

AskALibrarian.org

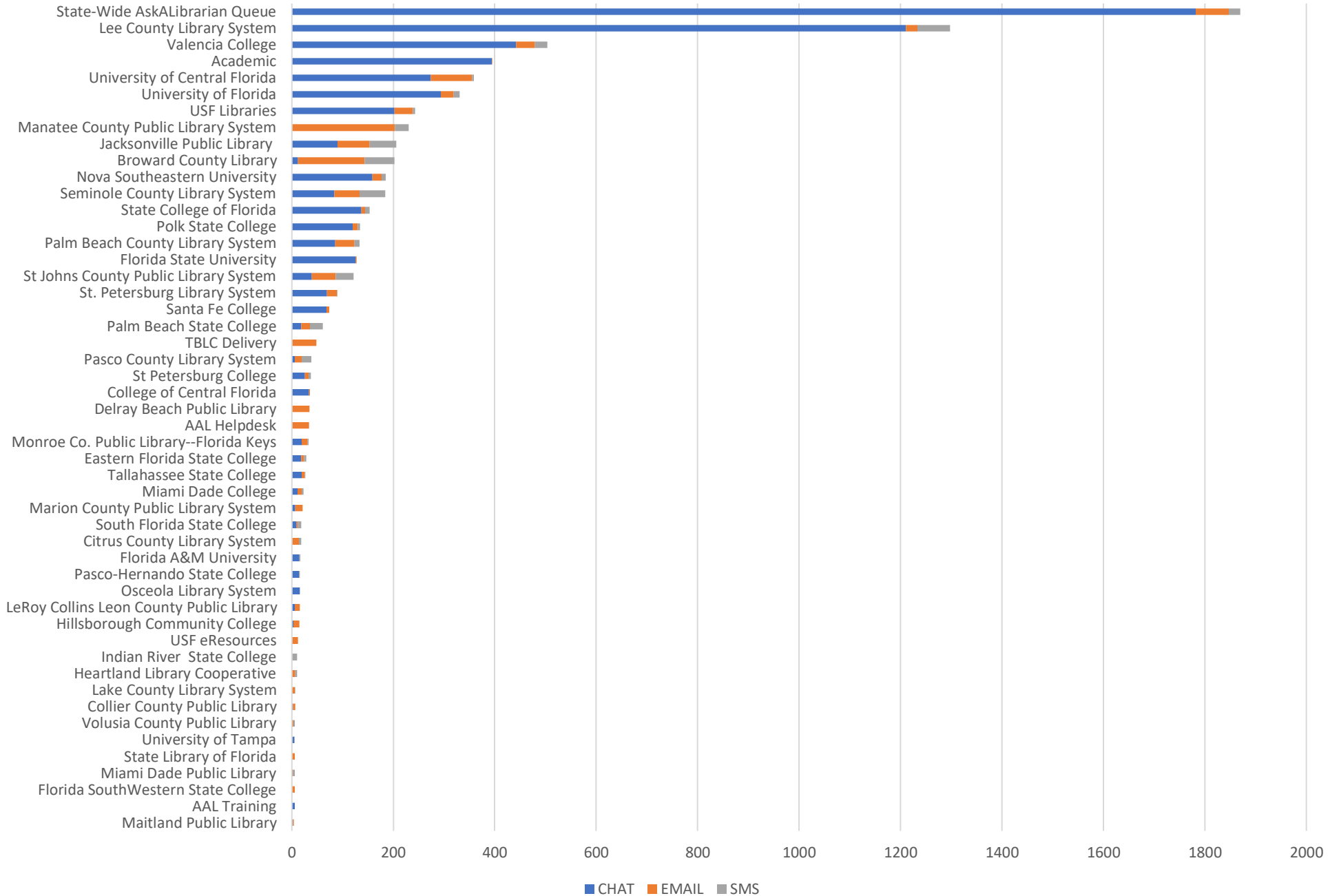
the Human Search Engine



January 2025 Statistics

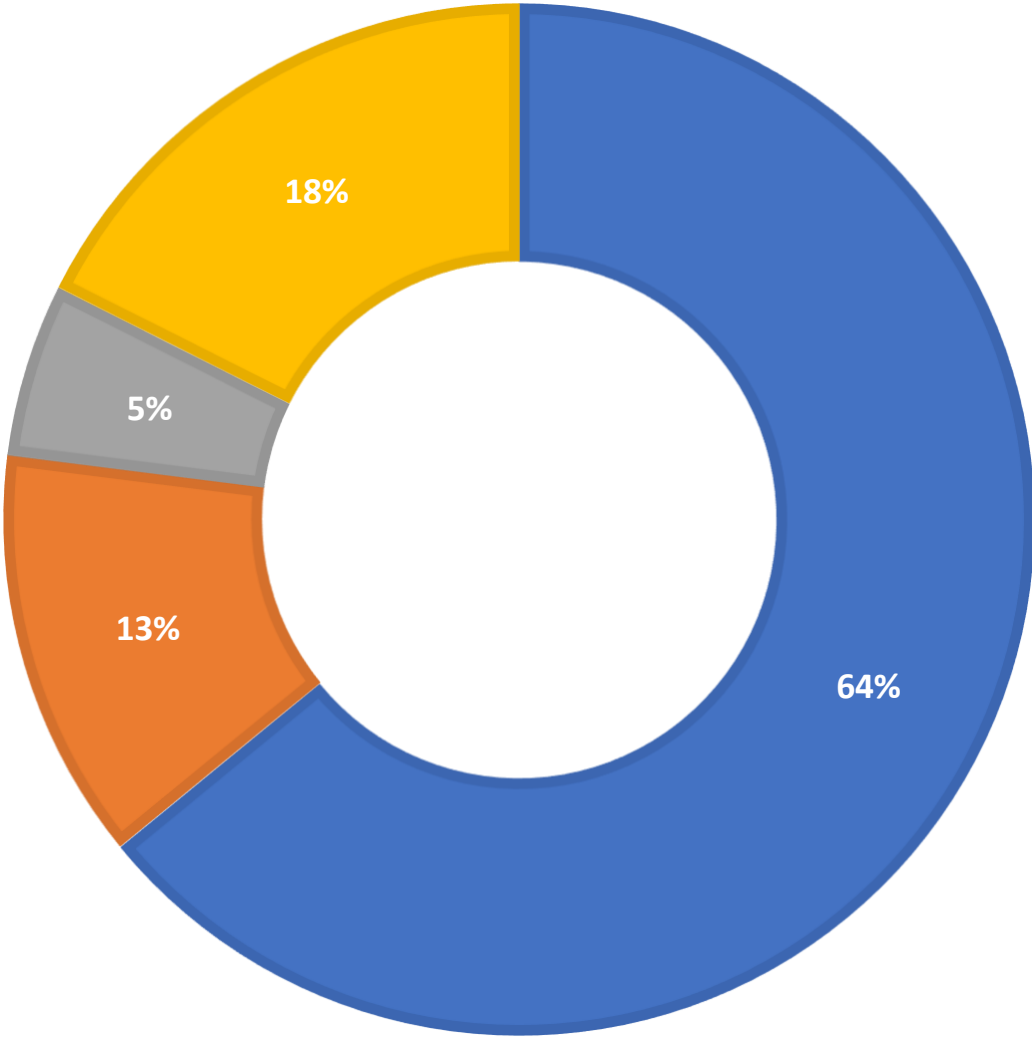
Question Type	
Chat	5,828
Email	1,174
SMS	493
FAQ Views	1,599
Total	9,094

Total Transactions by Entry Point (Top 50)



