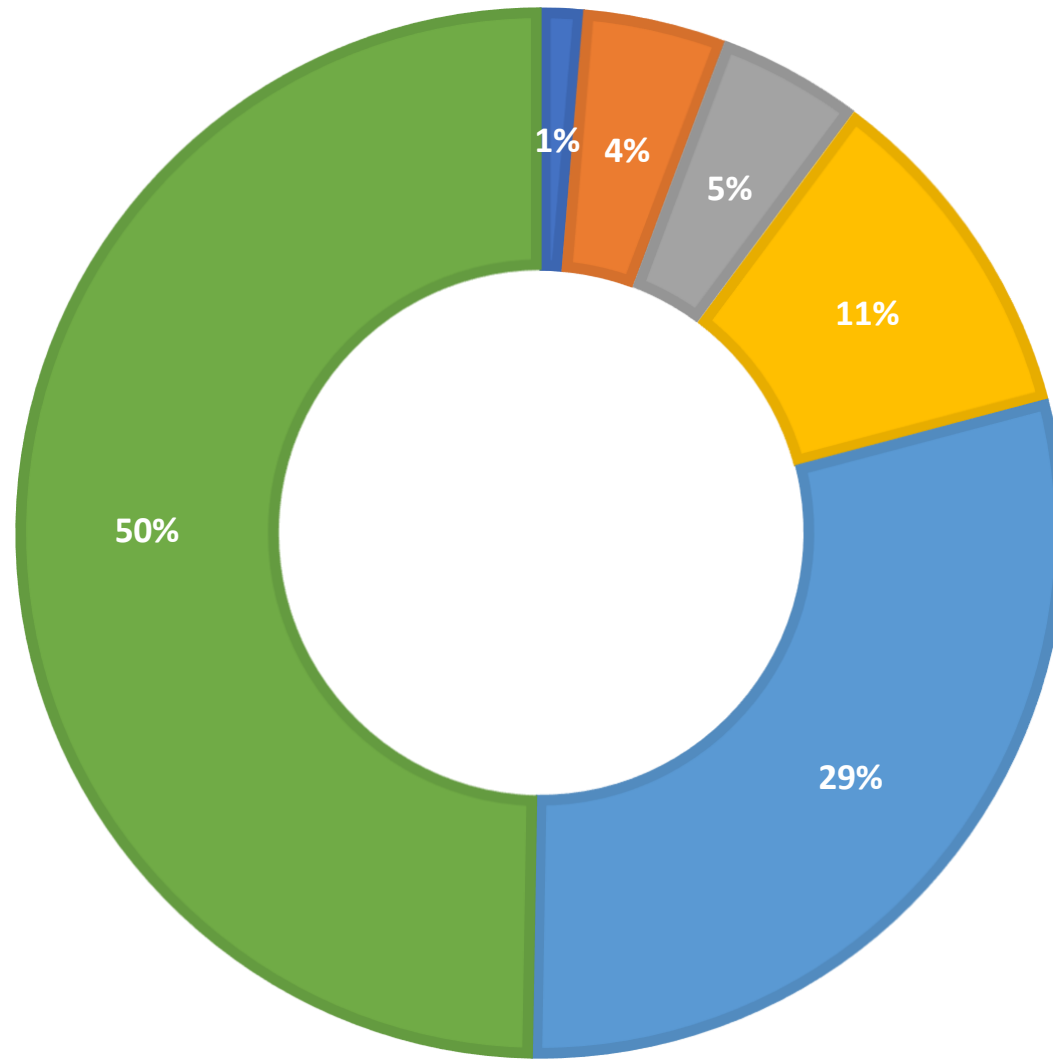
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

