

AskALibrarian.org

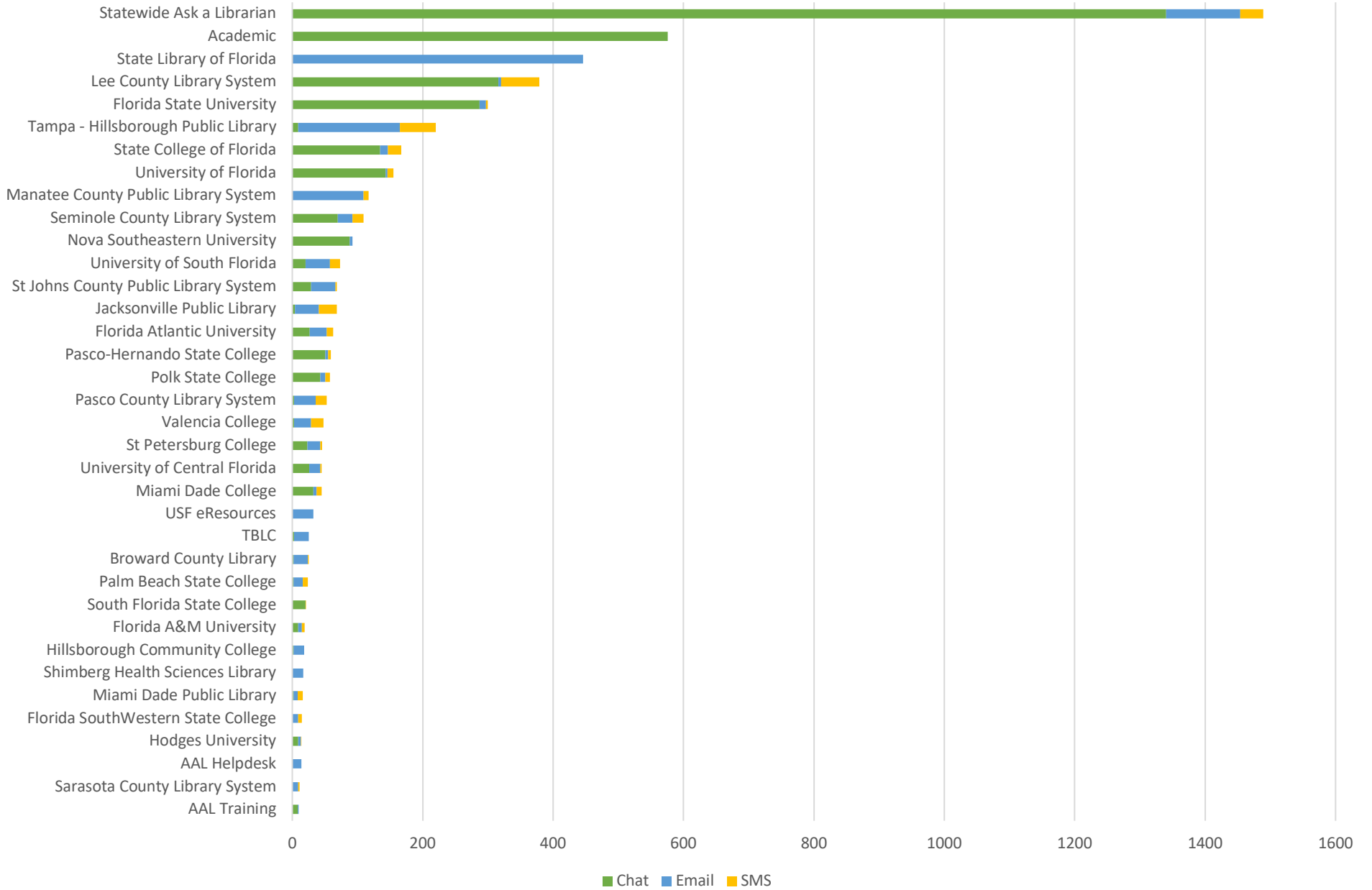
the Human Search Engine



April 2019 Statistics

