

AskALibrarian.org

the Human Search Engine

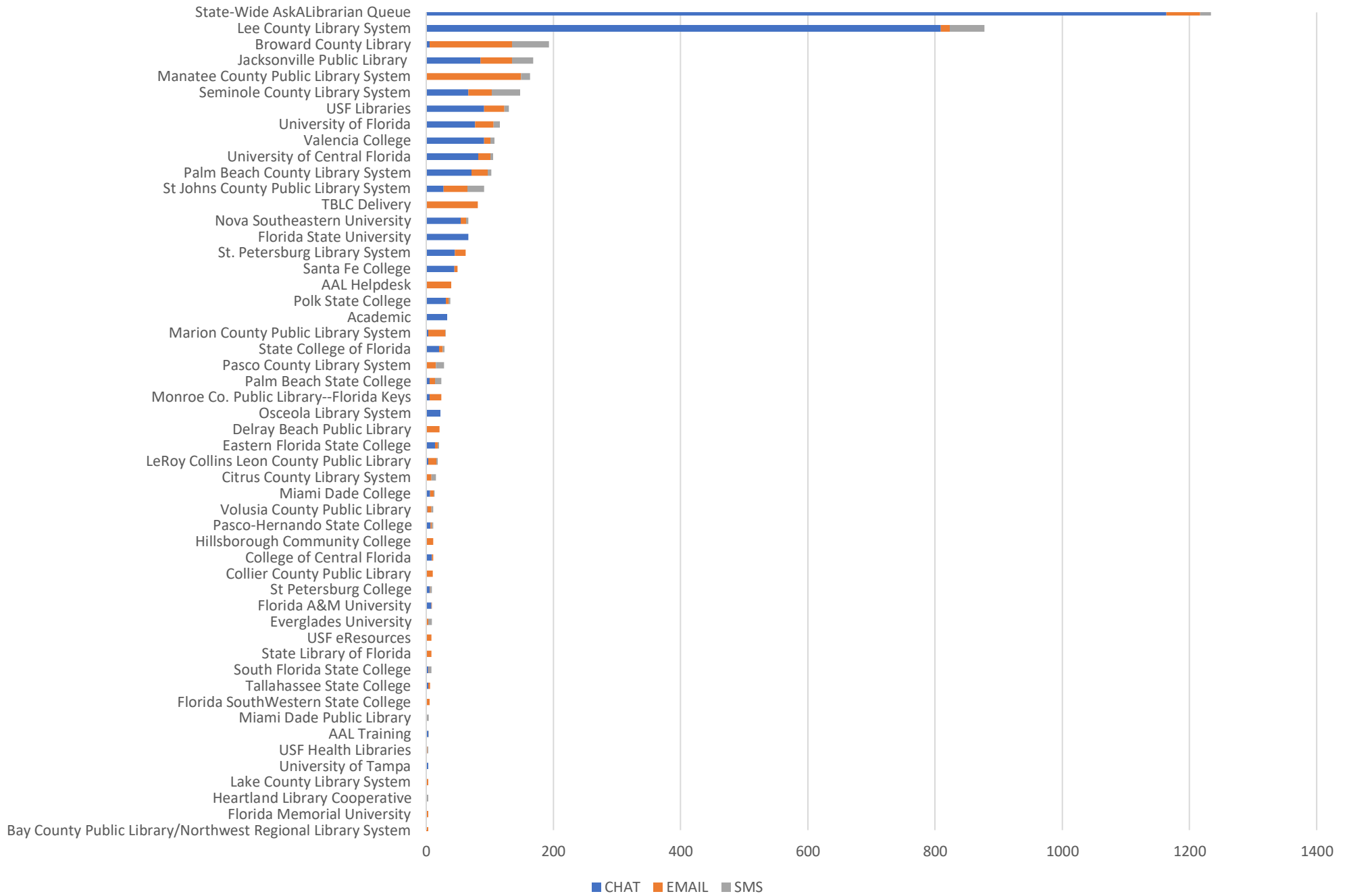


December 2024 Statistics

**The Academic Desk was closed during this time. Any statistics showing Academic activity originated from [Shared systems](#).*

