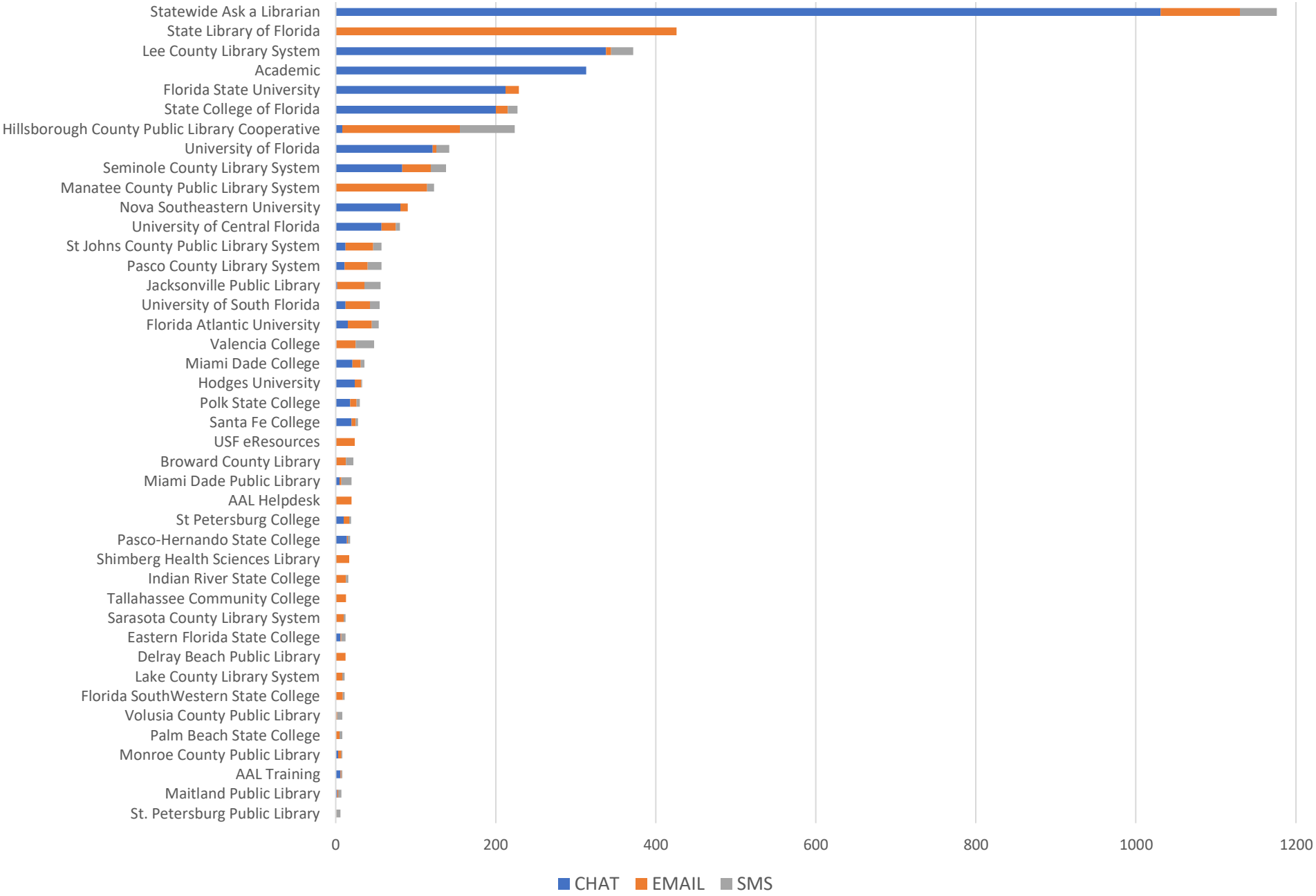
AskALibrarian.org

the Human Search Engine

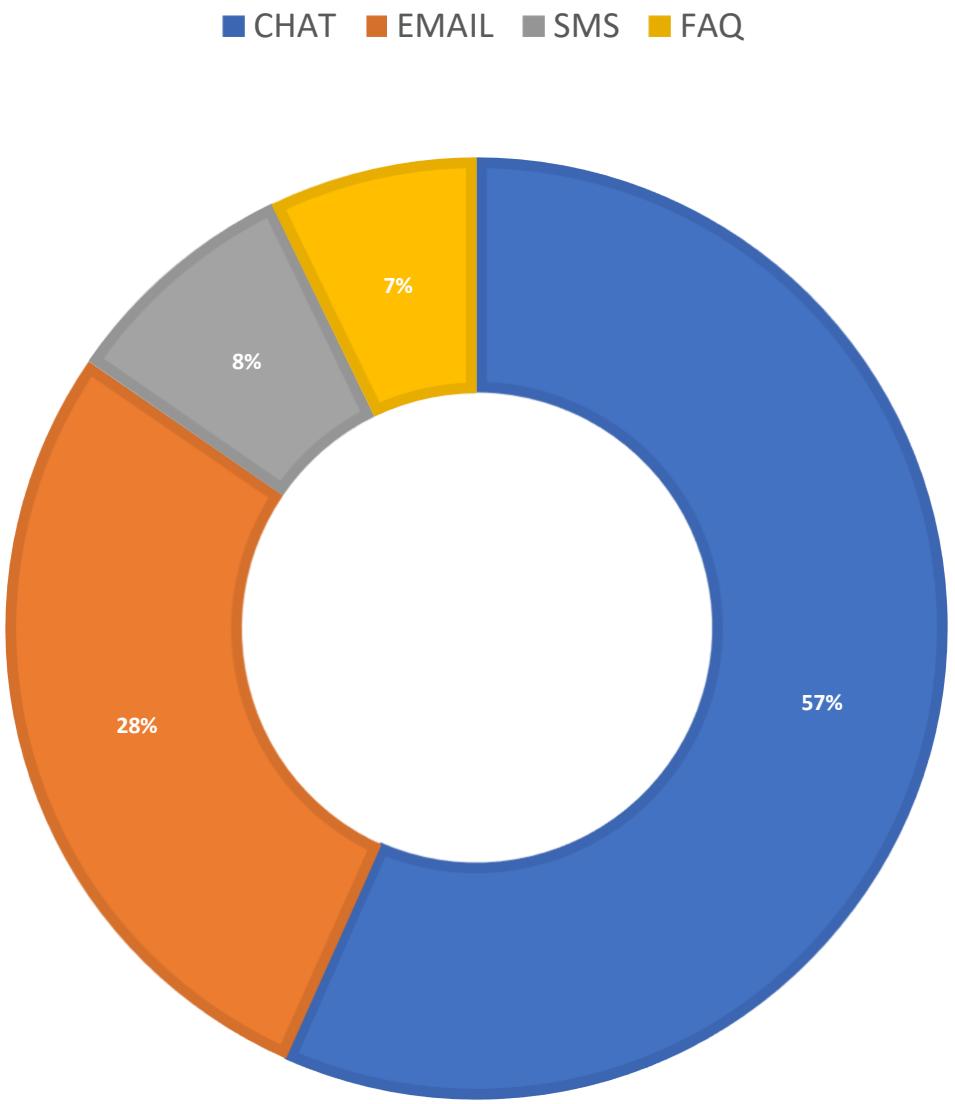