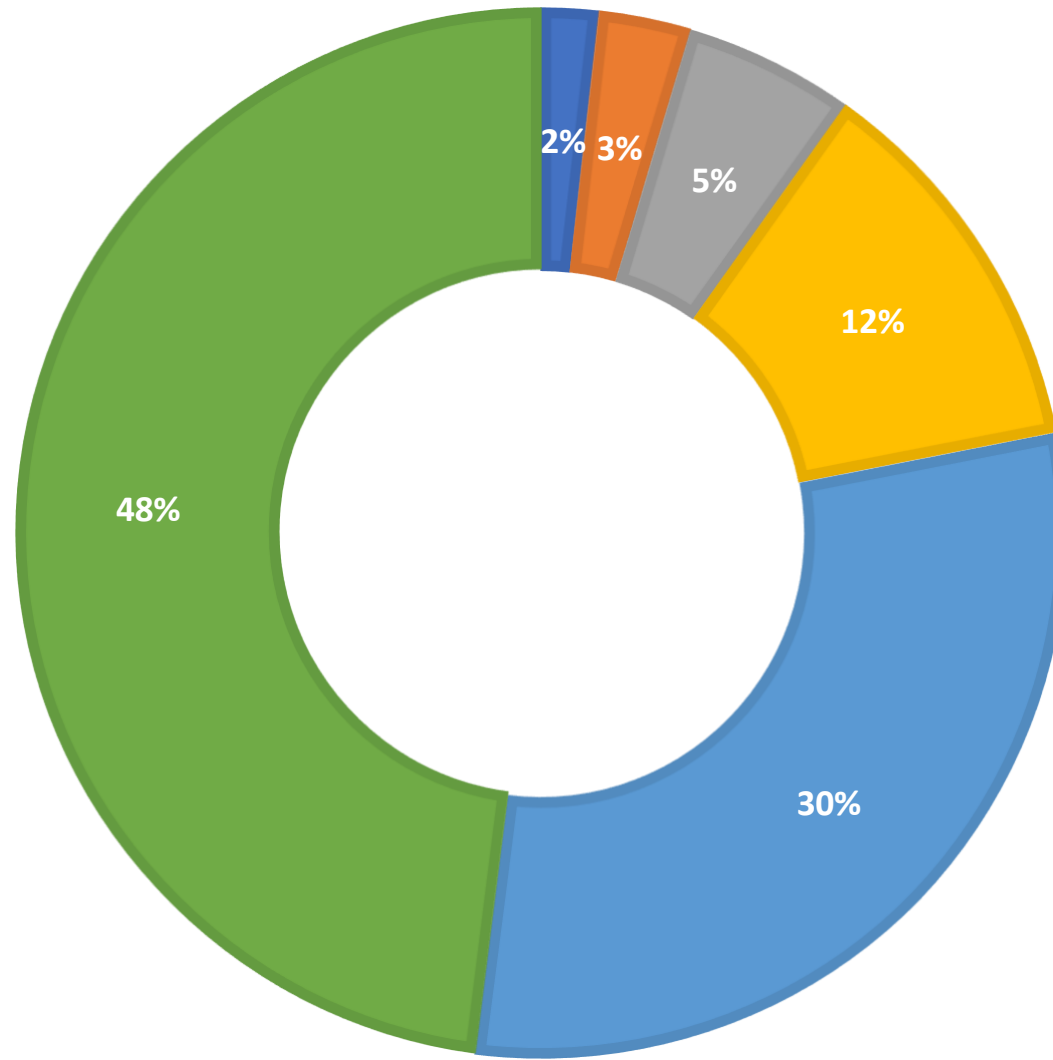
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