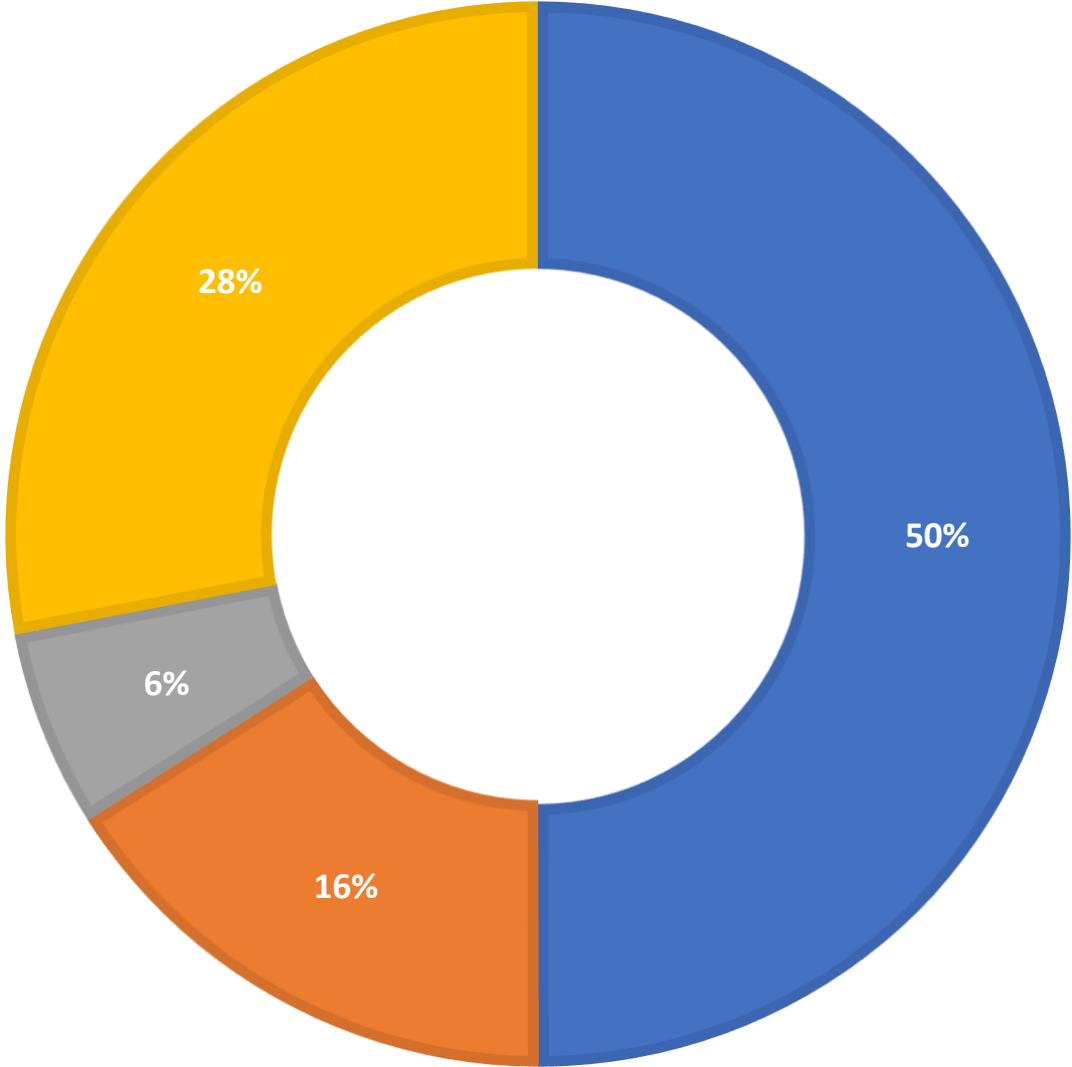
Question Type	
Chat	2,964
Email	950
SMS	356
FAQ Views	1,661
Total	5,931

Total Transactions by Entry Point (Top 52)