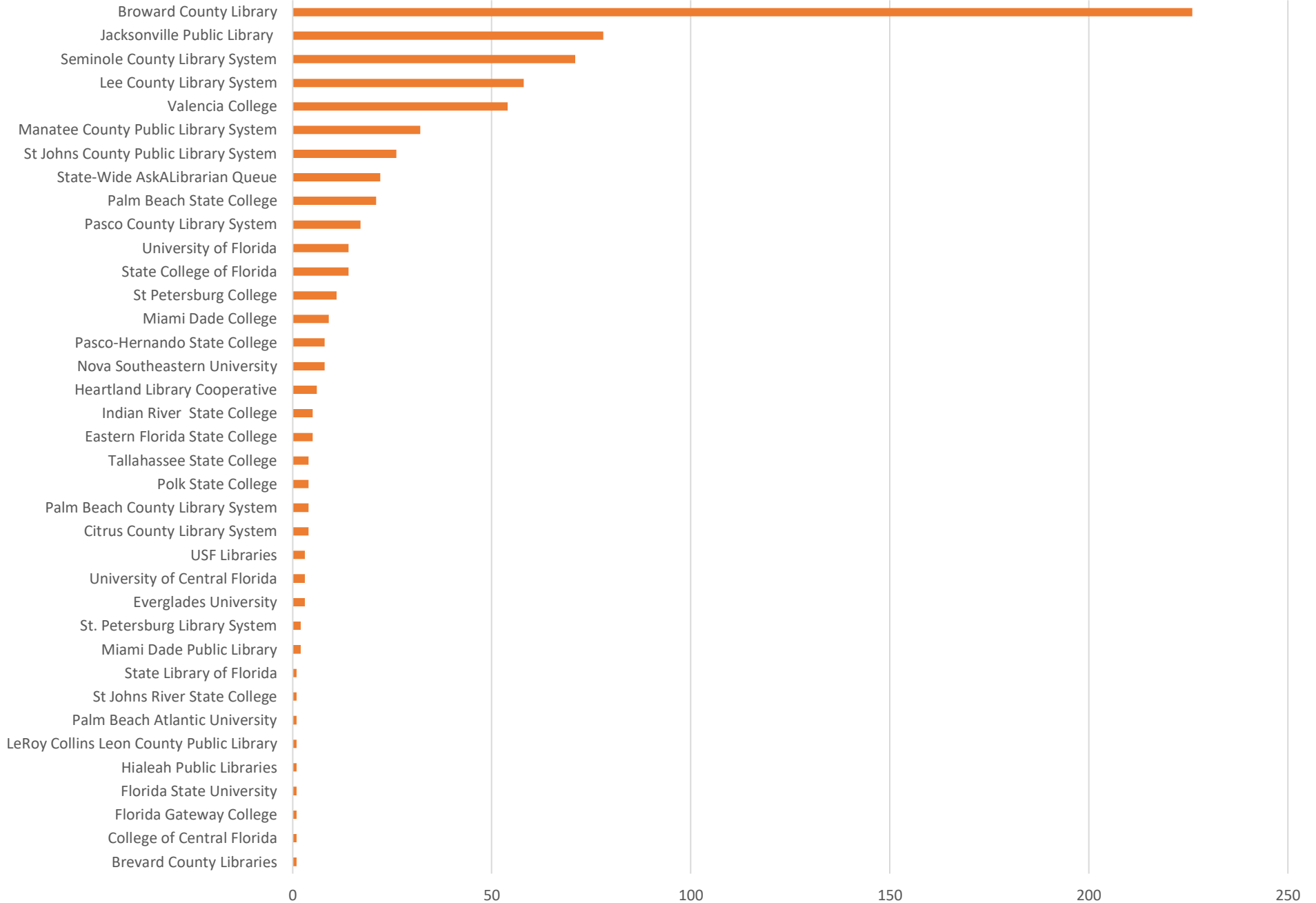
■ iPad ■ Android ■ Chrome OS ■ iPhone ■ Macintosh ■ Windows



