

AskALibrarian.org

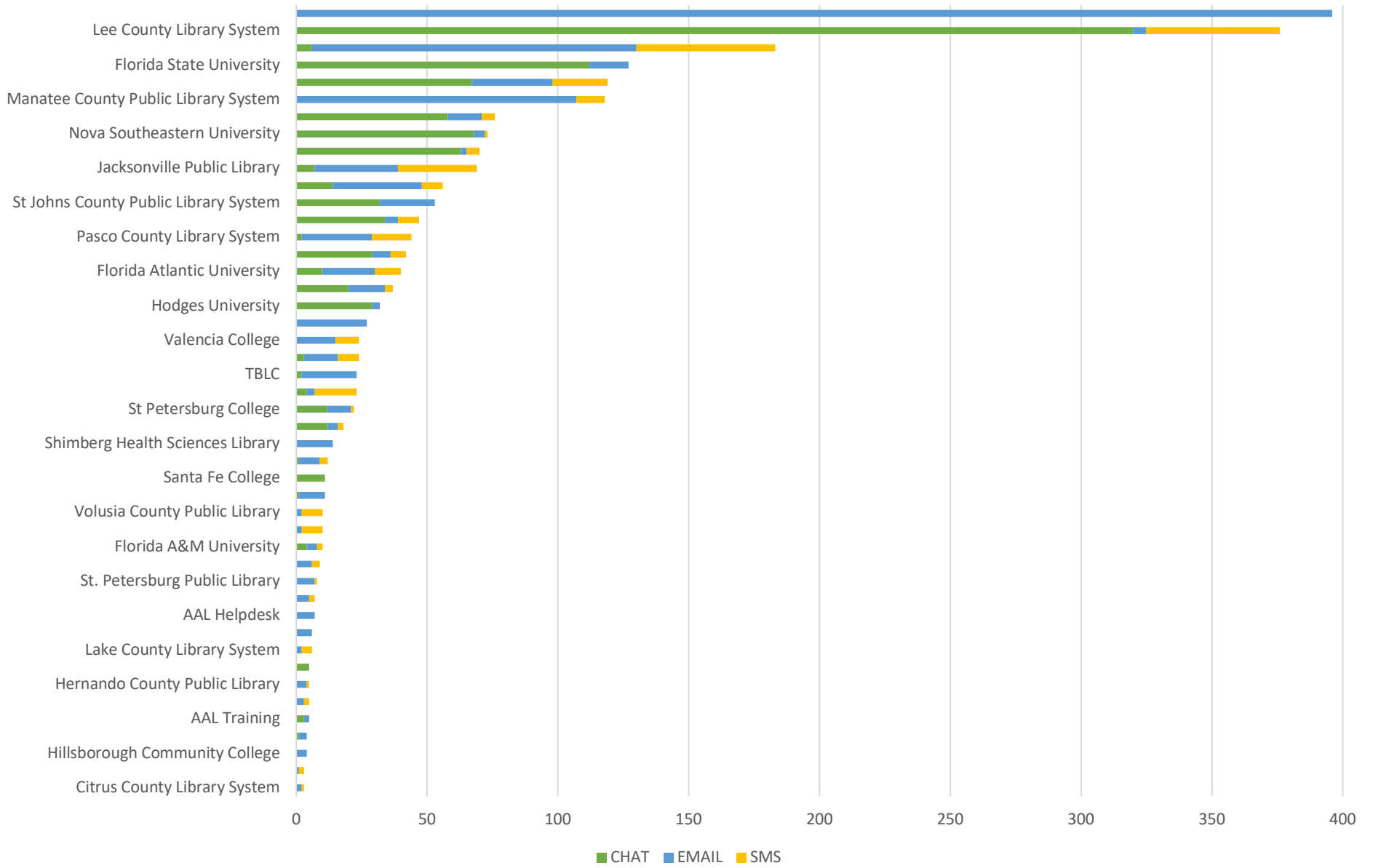
the Human Search Engine



May 2019 Statistics