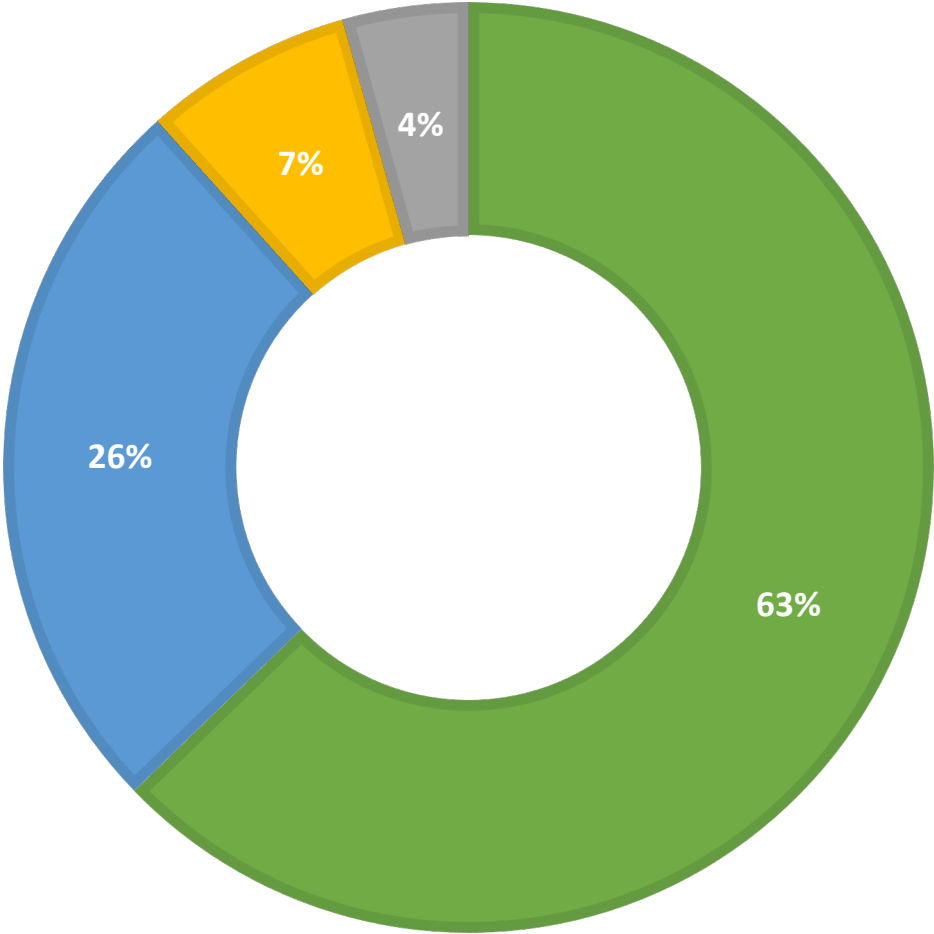
Question Type	April 2019
SMS	384
Chat	3304
FAQ Views	228
Email	1348
Total	5264