July 2019 Statistics

Question Type	June 2019
SMS	385
Chat	2643
FAQ Views	334
Email	1303
Total	4665

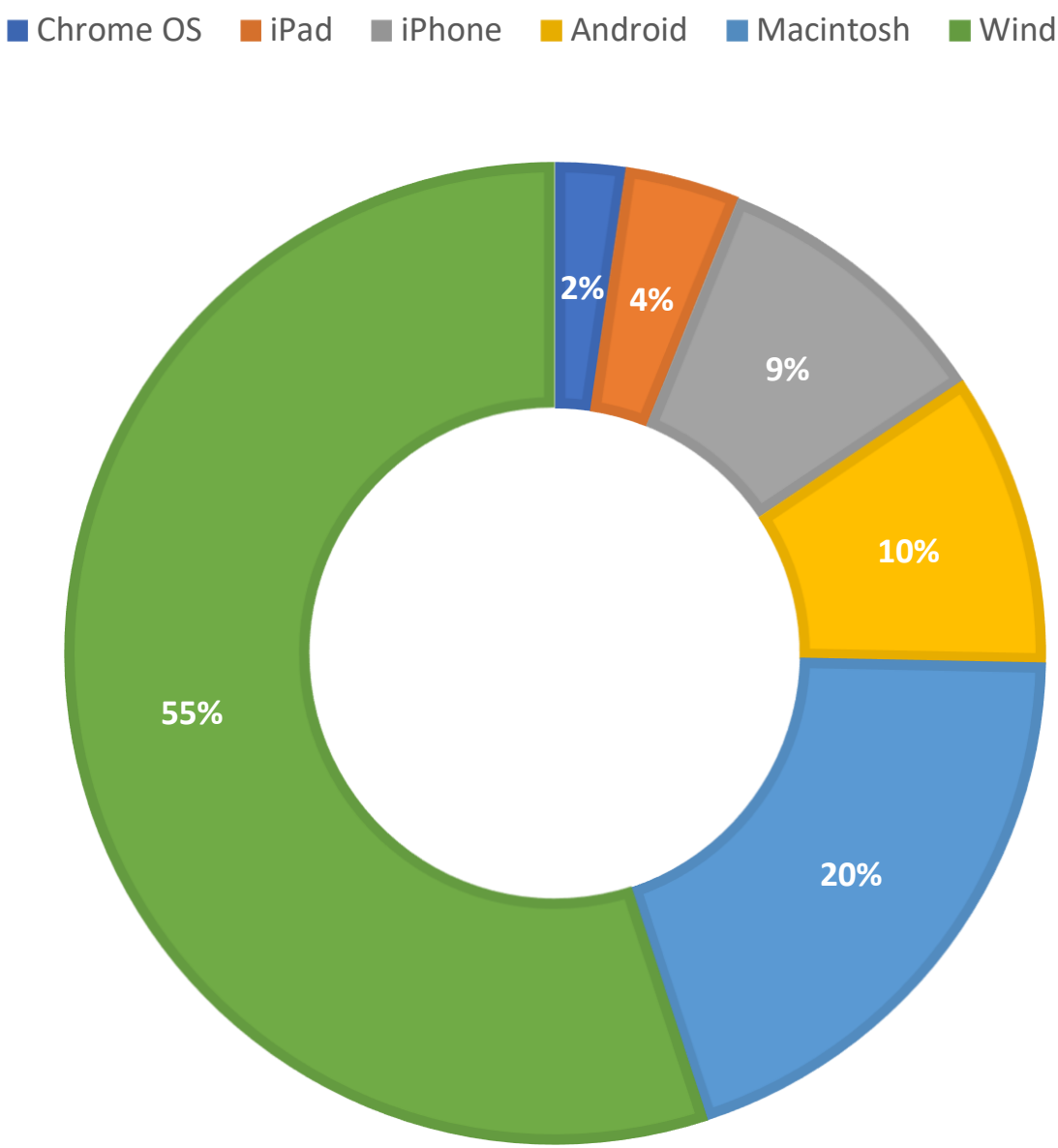
Total Transactions by Entry Point



What’s the Breakdown of Questions by Source?

