September 2019 Statistics
<table>
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<th>Question Type</th>
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What’s the Breakdown of Questions by Source?

- CHAT: 63%
- EMAIL: 24%
- SMS: 9%
- FAQ: 4%

Legend:
- CHAT
- EMAIL
- SMS
- FAQ
What Devices are Patrons Using to Ask Questions?

- iPad: 54%
- Chrome OS: 25%
- Android: 9%
- iPhone: 6%
- Macintosh: 3%
- Windows: 3%
Chat
What Percent of Chats Were Answered/Missed?

- Missed: 15%
- Answered: 85%
Which Departments Answered Chats (by type)?

- Local: 43%
- Academic: 40%
- Statewide Ask a Librarian: 17%
Which Department Answered Chats (by local library)?

- Florida State University
- Lee County Library System
- State College of Florida
- University of Florida
- Nova Southeastern University
- Pasco-Hernando State College
- Seminole County Library System
- University of Central Florida
- University of South Florida
- St. Petersburg College
- Miami Dade College
- St. Johns County Public Library System
- Florida Atlantic University
- Polk State College
- Eastern Florida State College
- Pasco County Library System
- Santa Fe College
- Tampa - Hillsborough Public Library
- Hodges University
- Jacksonville Public Library
- Hillsborough Community College
- South Florida State College
- Florida A&M University
- Valencia College
- Miami Dade Public Library
- AAL Training
- Delray Beach Public Library
- College of Central Florida
- LeRoy Collins Leon County Public Library
- Sarasota County Library System
- Suwannee River Regional Library System
- Tallahassee Community College
- Alachua County Library District
Which Widgets Brought in the Most Chats (Top 25)?

1. SCF slide-out
2. Lee County Library System - AAL-Slide-Out-Chat
3. University of South Florida local page
4. aal-web-popout
5. Statewide askalibrarian.org (on main page)
6. Hillsborough County Public Library Cooperative local page
7. Nova Southeastern University Widget 1
8. University of Florida Widget
9. St Petersburg College LINCCWeb Invite
10. FAMU-slide
11. Valencia College local page 2
12. FSU Libraries Local Page
13. Seminole County local page
14. Florida Atlantic University local page
15. Palm Beach Atlantic University slideout
16. University of Florida Slide
17. Lee County Library System AAL-In-Page-Chat
18. Jacksonville Public Library local page
19. Hillsborough Community College AaL widget
20. University of Central Florida local page
21. Pasco-Hernando State College Slideout
22. Pasco County Local Page
23. St Petersburg College LibGuide Slide
24. St Petersburg College Widget 2013
25. Miami Dade College Local Page
## Top 25 FAQ Search Terms (Queries)

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