Total Transactions by Entry Point



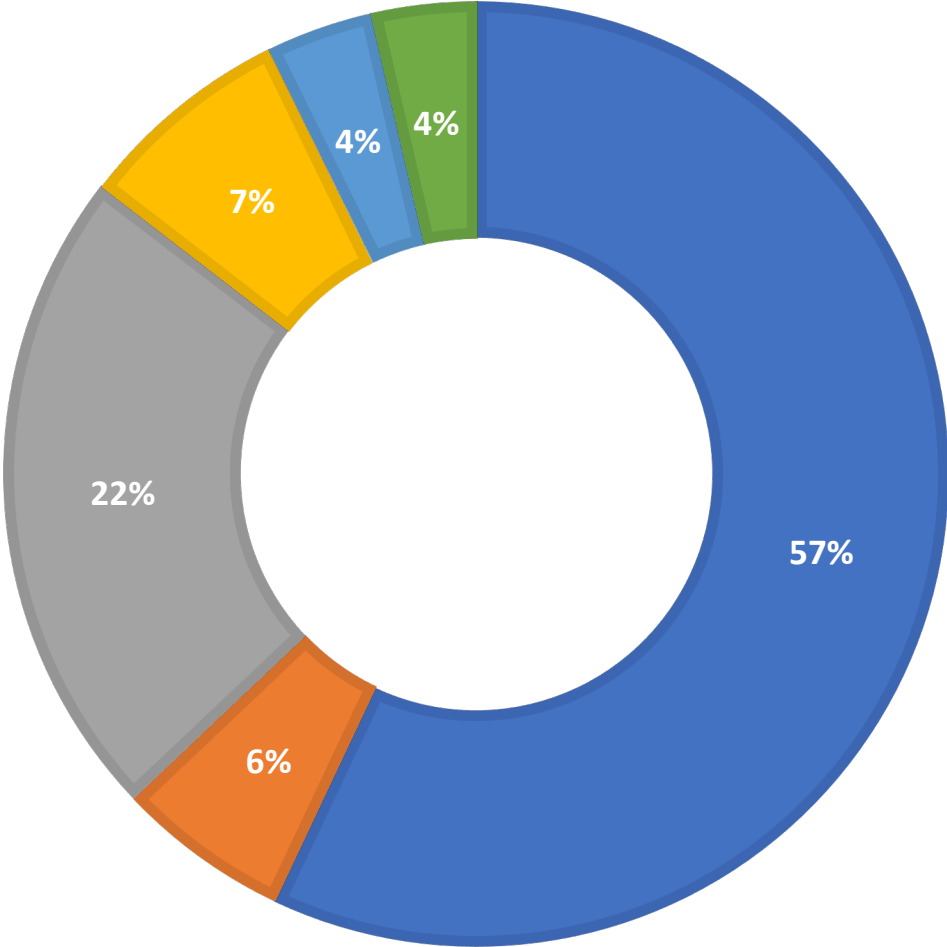
What's the Breakdown of Questions by Source?

■ Chat ■ Email ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

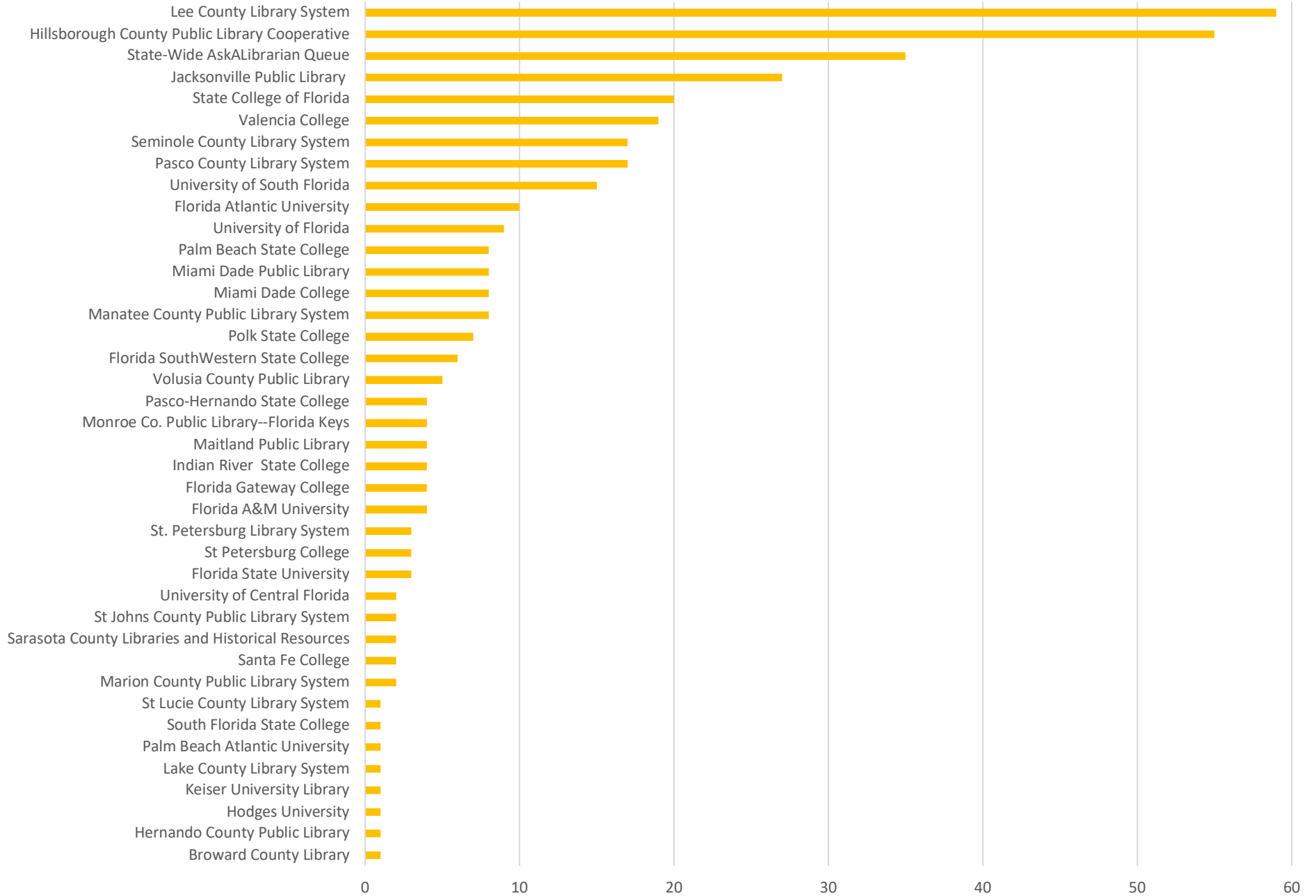
■ Windows ■ Android ■ Macintosh ■ iPhone ■ iPad ■ Chrome OS