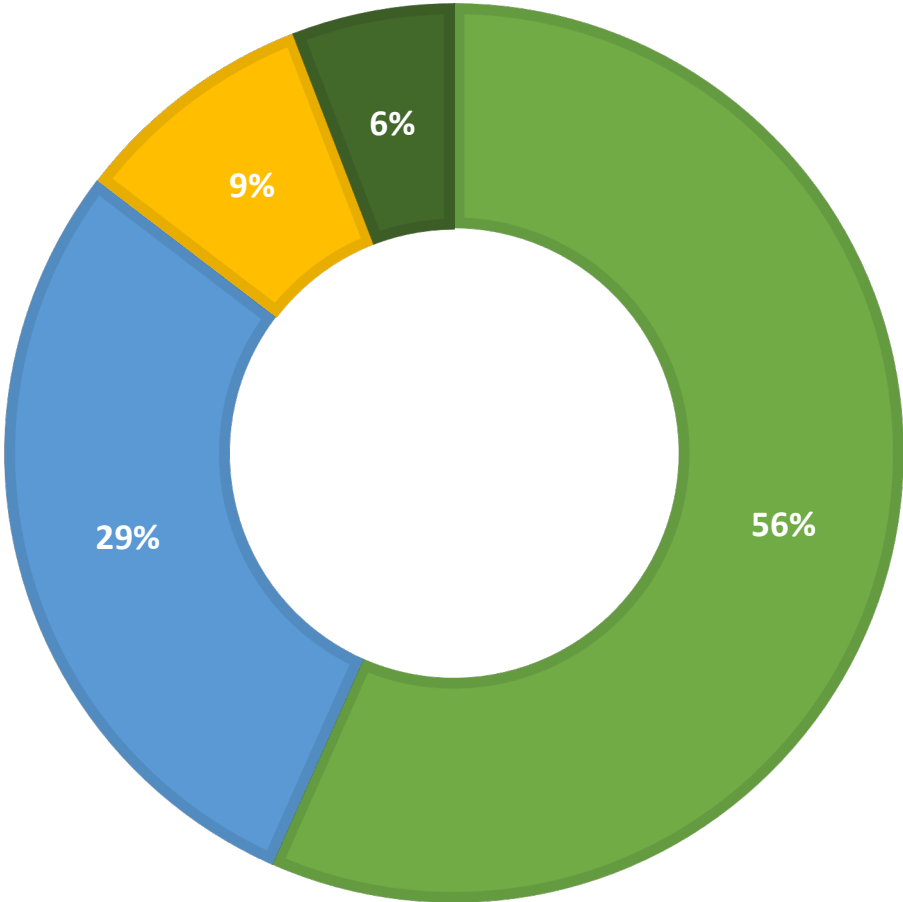
Question Type	May 2019
SMS	357
Chat	2310
FAQ Views	239
Email	1172
Total	4078