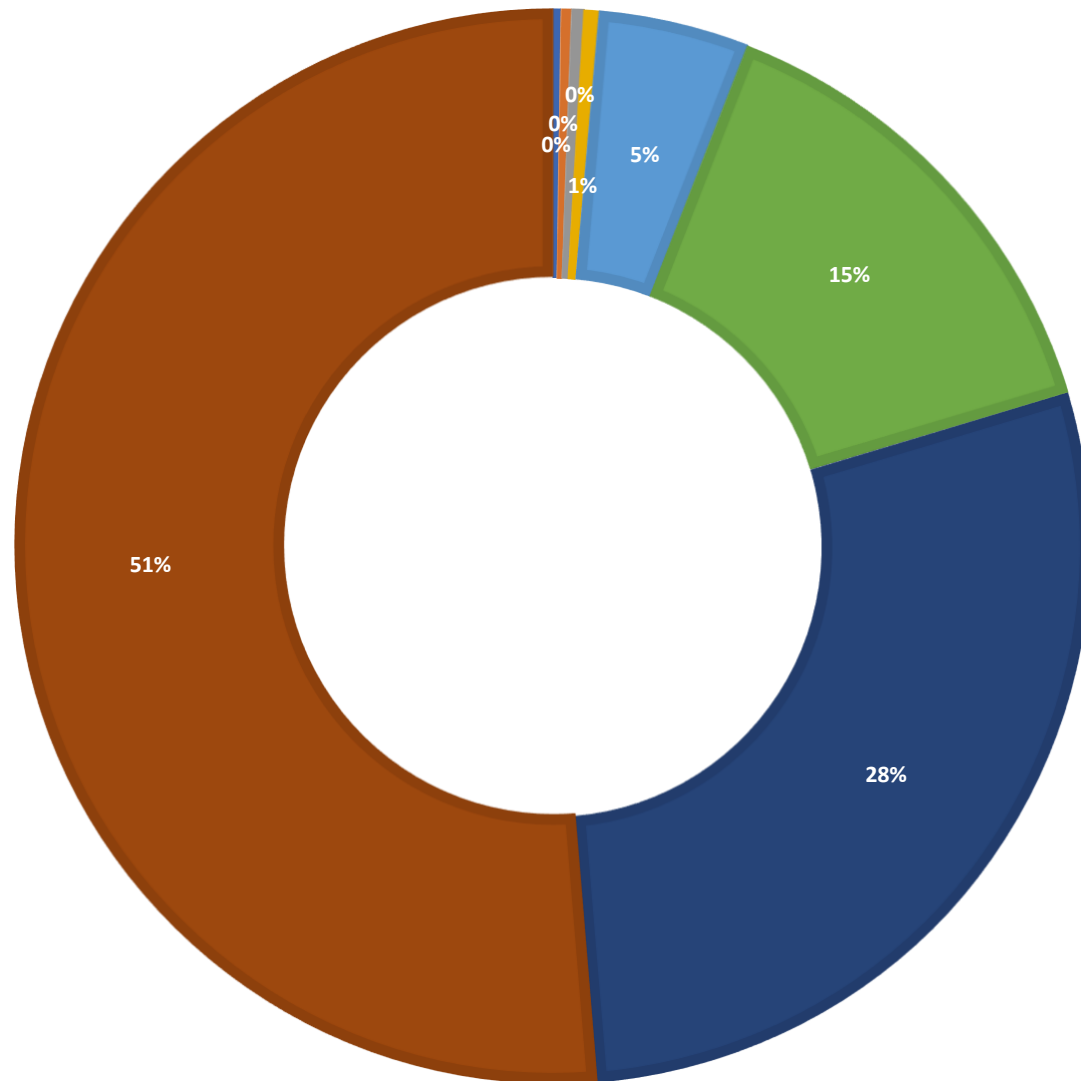
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