SMS



Total SMS by Library

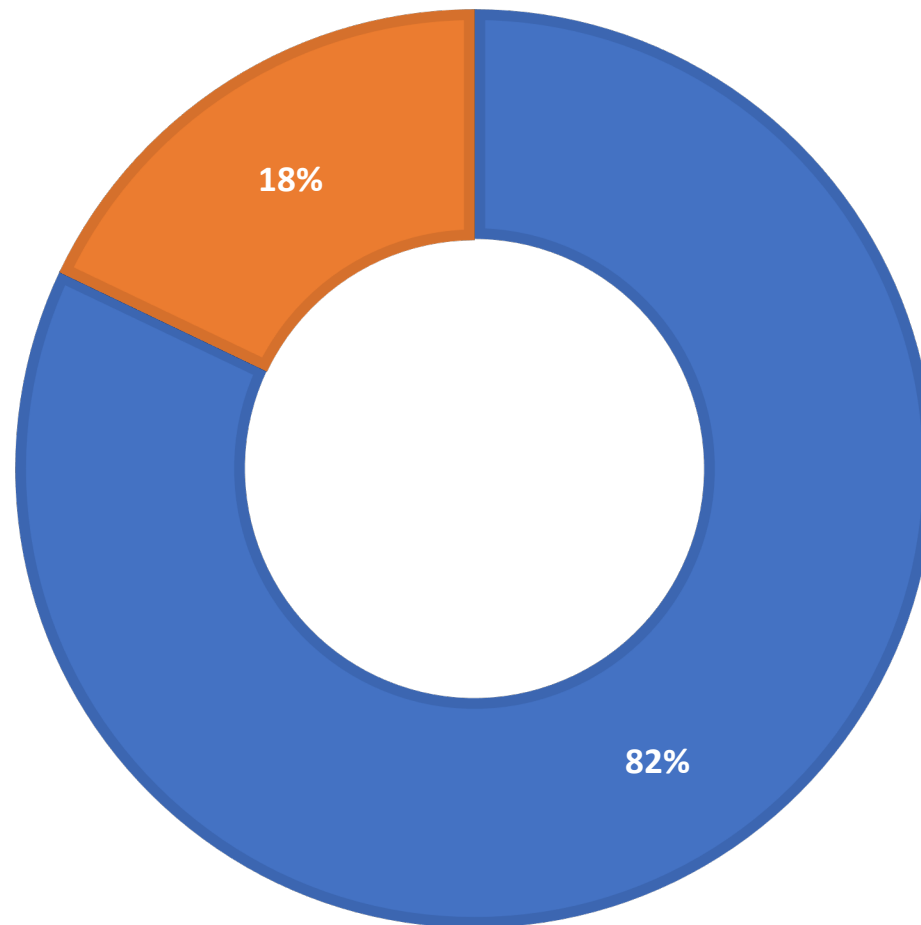


Chat



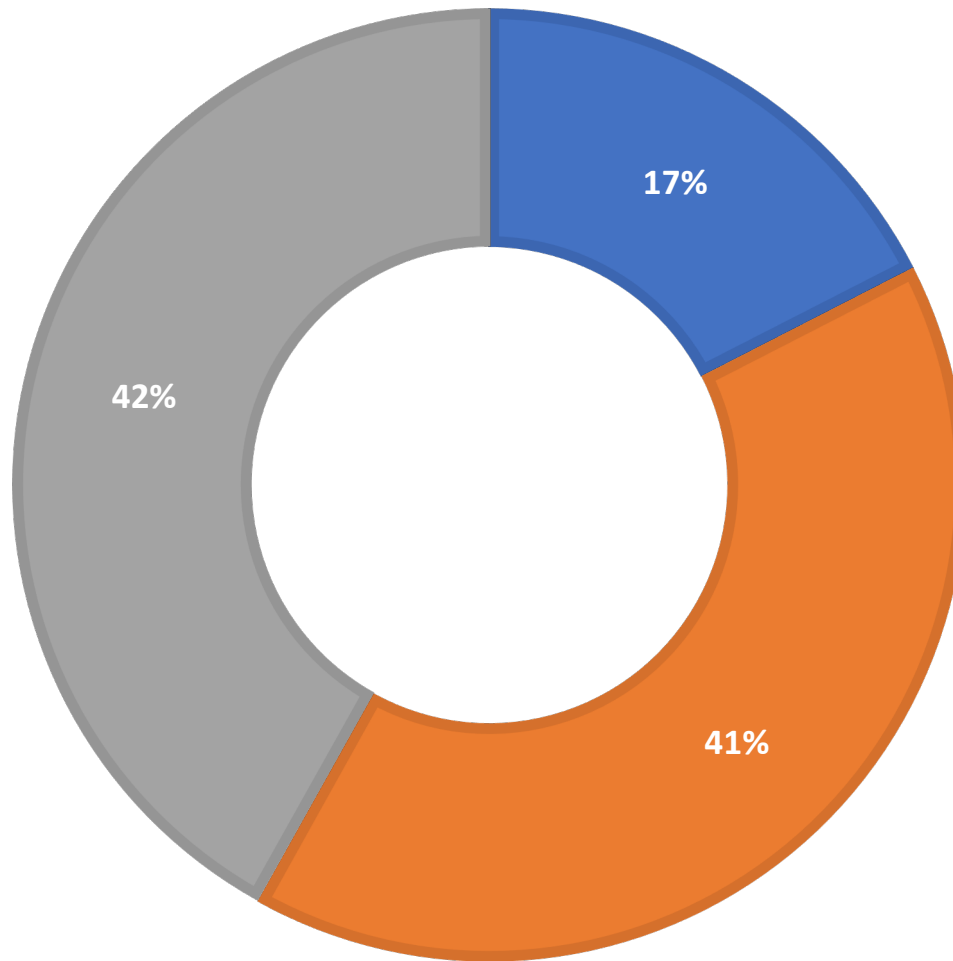
What Percent of Chats Were Answered/Missed?