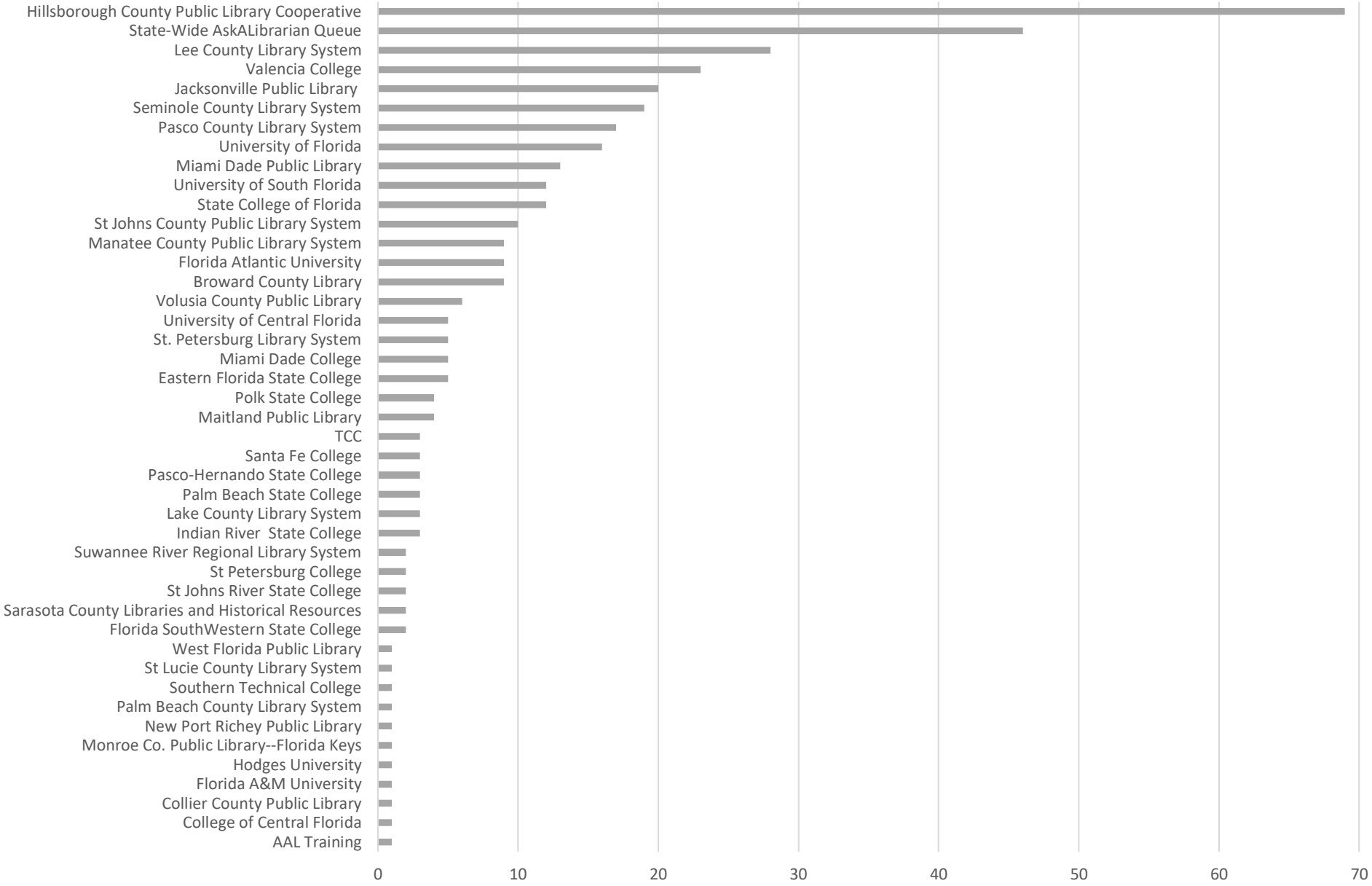


What Devices are Patrons Using to Ask Questions?