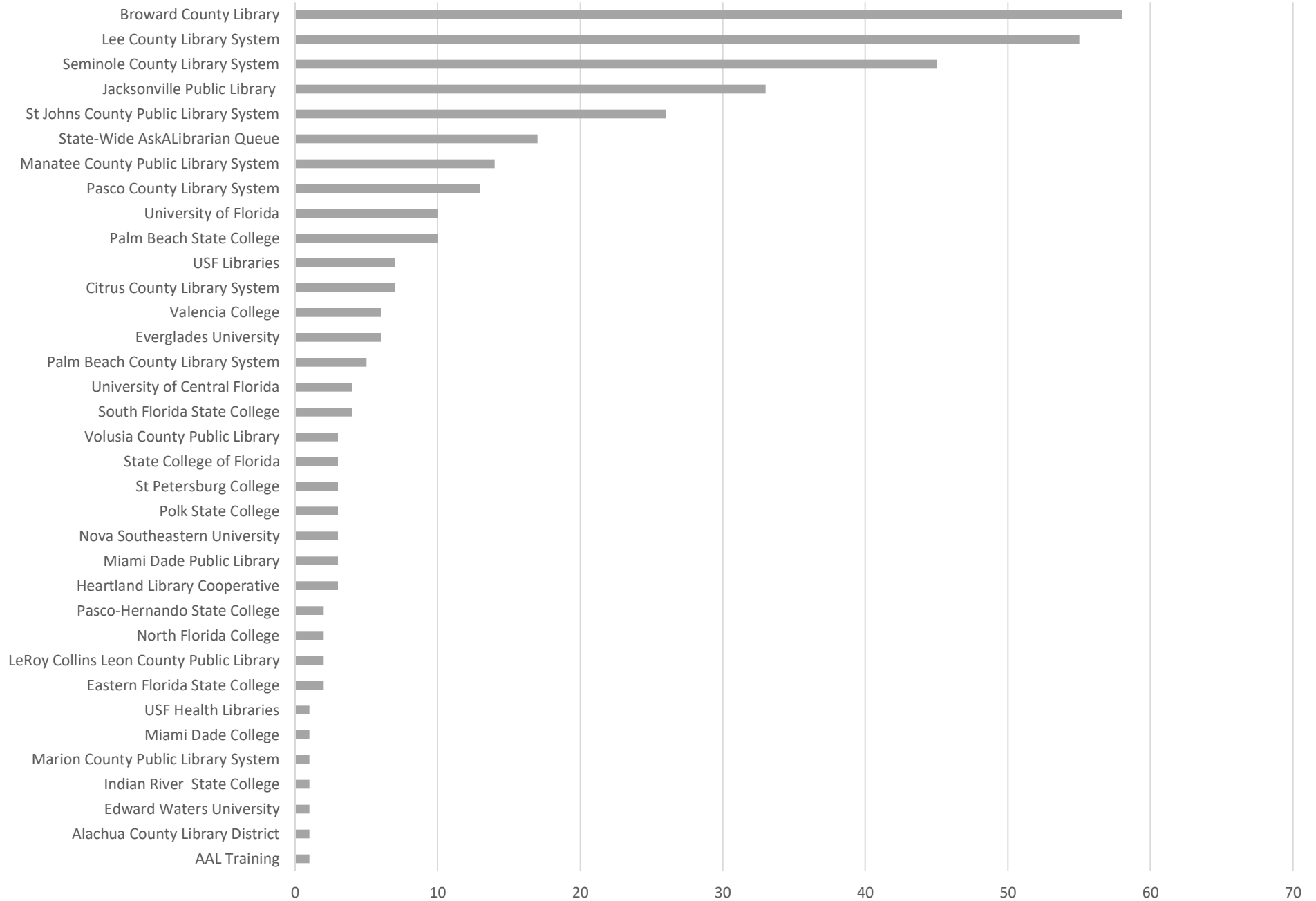
■ AppleWebKit ■ Silk ■ SamsungBrowser ■ Opera ■ Firefox ■ Edge ■ Safari ■ Chrome