■ Answered ■ Missed

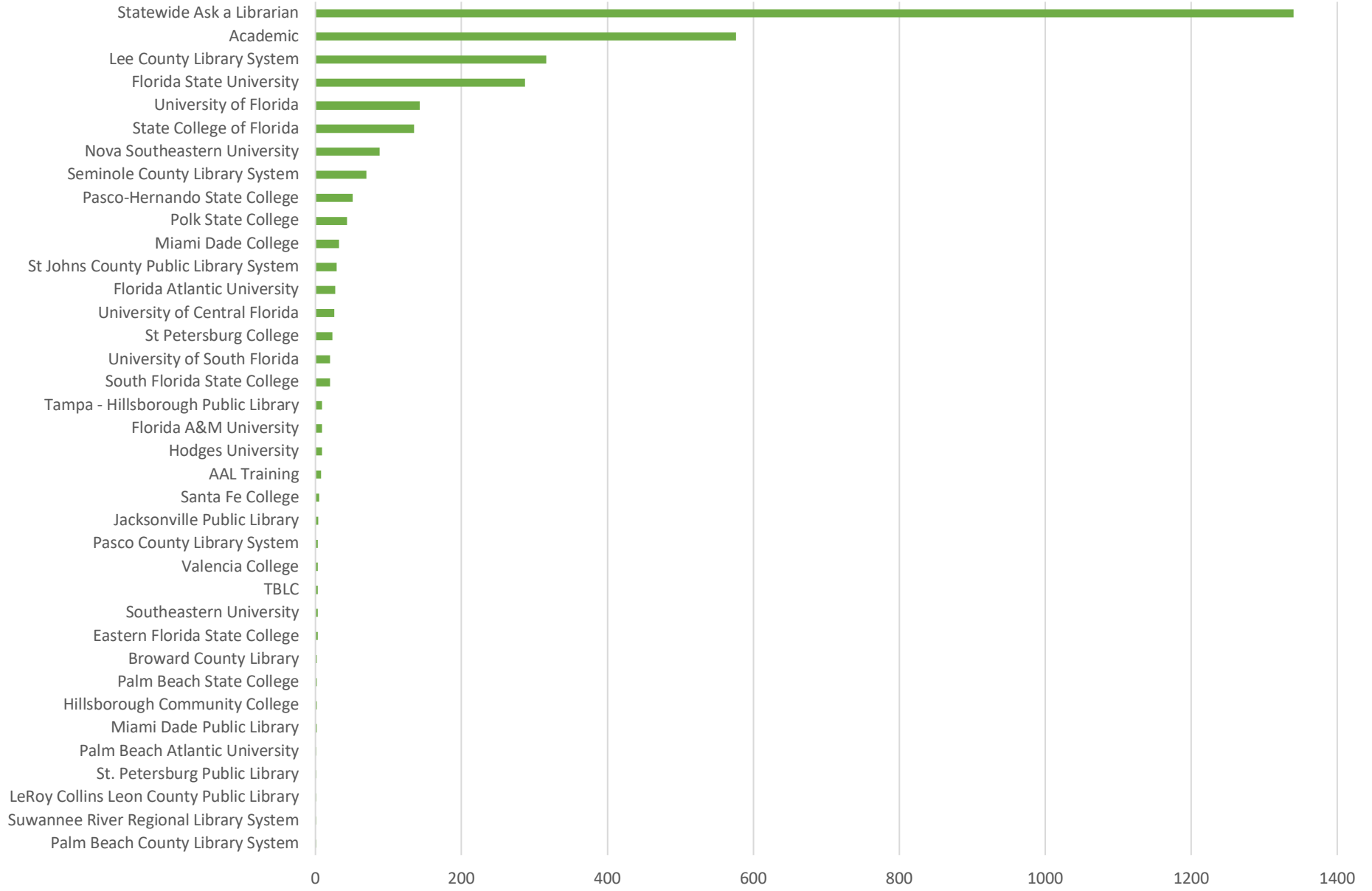


Which Departments Answered Chats (by type)?