# SMS



# Total SMS by Library



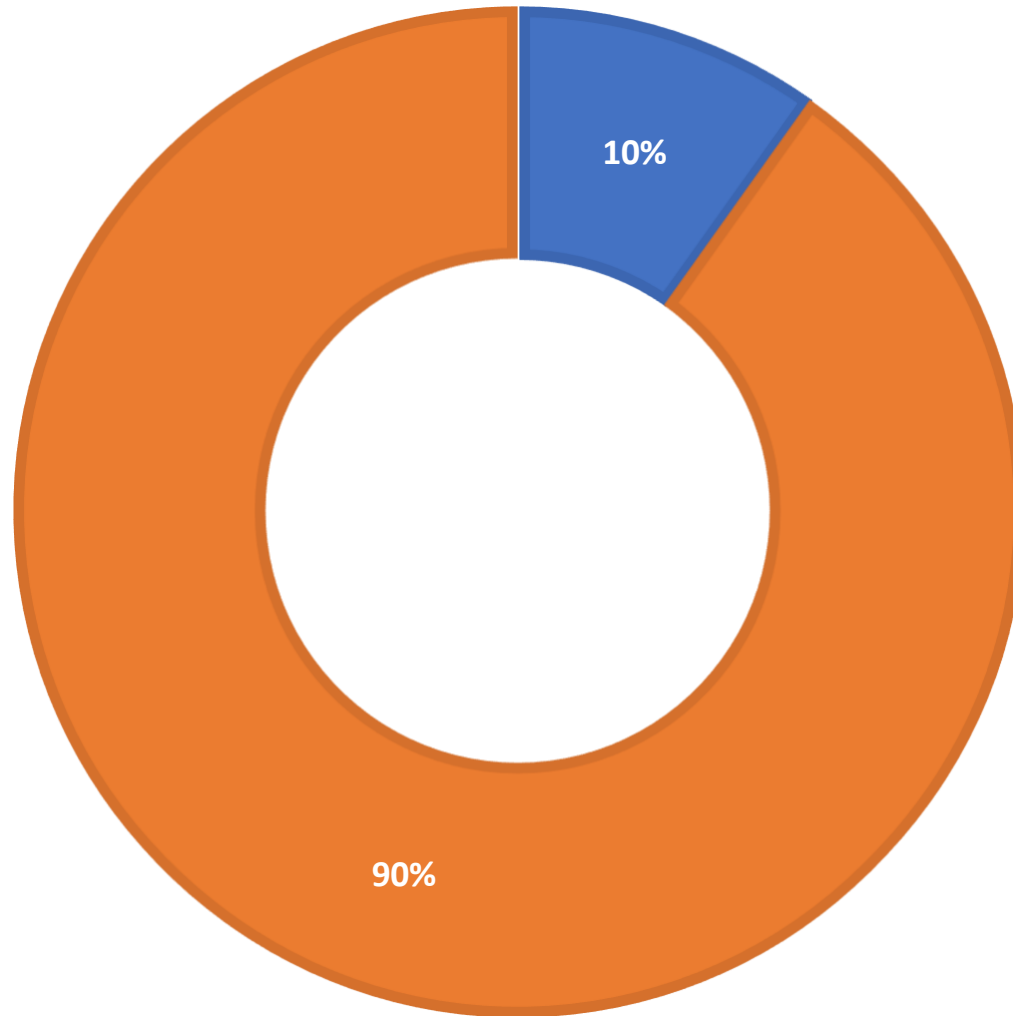
# Chat





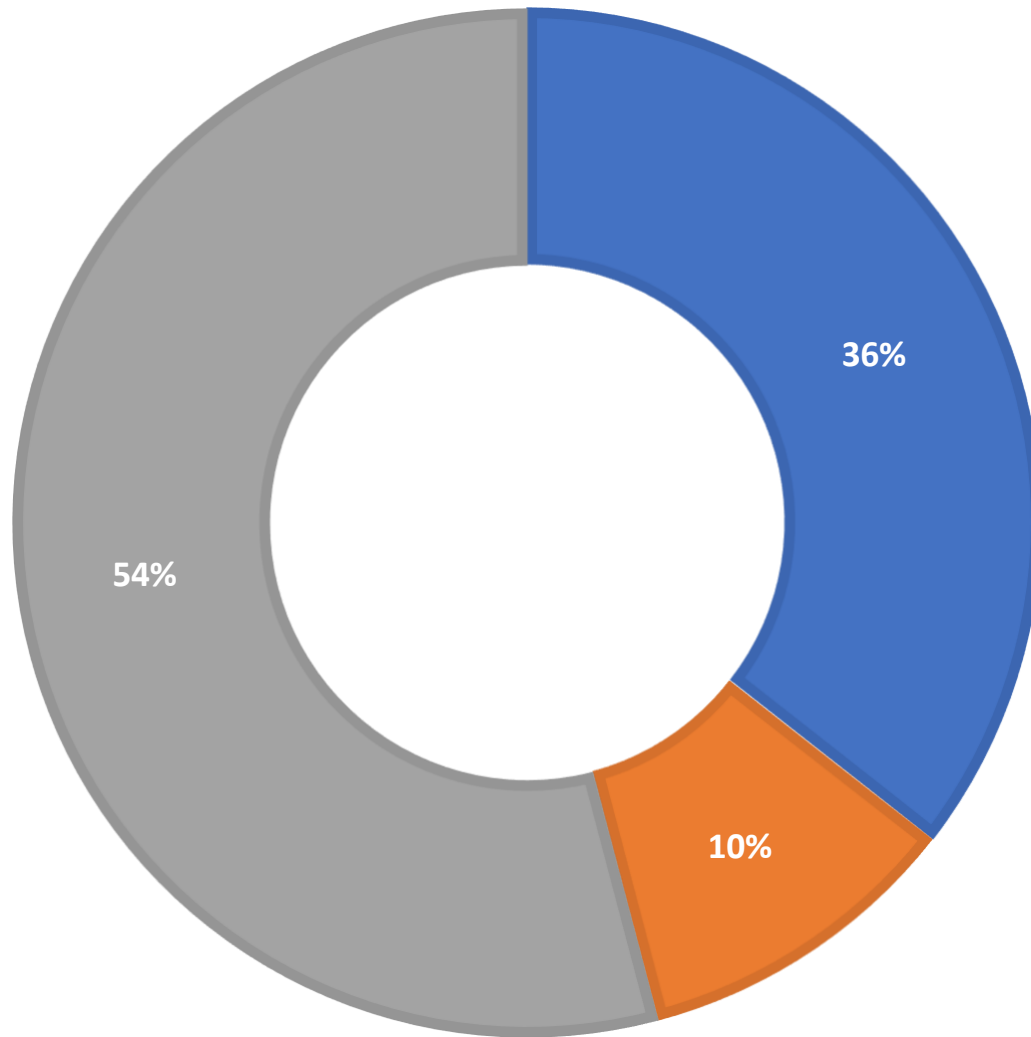
# What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