SMS



Total SMS by Library

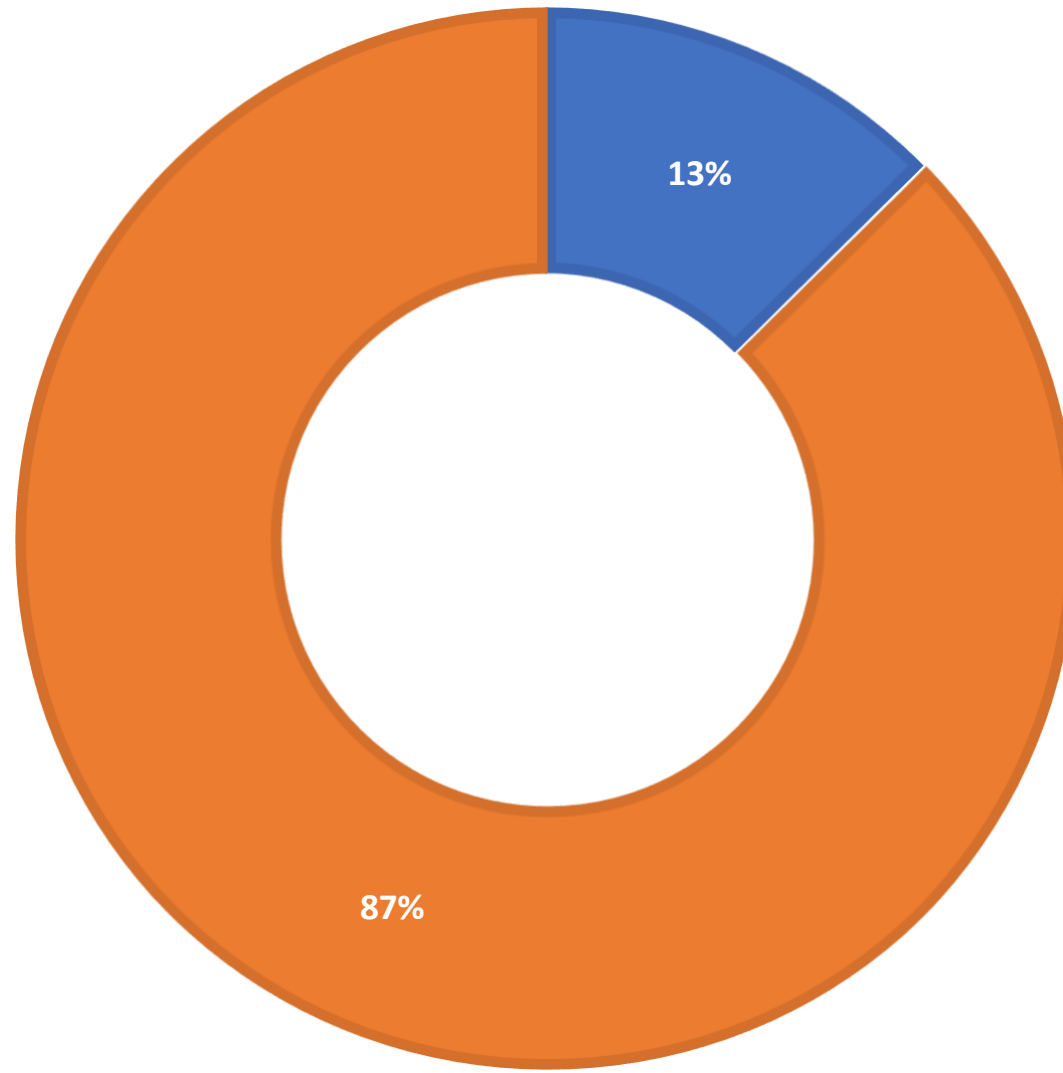


Chat



What Percent of Chats Were Answered/Missed?

