AskALibrarian.org

the Human Search Engine

December 2019 Statistics
<table>
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<th>Question Type</th>
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<td>SMS</td>
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<td>Chat</td>
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What’s the Breakdown of Questions by Source?

- CHAT: 52%
- EMAIL: 34%
- SMS: 9%
- FAQ: 5%
What Devices are Patrons Using to Ask Questions?

- Windows: 50%
- Macintosh: 23%
- iPhone: 10%
- Android: 9%
- Chrome OS: 4%
- iPad: 4%
Chat
What Percent of Chats Were Answered/Missed?

- Answered: 86%
- Missed: 14%
Which Departments Answered Chats (by type)?
*The Academic desk was closed during this time*
Which Department Answered Chats (by local library)?

- Statewide Ask a Librarian
- Lee County Library System
- Florida State University
- State College of Florida
- University of Florida
- Seminole County Library System
- St Johns County Public Library System
- Nova Southeastern University
- Academic
- University of Central Florida
- Miami Dade College
- Pasco-Hernando State College
- St Petersburg College
- Tampa - Hillsborough Public Library
- Hodges University
- Florida Atlantic University
- Polk State College
- Santa Fe College
- Pasco County Library System
- AAL Training
- Florida A&M University
- College of Central Florida
- Miami Dade Public Library
- Palm Beach State College
- Jacksonville Public Library
- LeRoy Collins Leon County Public Library
- Hillsborough Community College
- Monroe County Public Library
- Niceville Public Library
- Eastern Florida State College
- Broward County Library
- University of South Florida
Which Widgets Brought in the Most Chats (Top 25)?

1. Lee County Library System - AAL-Slide-Out-Chat
2. SCF slide-out
3. Statewide askalibrarian.org (on main page)
4. Hillsborough County Public Library Cooperative local page
5. aal-web-popout
6. Lee County Library System AAL-In-Page-Chat
7. University of South Florida local page
8. Nova Southeastern University Widget 1
9. University of Central Florida local page
10. Jacksonville Public Library local page
11. Seminole County local page
12. University of Florida Widget
13. FAMU-slide
14. Pasco County Local Page
15. St Johns County Public Library System Slideout
16. Valencia College local page 2
17. FSU Libraries Local Page
18. University of Florida Slide
19. Florida Atlantic University local page
20. Pasco County Libraries
21. Delray Beach AaL widget
22. All monitored reference chat
23. aal-web-popout (copy)
24. Broward County Local Page
25. FSU Libraries Widget In-page chat
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