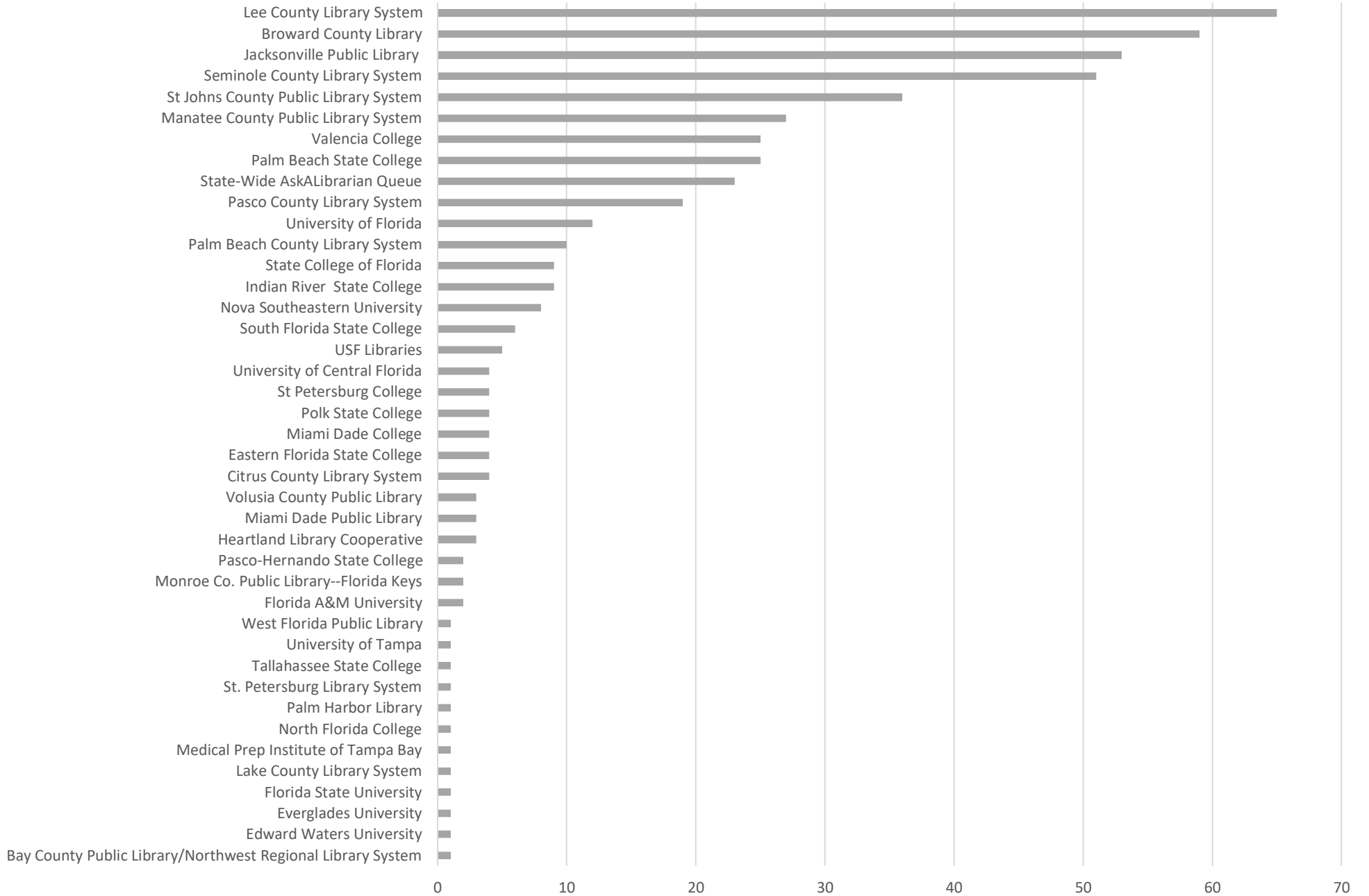
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