Total Transactions by Entry Point



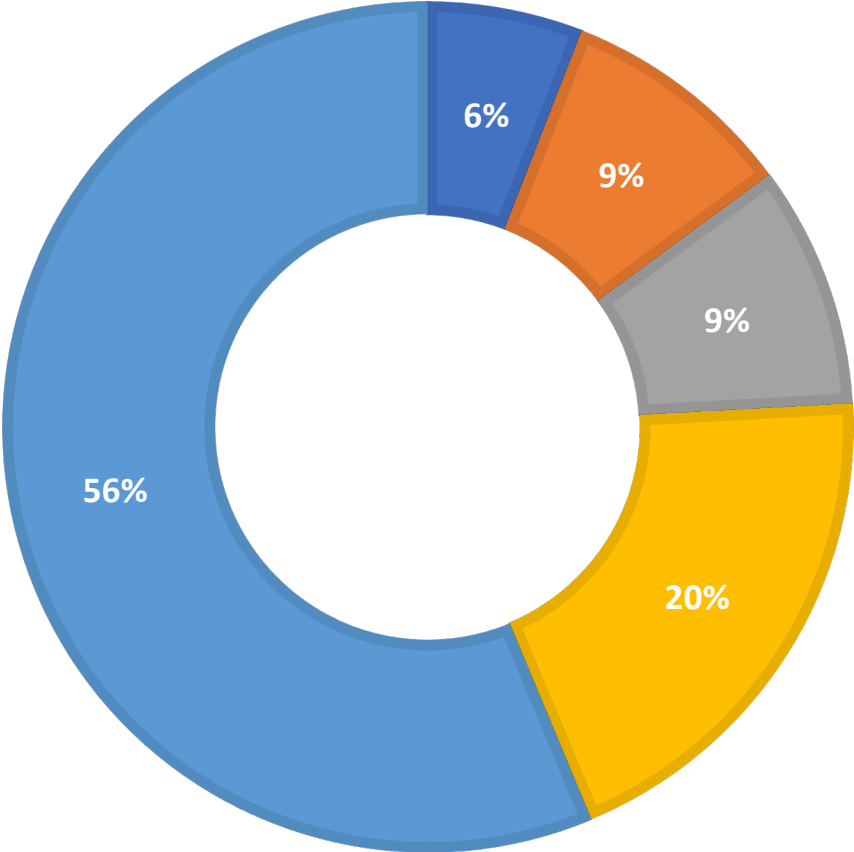
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