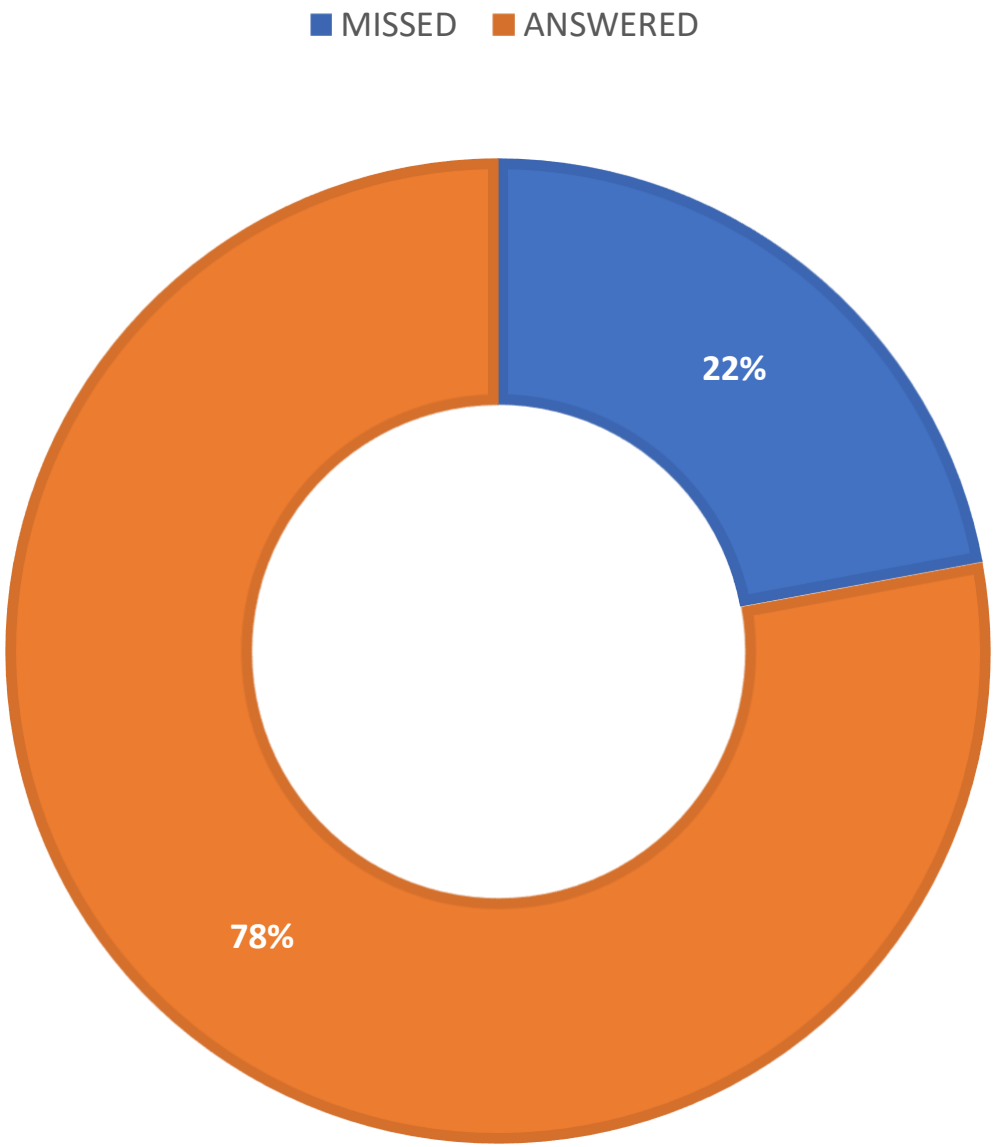
SMS

Total SMS by Library

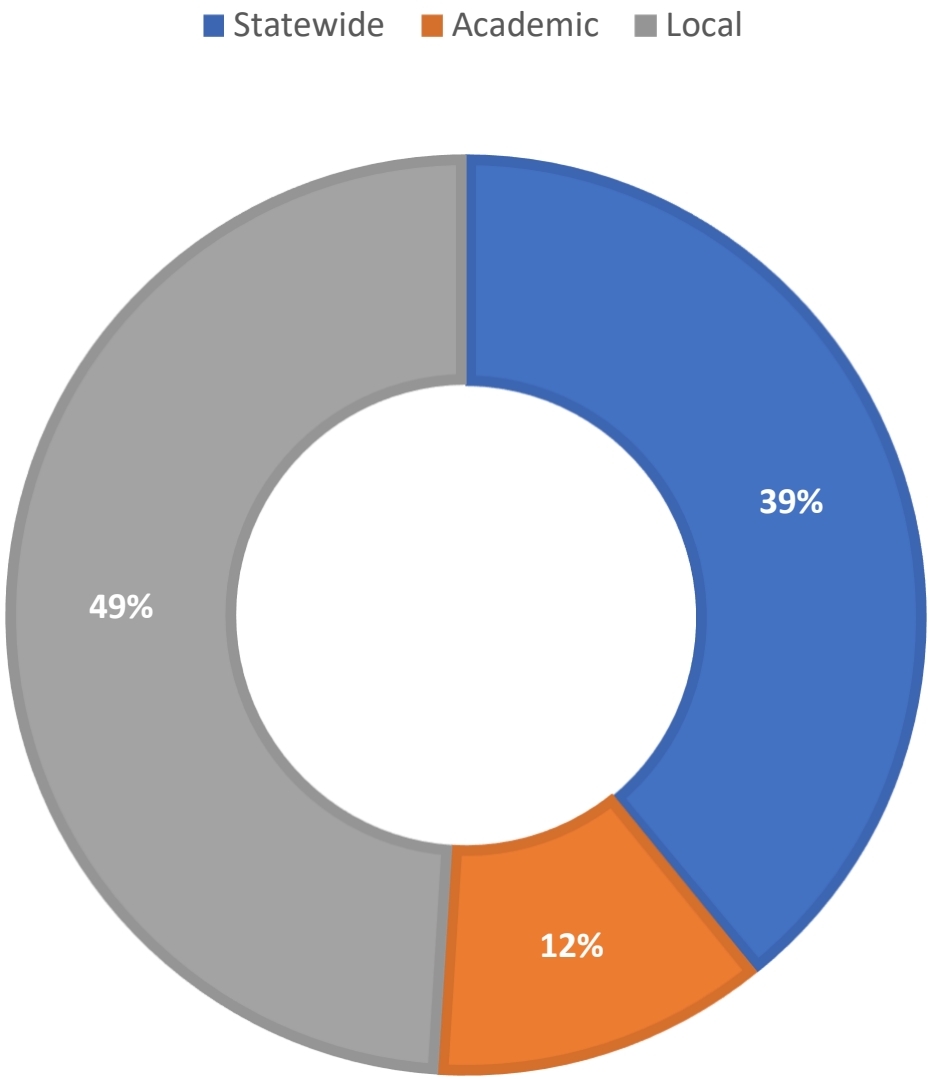