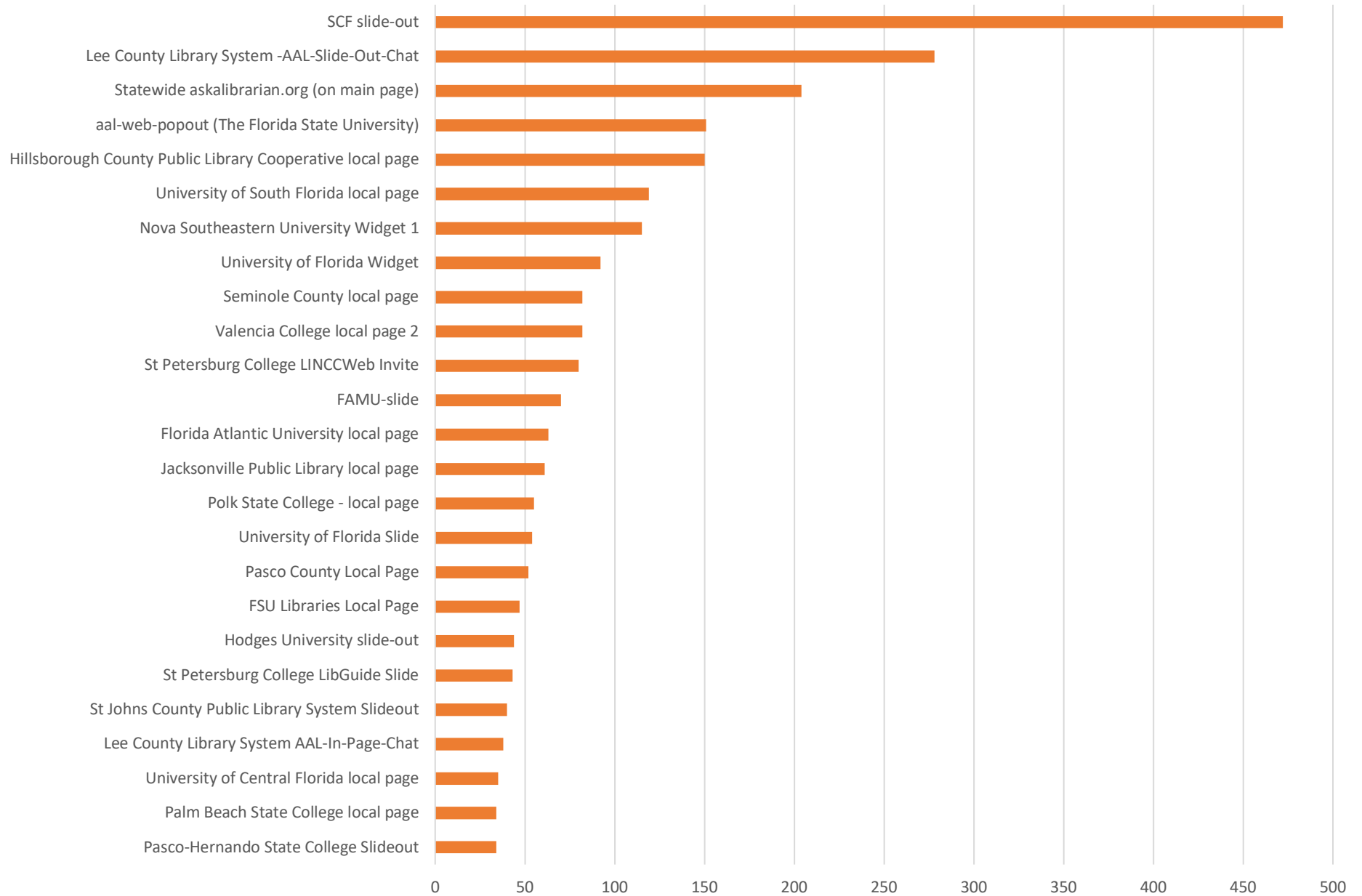
■ Academic ■ Statewide Ask a Librarian ■ Local



Which Department Answered Chats (by local library)?