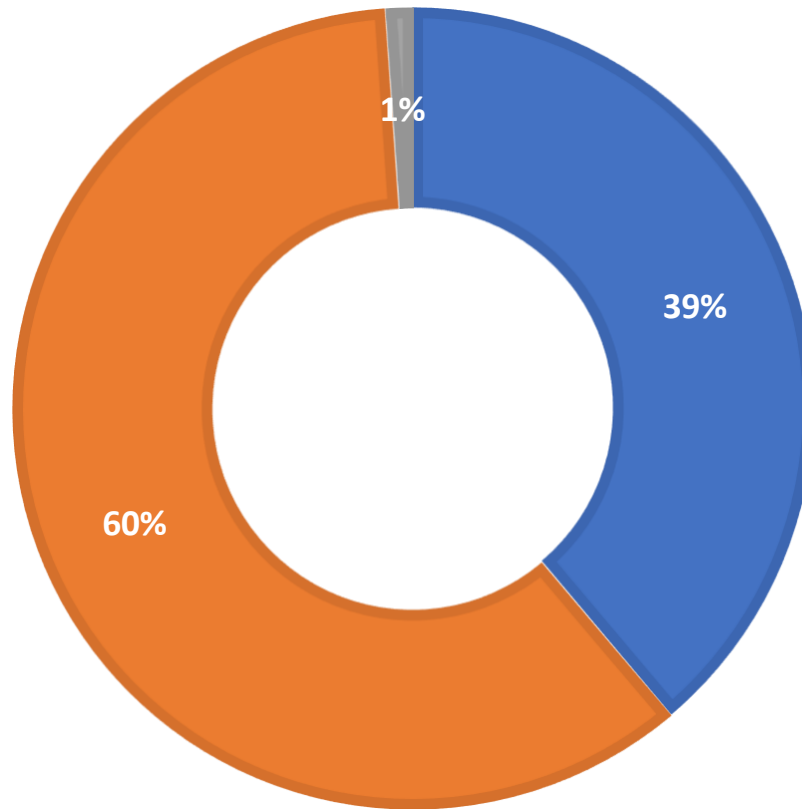
■ MISSED ■ ANSWERED



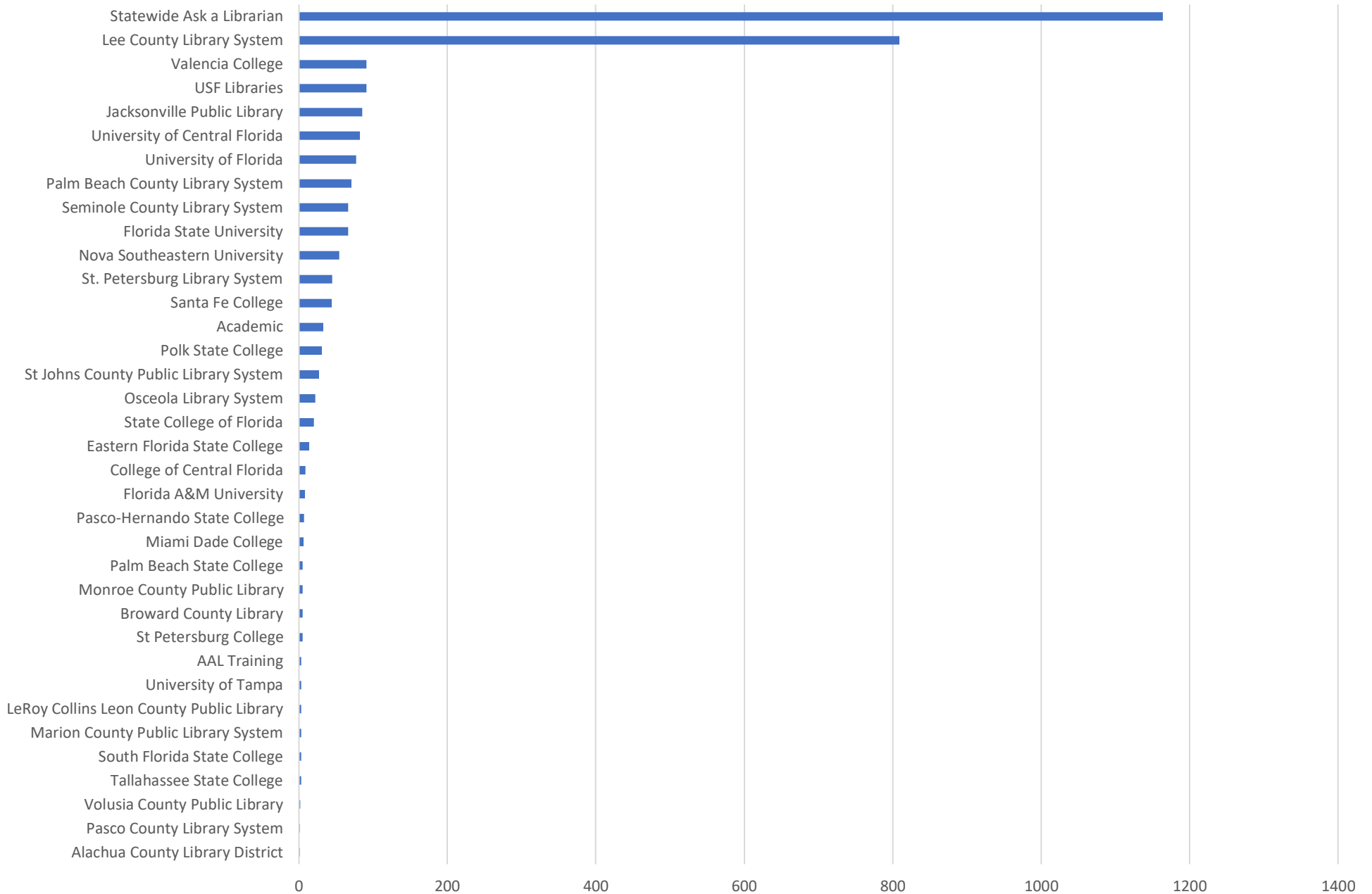
Which Departments Answered Chats (by type)?