Chat

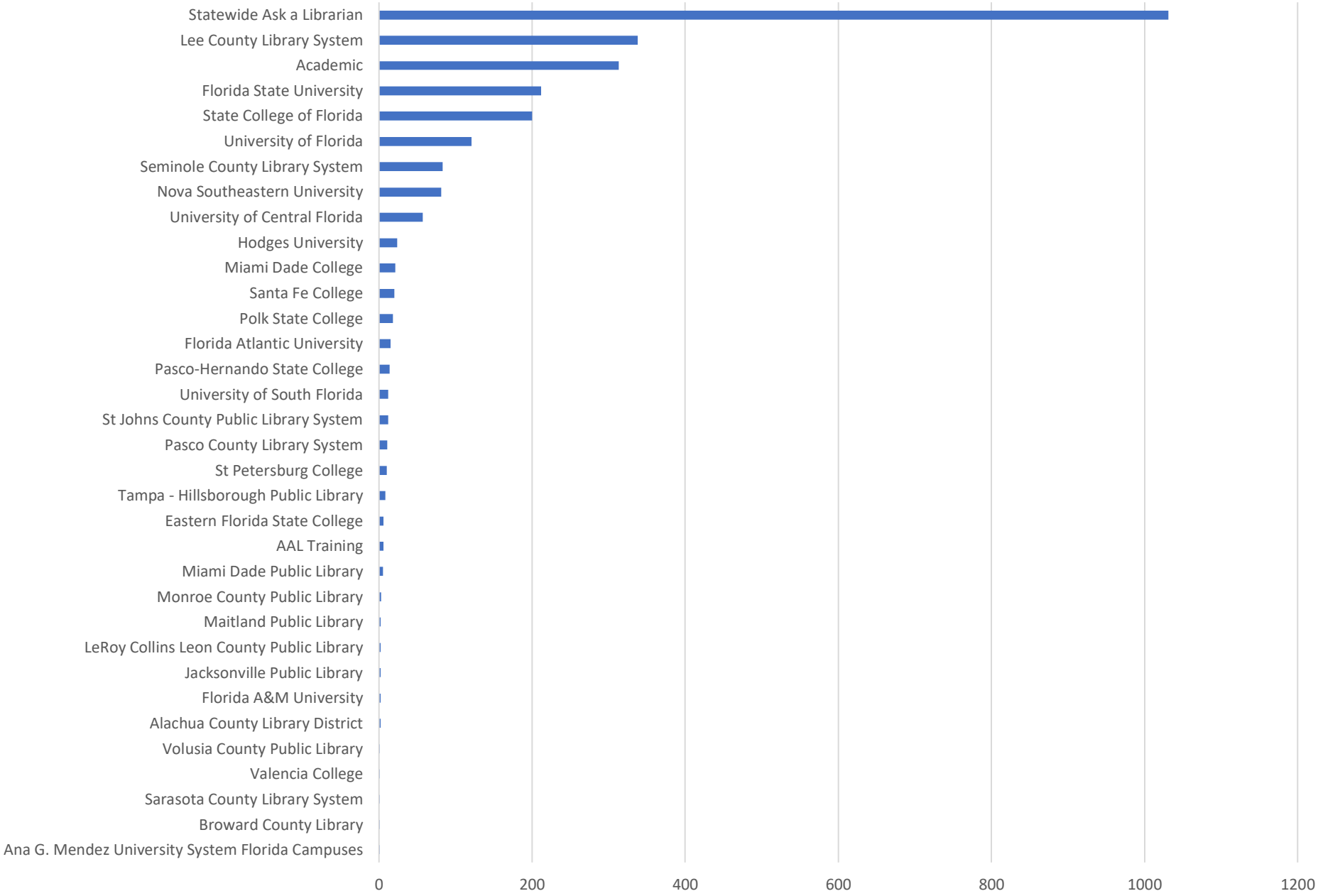
What Percent of Chats Were Answered/Missed?