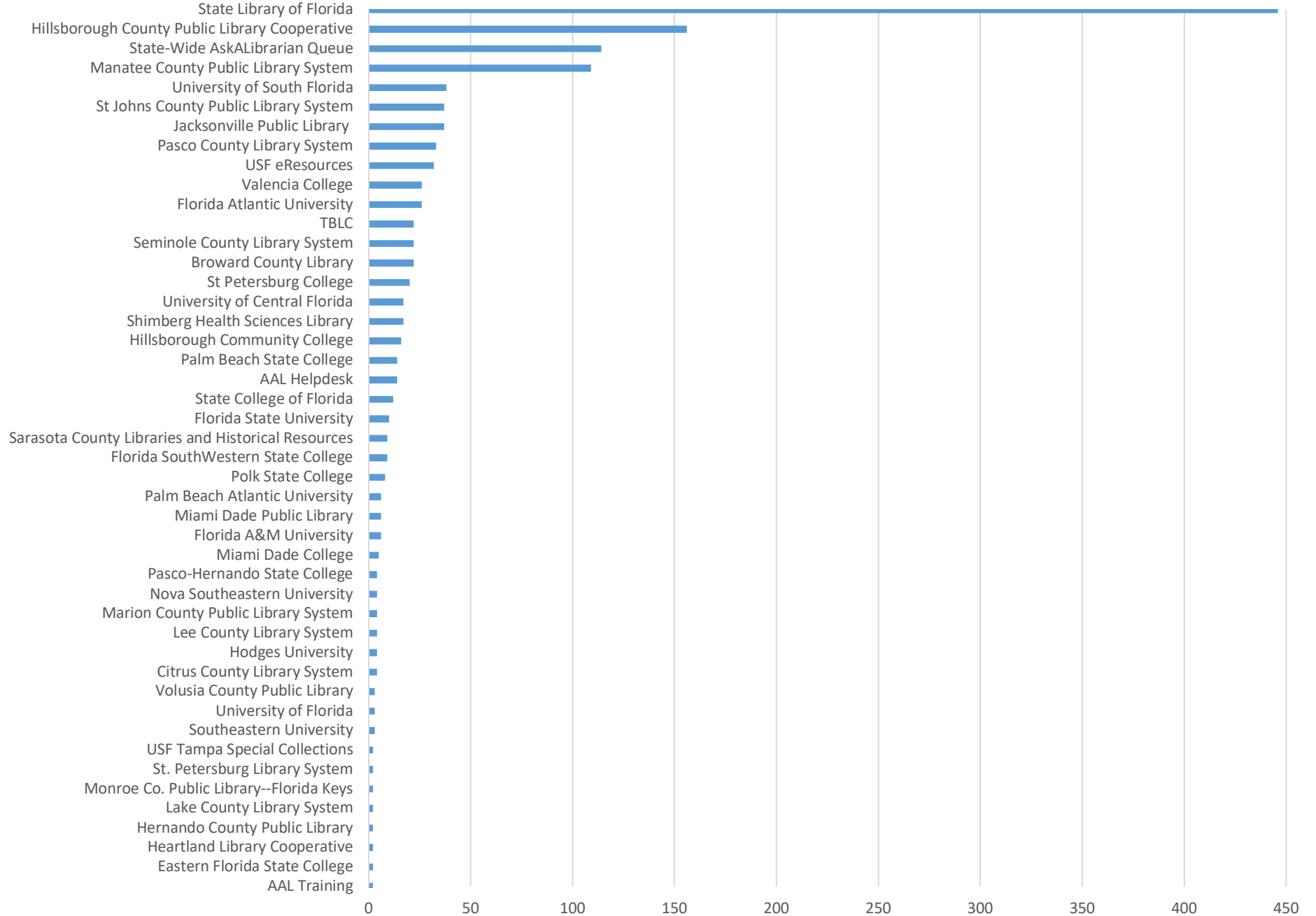
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

license	33	change	6
florida	19	lighting	6
drivers	13	street	6
library	11	regular	6
tax	8	new	6
fla	8	vanity	6
number	8	tags	6
marriage	7	cdl	6
public	7	sales	6
abortion	7	registration	6
business	7	find	6
need	7	state	5
copy	7		