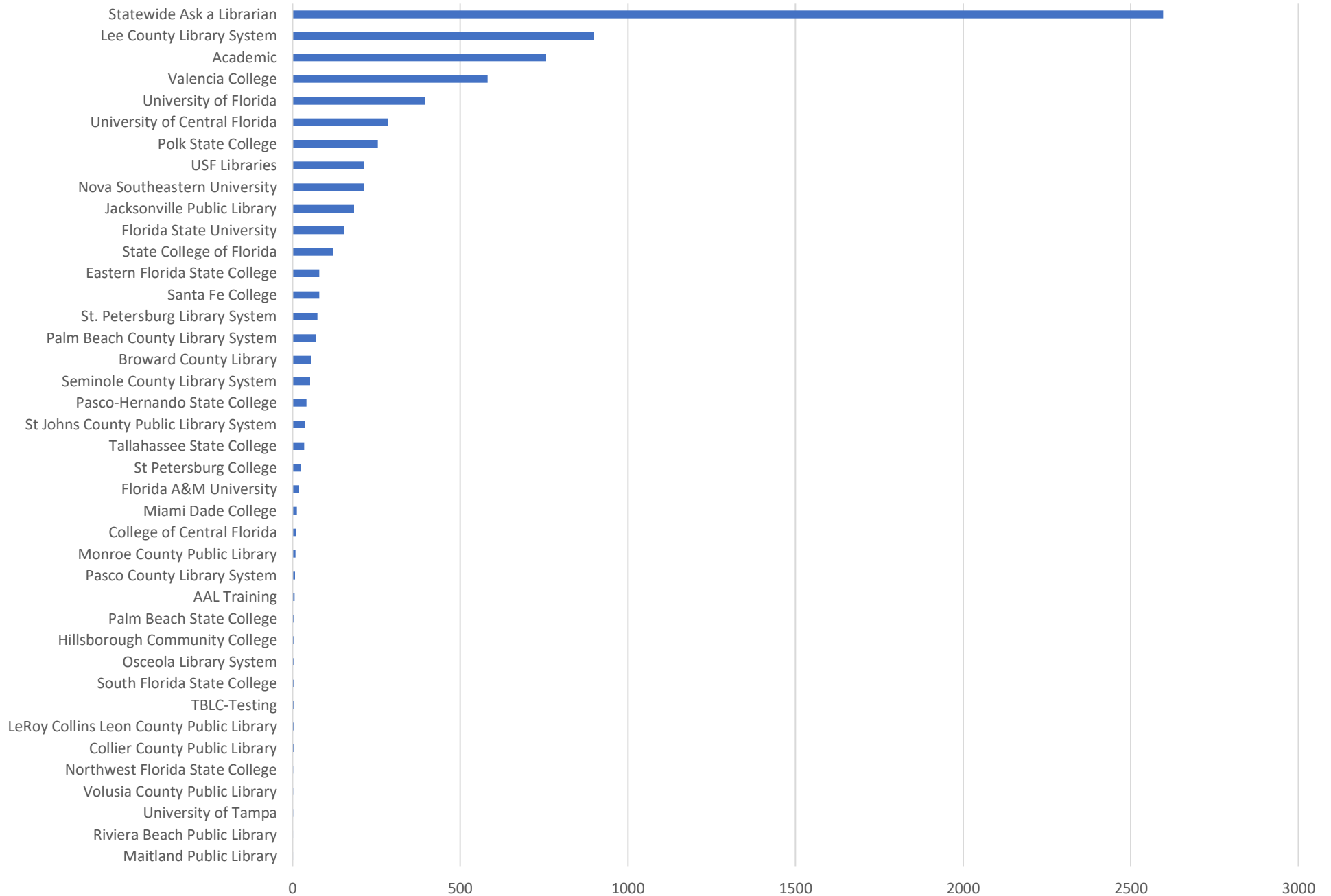


# Which Departments Answered Chats (by type)?

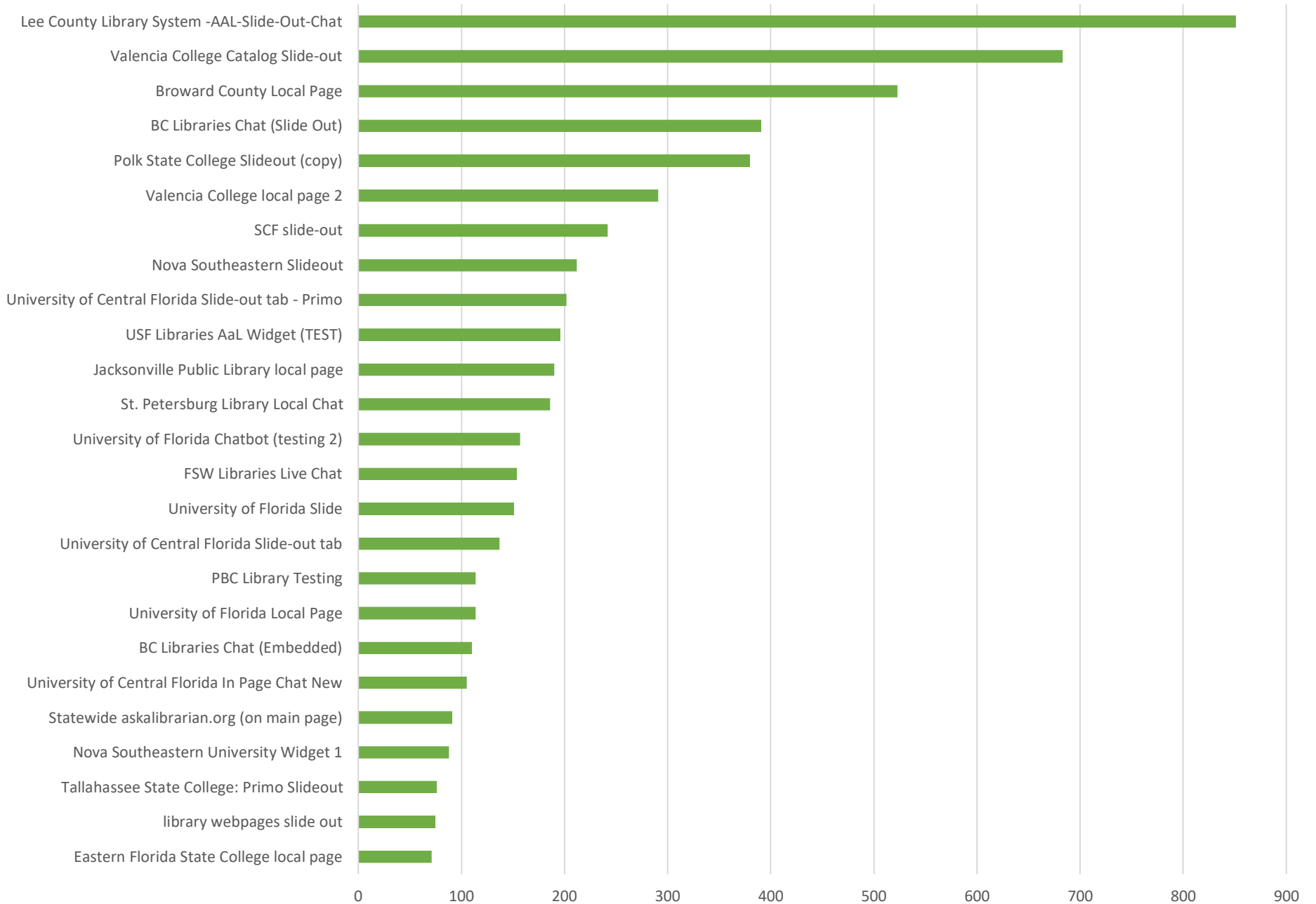