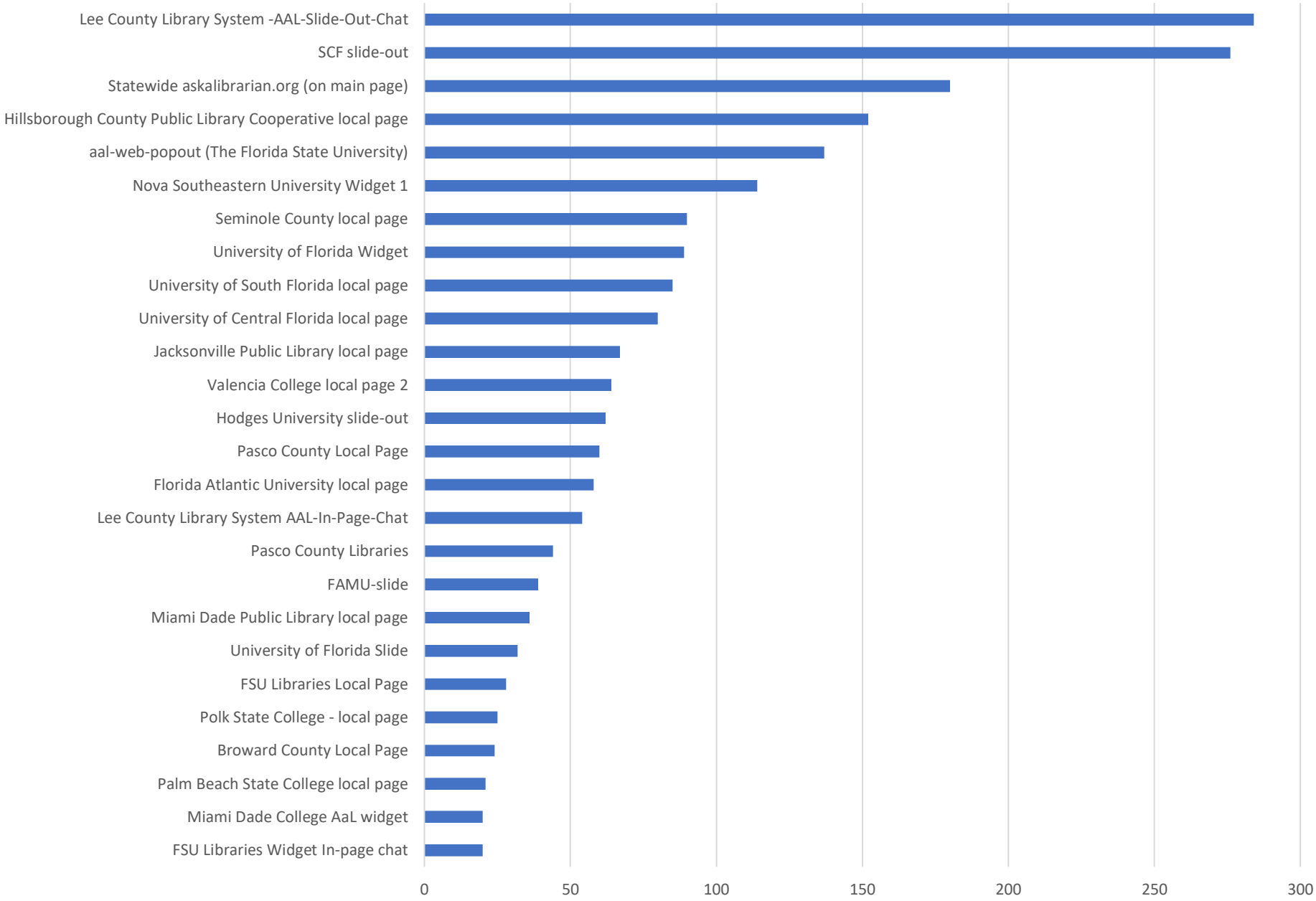
Which Departments Answered Chats (by type)?