**The Academic Desk was closed during this time. Any statistics showing Academic activity originated from [Shared systems](#). Please remember to check the holiday closures to ensure you don't monitor the collaborative desks outside of our hours of operation.*

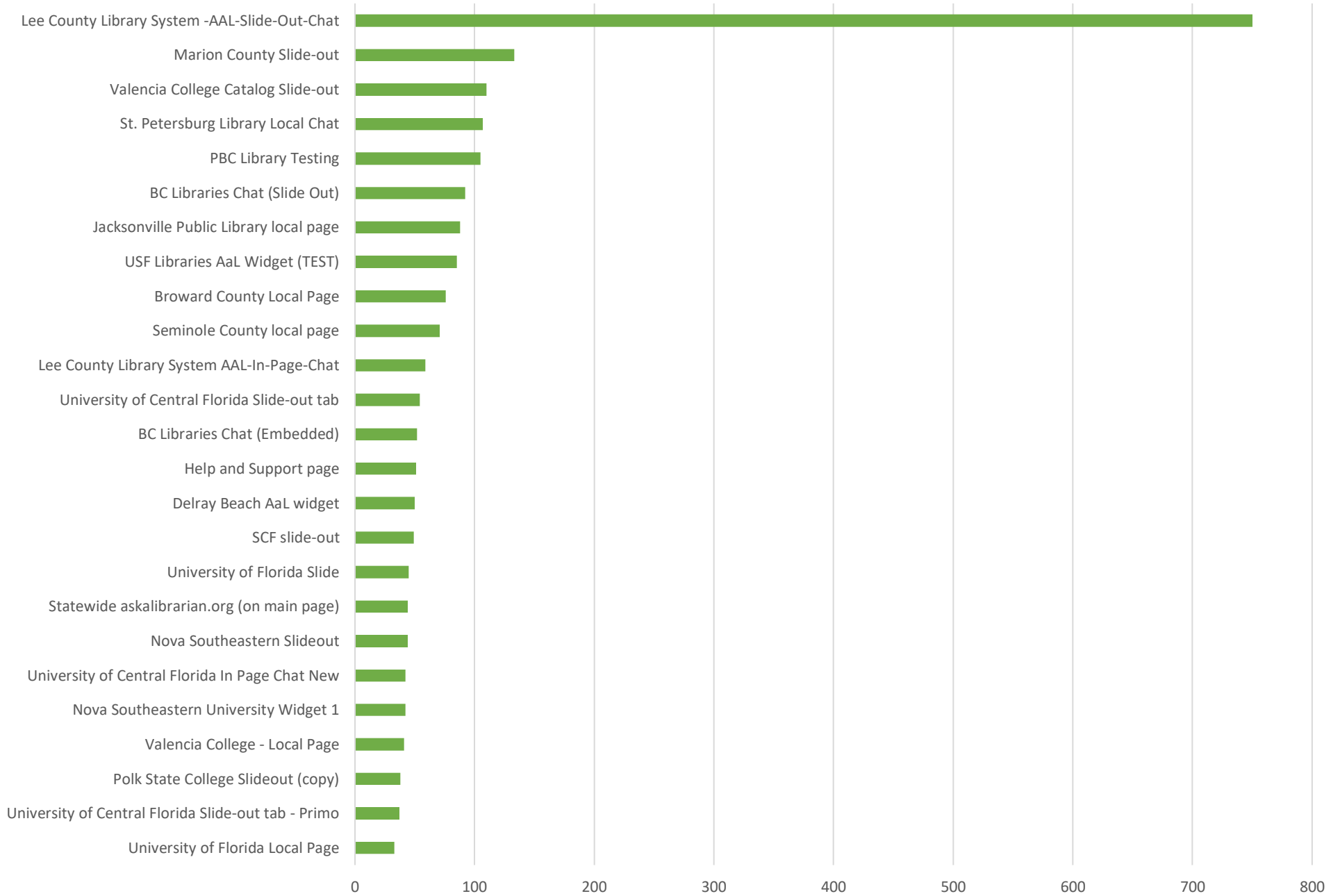
■ Statewide ■ Local ■ Academic



Which Department Answered Chats (by local library)?