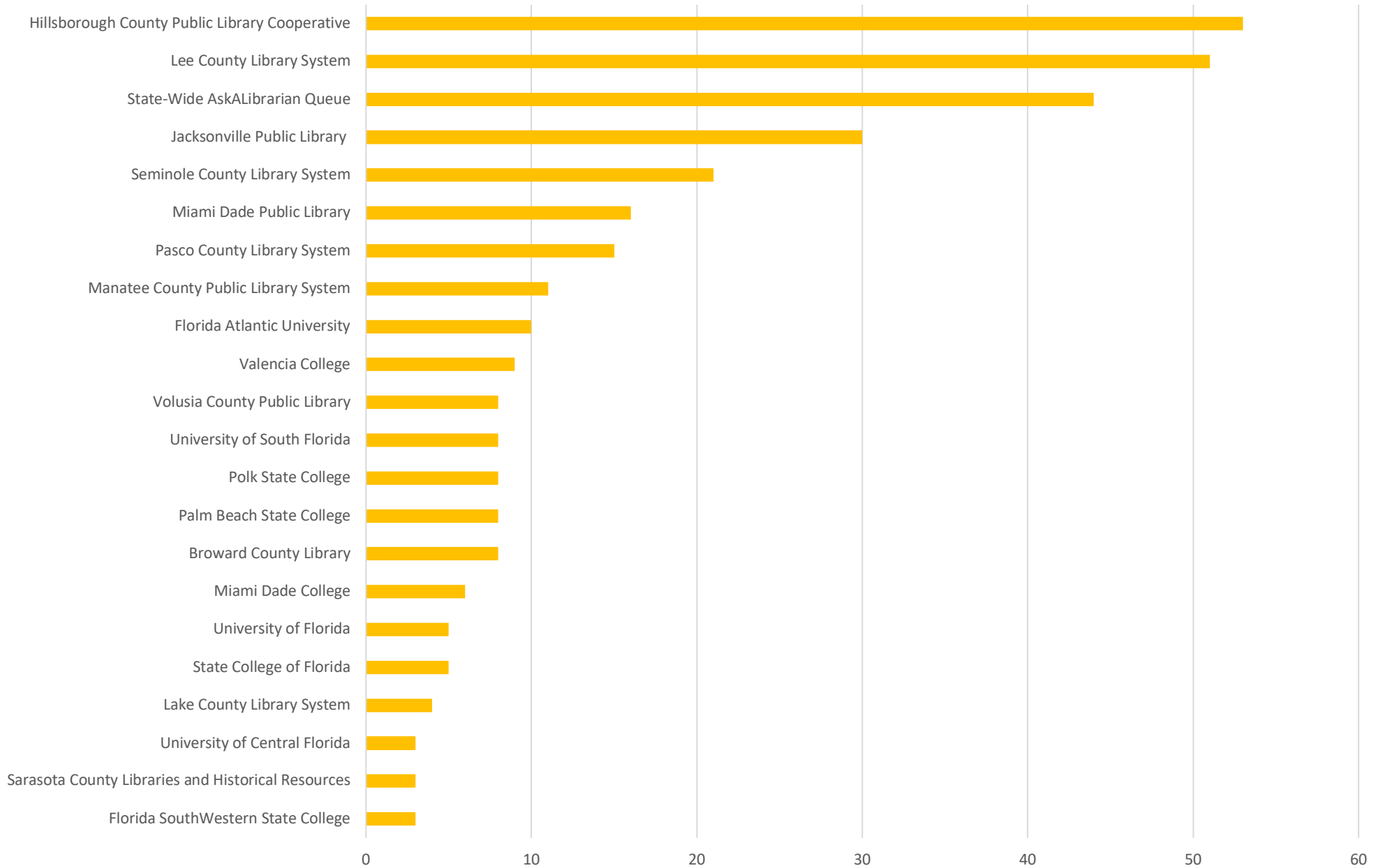
■ iPad ■ iPhone ■ Android ■ Macintosh ■ Windows