Which Department Answered Chats (by local library)?

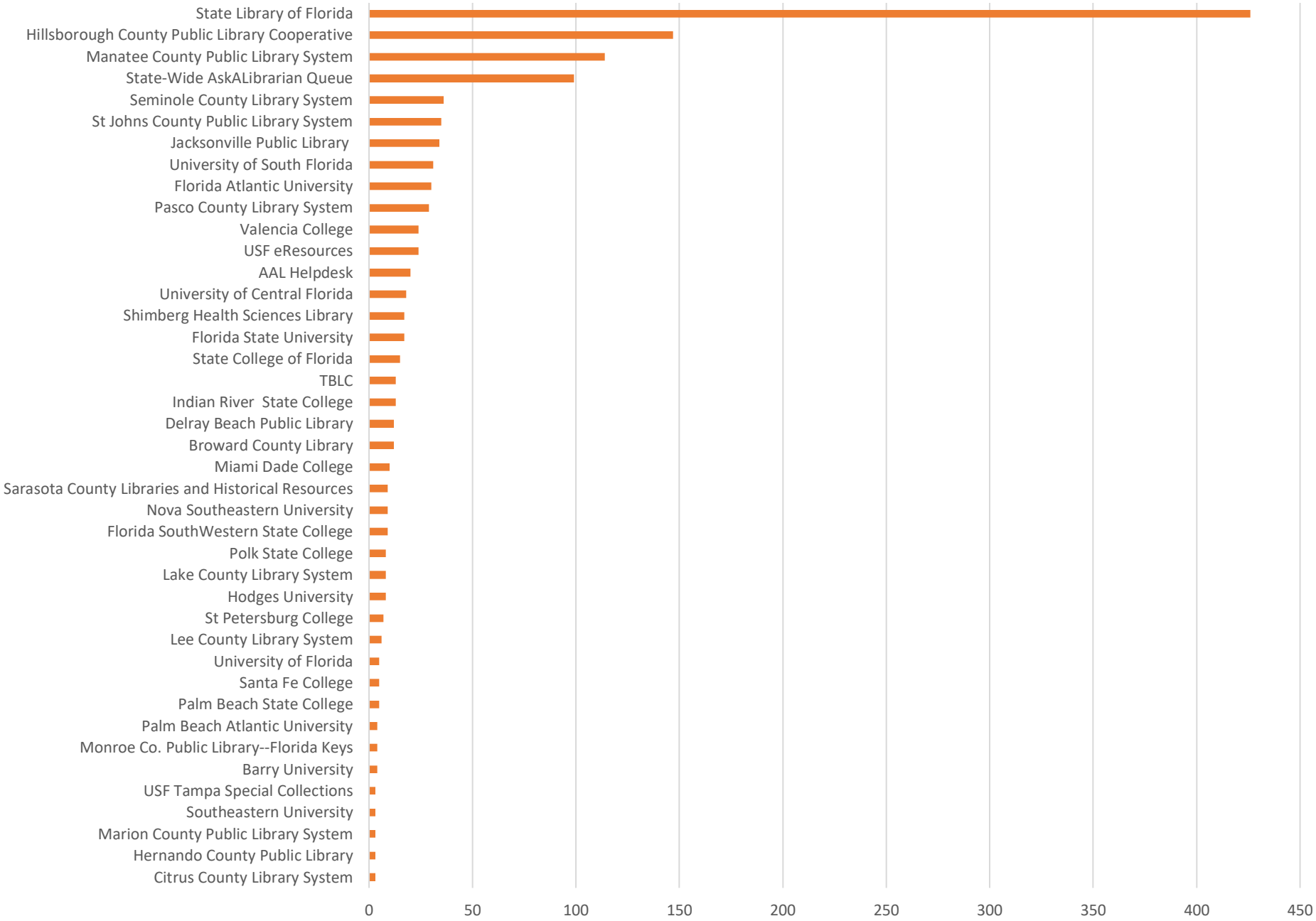


Which Widgets Brought in the Most Chats (Top 25)?



Email

Total Emails by Library



Top 25 FAQ Search Terms (Queries)

license	25
business	9
library	8
certificate	6
books	6
registration	6
home	6
overdue	5
county	5
florida	4
book	4
request	4
check	4
found	4
online	4
need	4
service	4
number	4
really	4
permit	4
driver's	4
2019	4
renew	4
title	4
printer	3