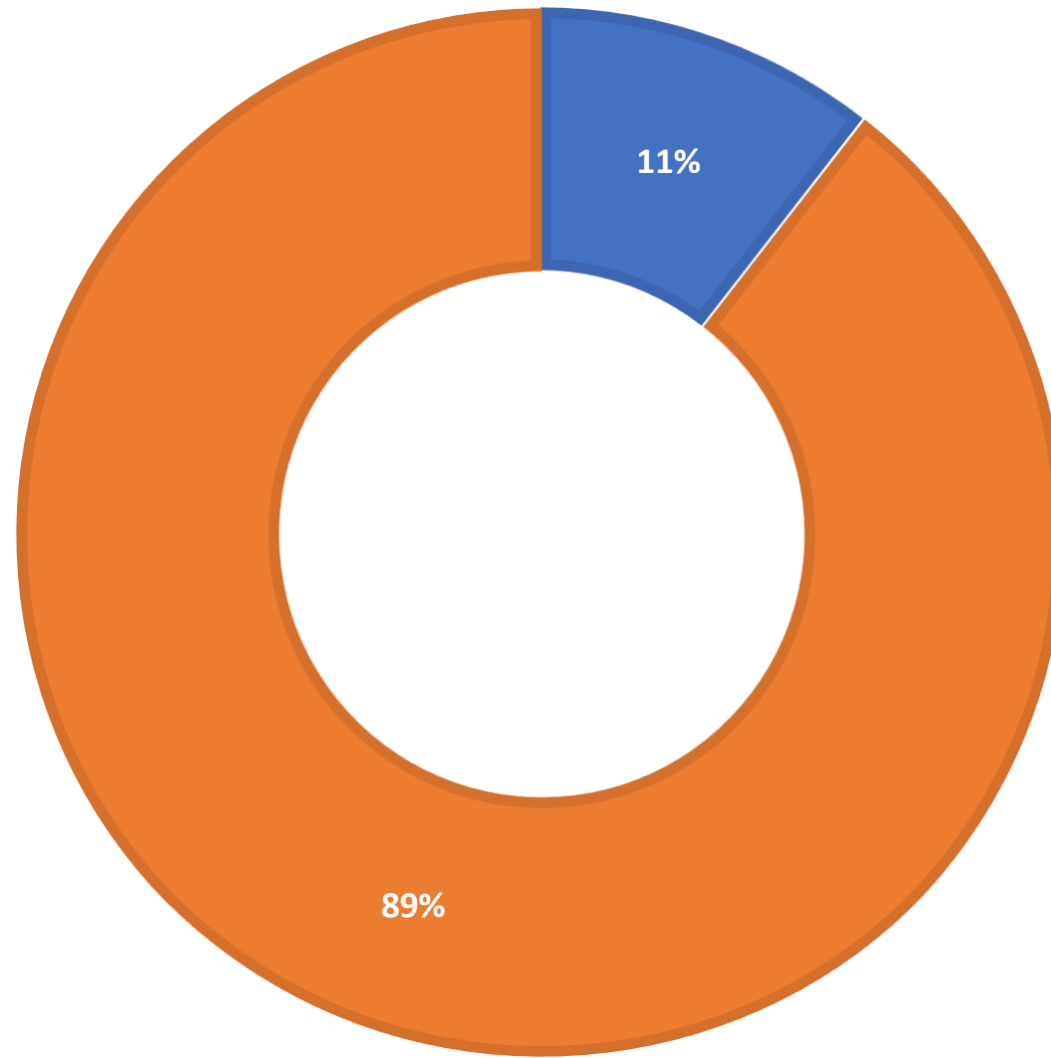


Chat



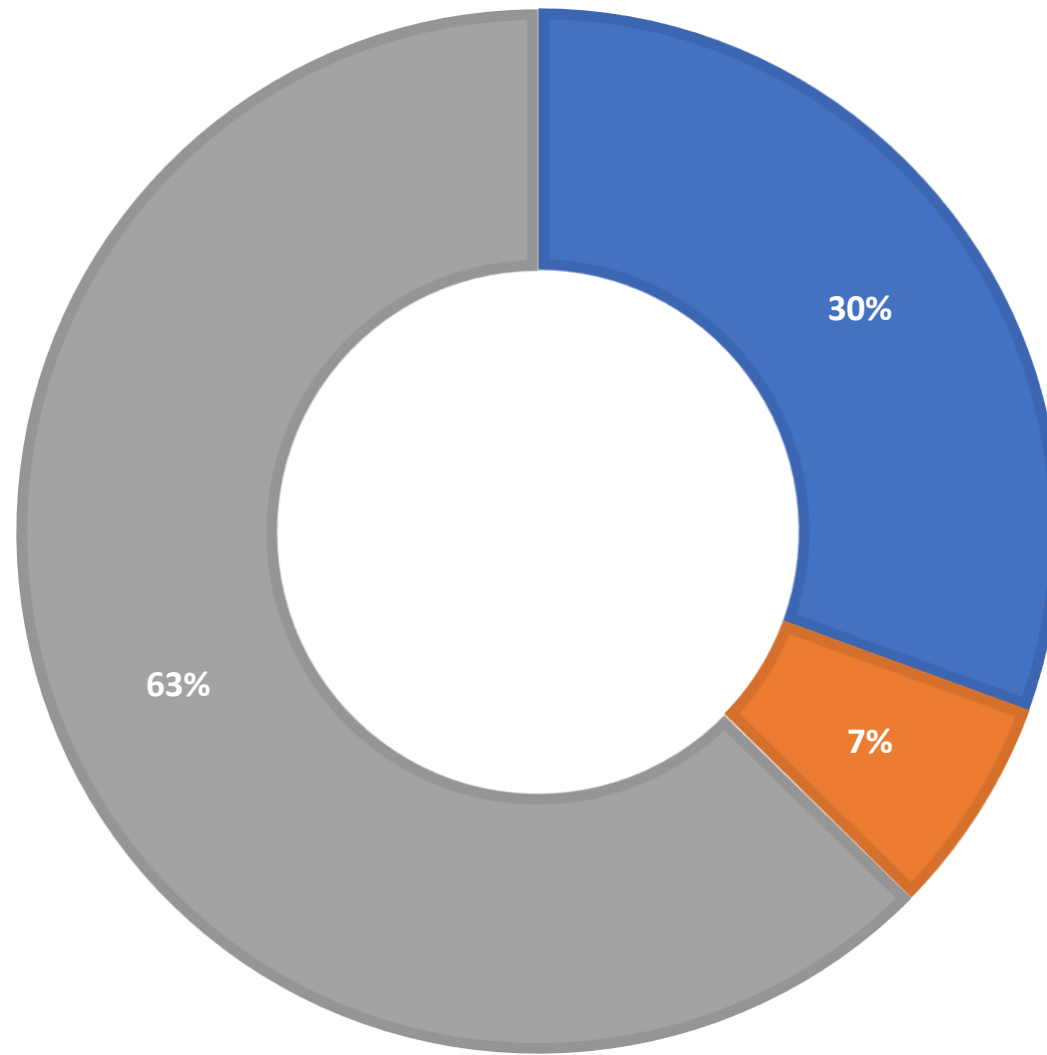
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