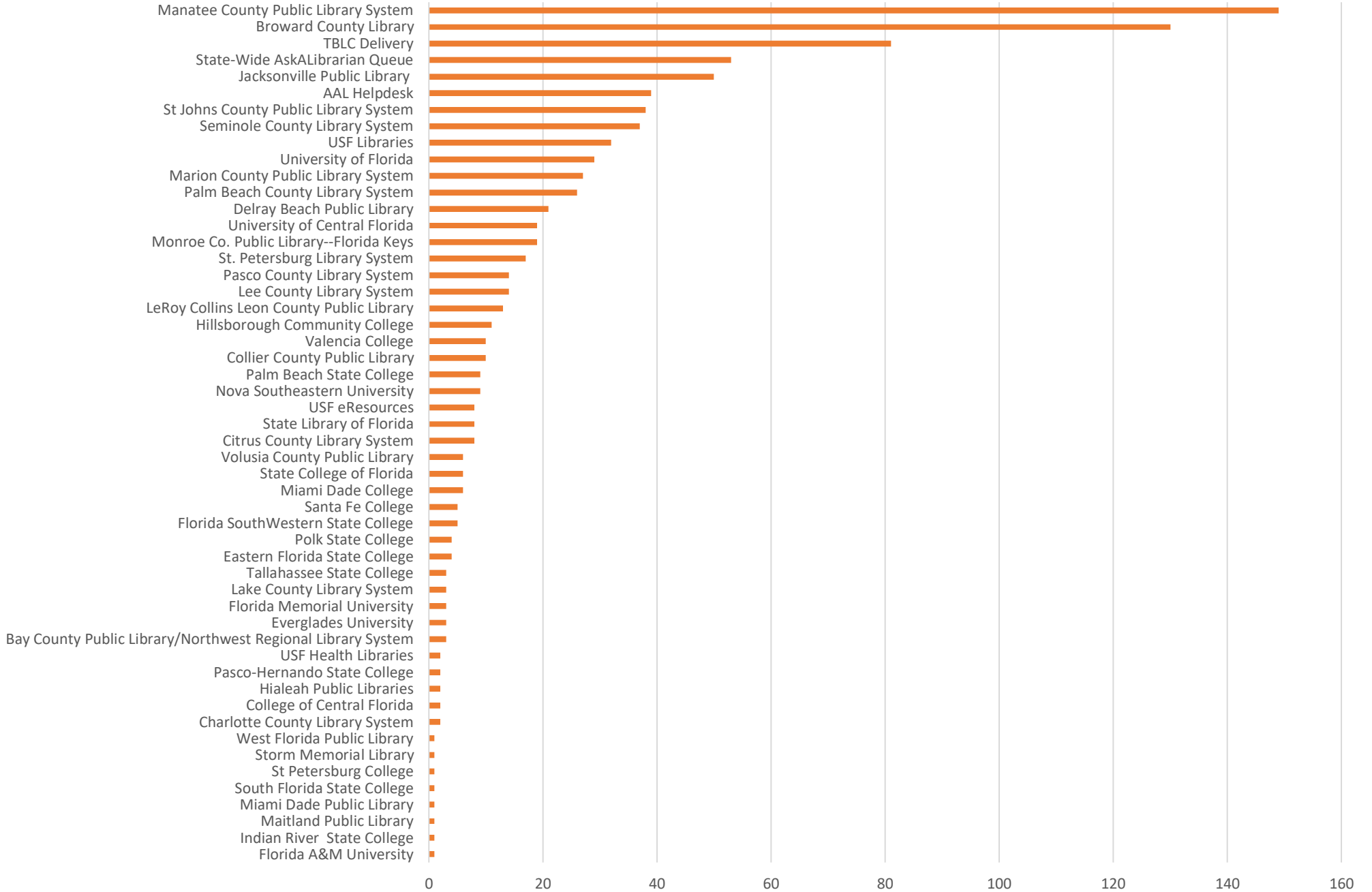
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



FAQ Views by Library (Top 26)