SMS



Total SMS by Library

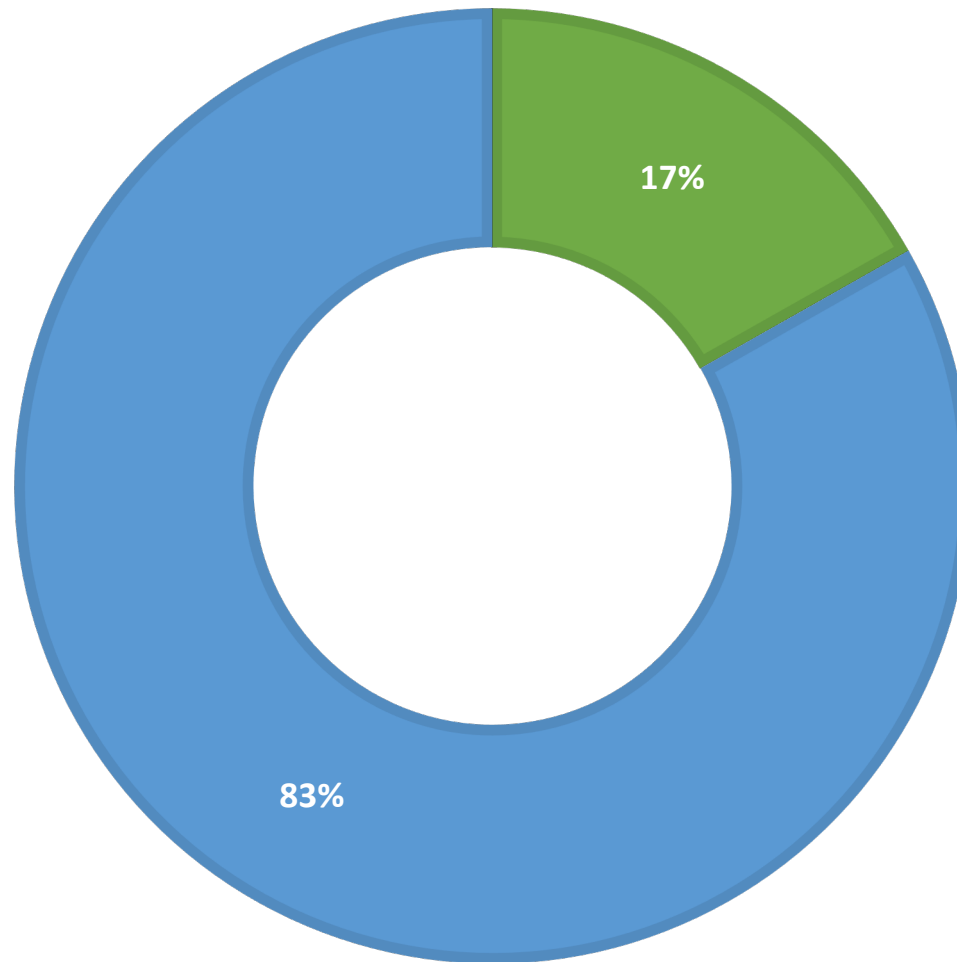


Chat



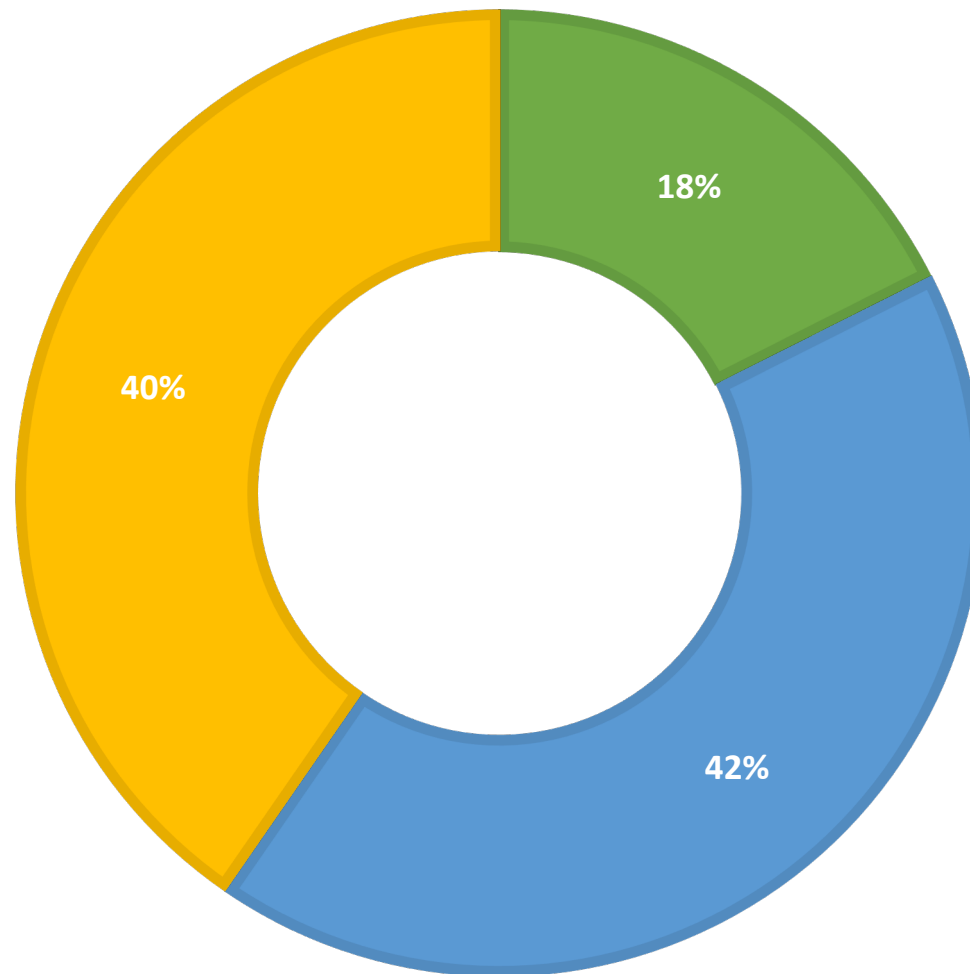
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