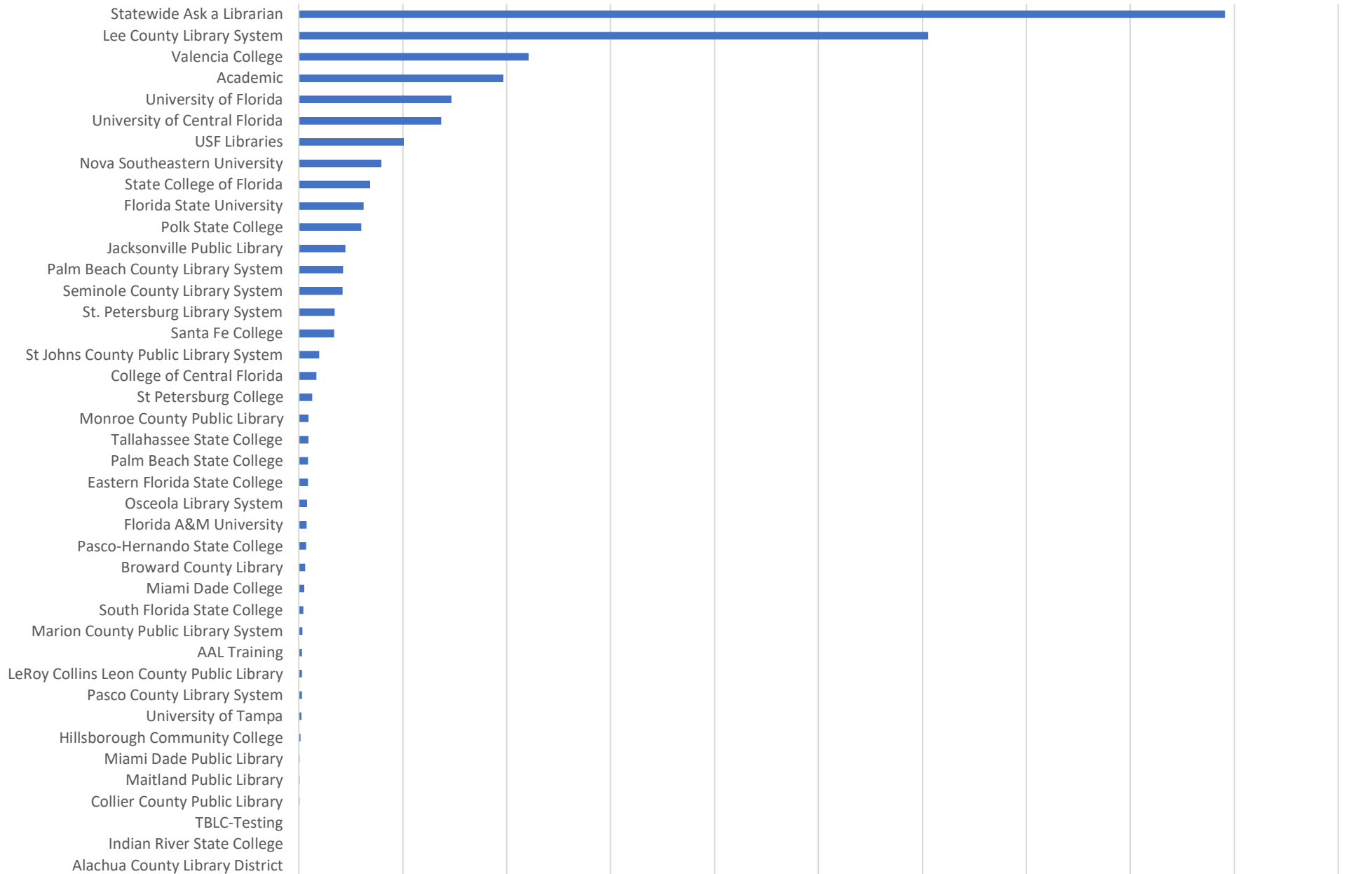


Which Departments Answered Chats (by type)?