■ Statewide ■ Academic ■ Local



# Which Department Answered Chats (by local library)?



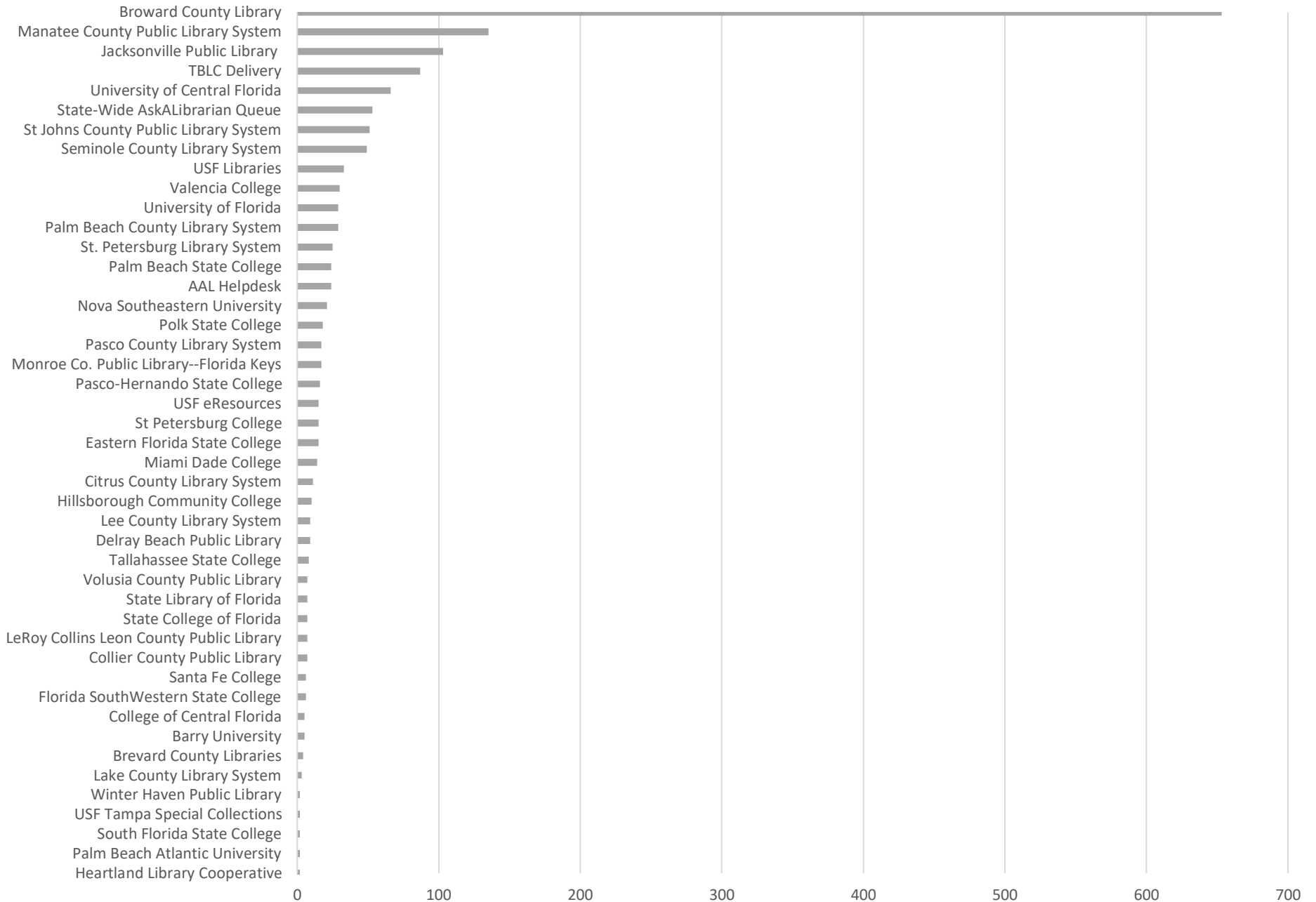
# Which Widgets Brought in the Most Chats (Top 25)?



# Email



# Total Emails by Library (Top 45)



# FAQ Views by Library (Top 24)