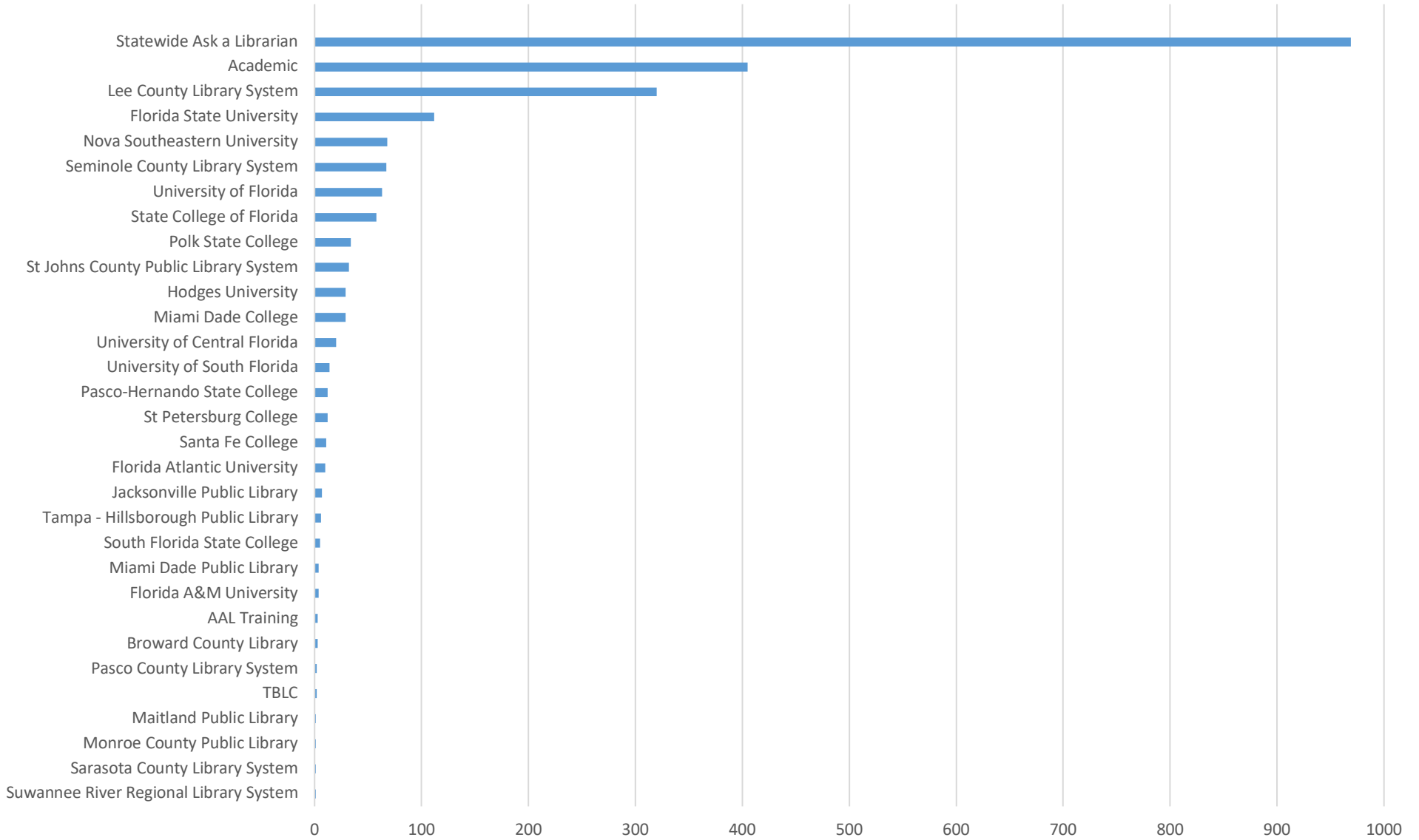


Which Departments Answered Chats (by type)?