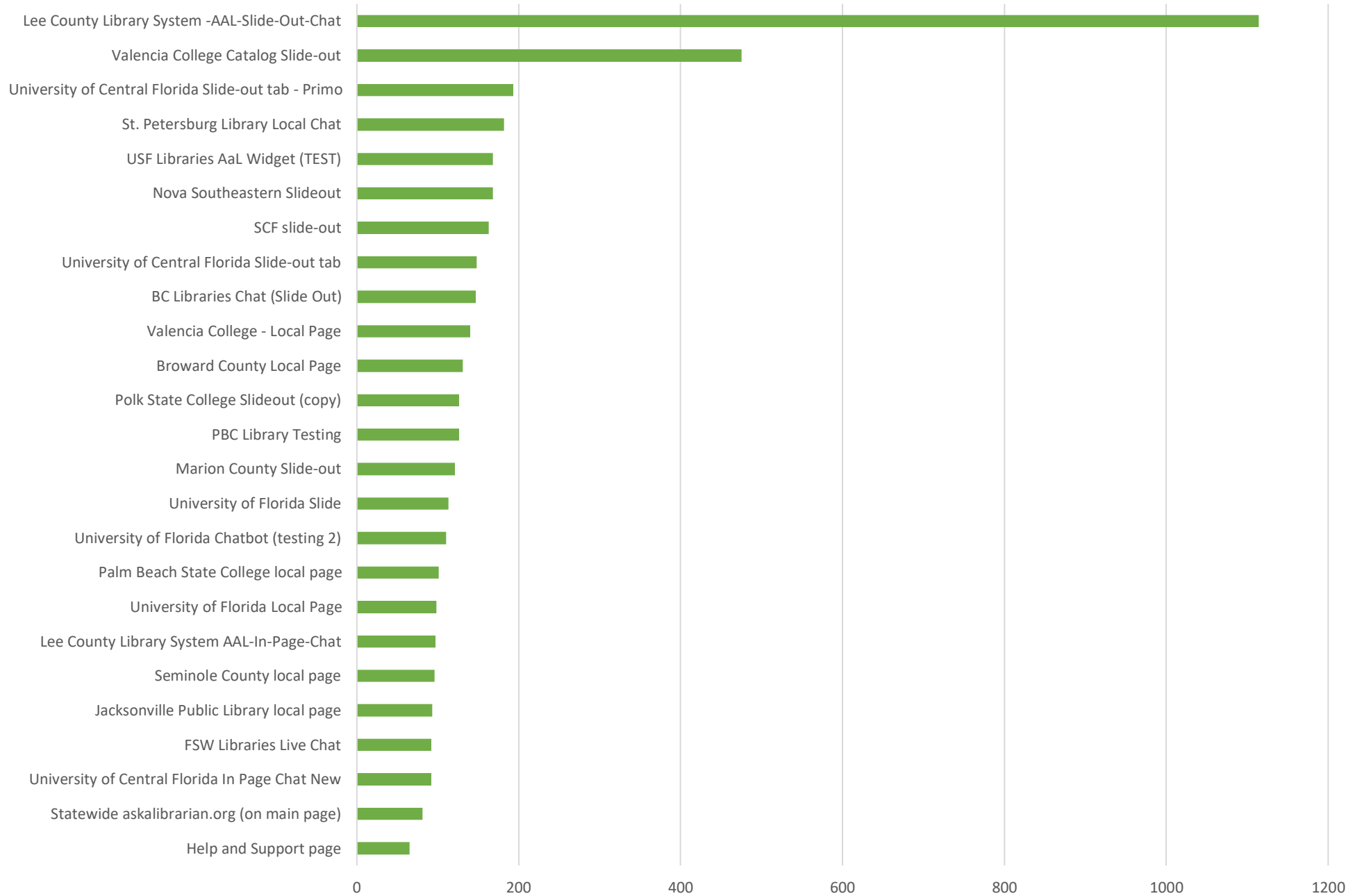
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



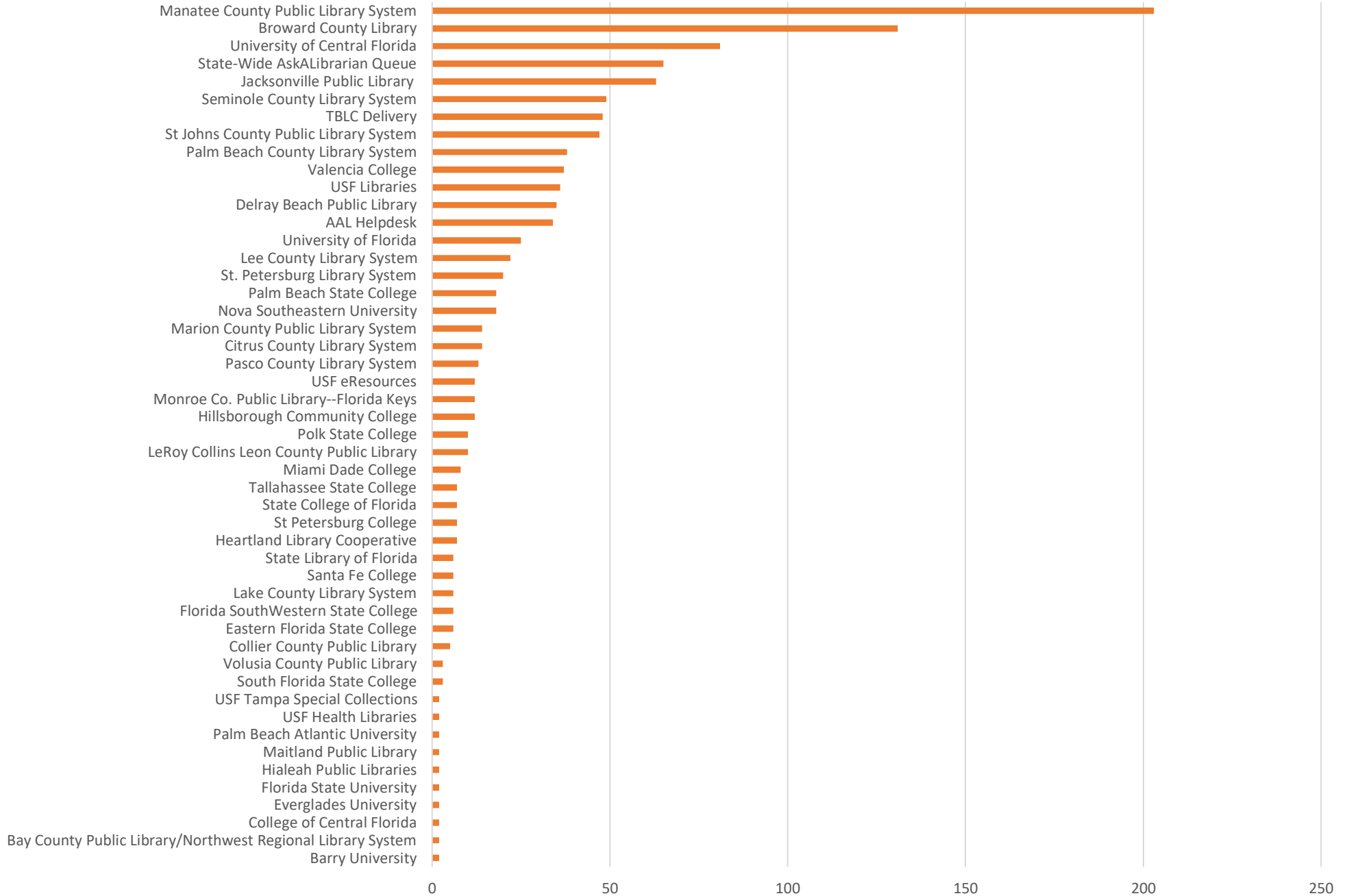
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 49)



FAQ Views by Library (Top 29)