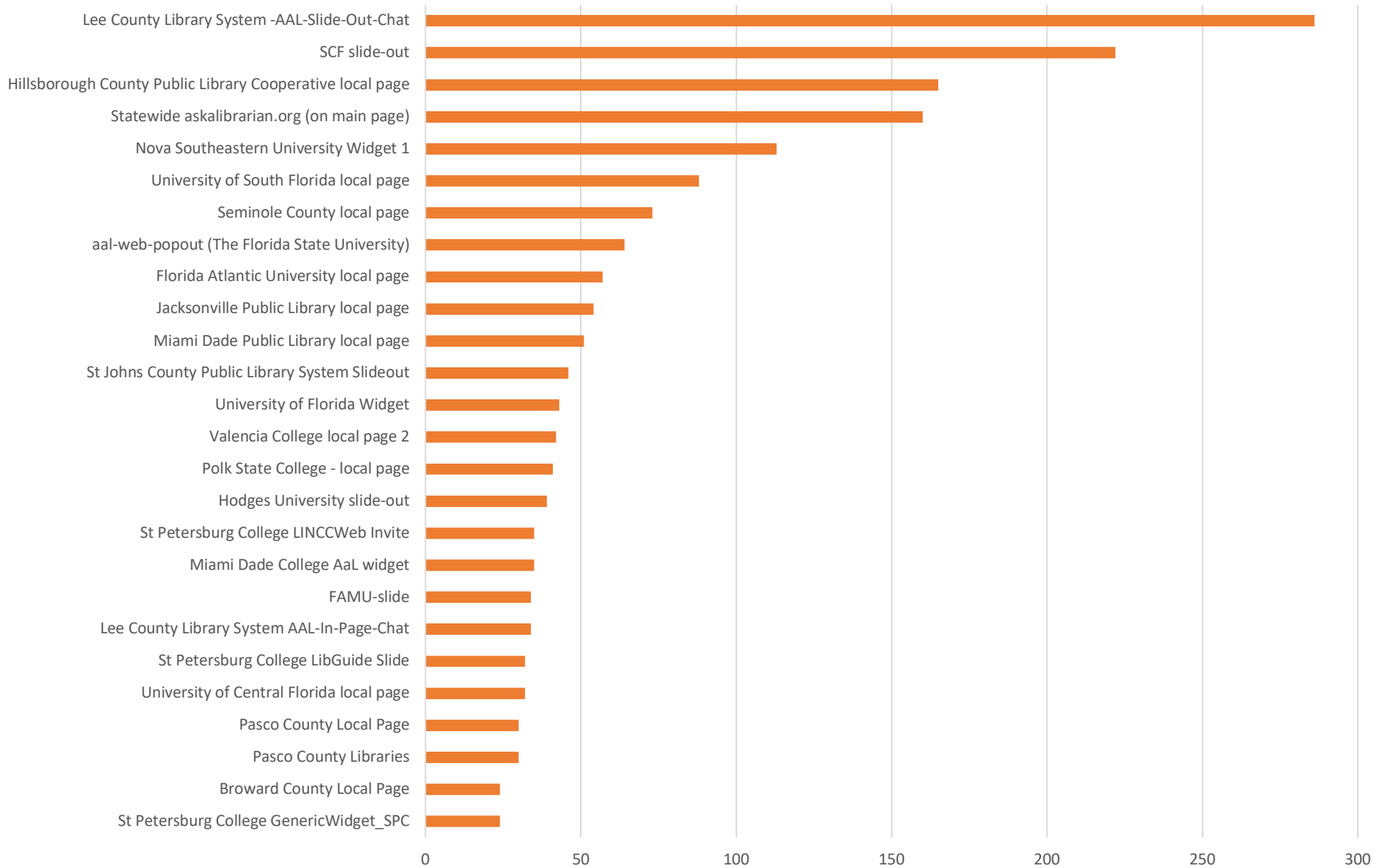
■ Academic ■ Statewide ■ Local



Which Department Answered Chats (by local library)?



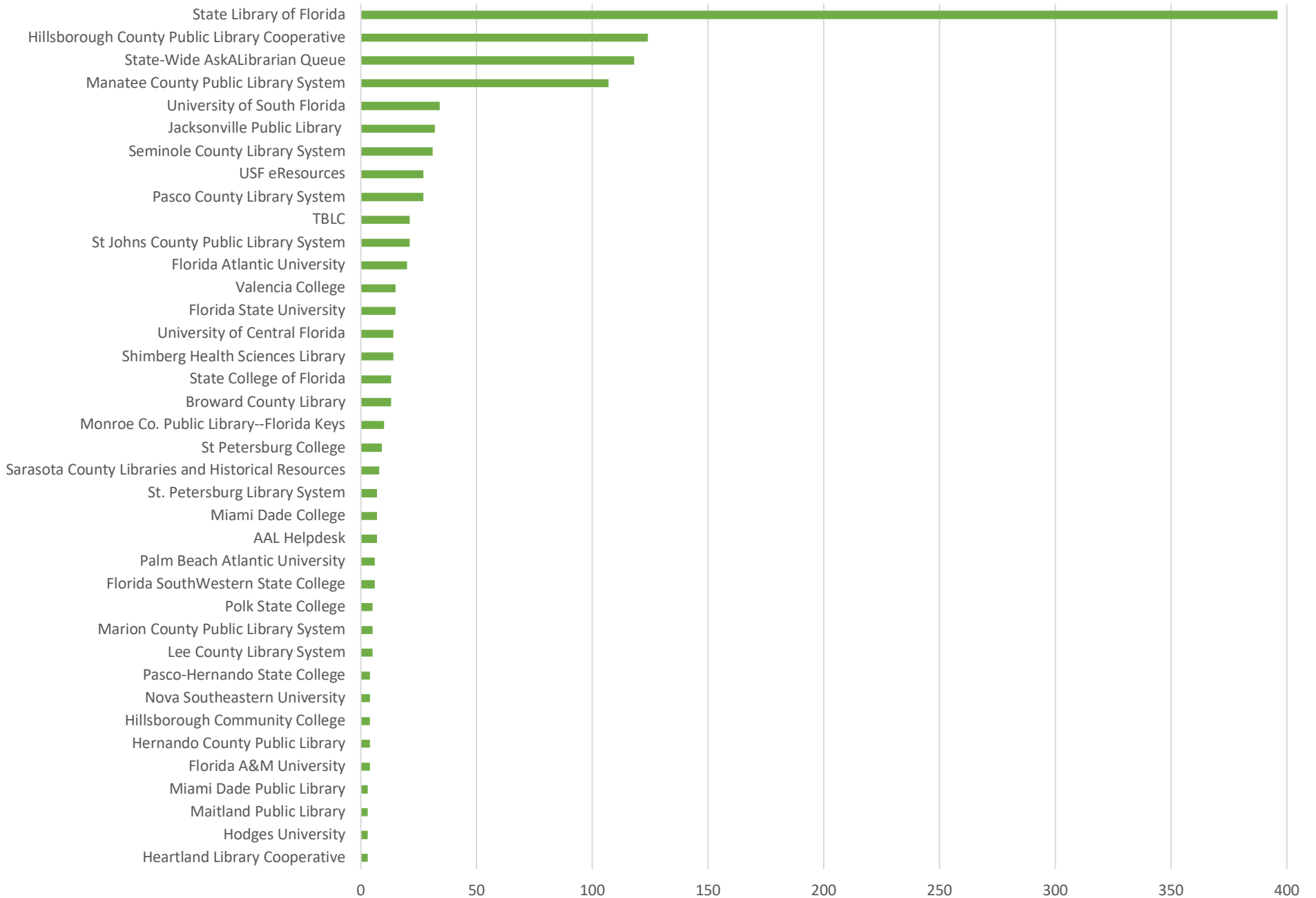
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

florida	22	month	12
ethical	21	(rentproductsonline.com)	12
last	15	located	12
license	14	articles	9
new	14	issues	9
website	14	state	9
jersey	13	issue	8
live	12	library	8
suit	12	2019	7
nintendo	12	card	6
purchased	12	days	6
since	12	drivers	5
switch	12		