

AskALibrarian.org

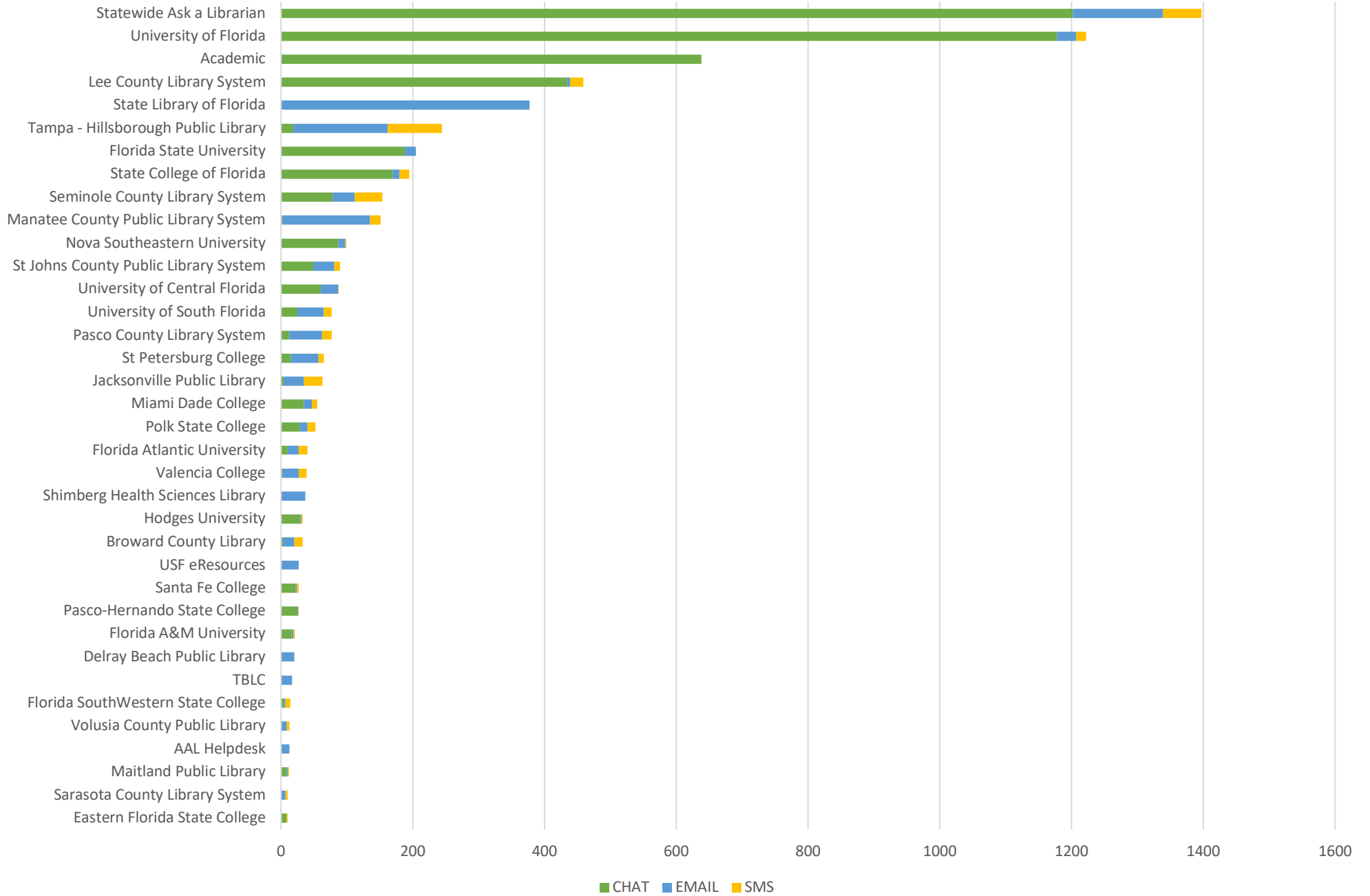
the Human Search Engine



January 2020 Statistics

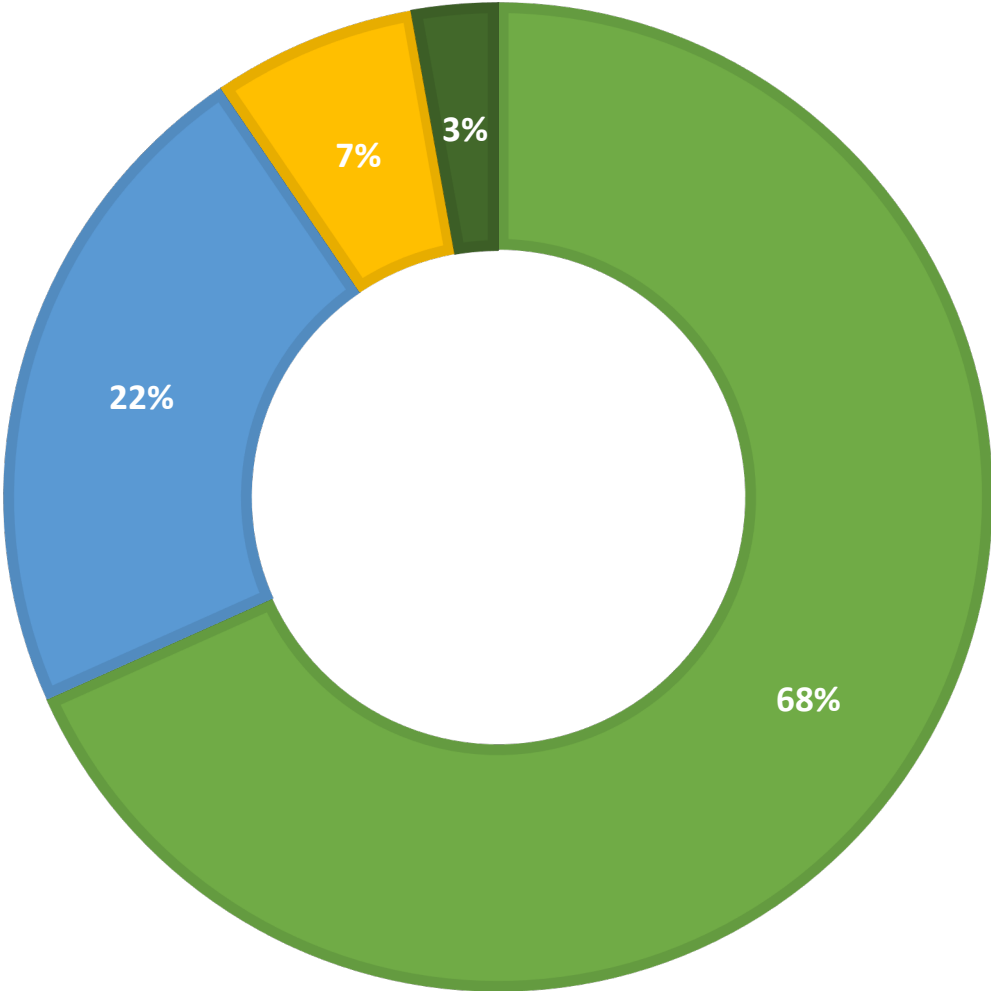
Question Type	
SMS	430
Chat	4391
FAQ Views	180
Email	1429
Total	6430

Total Transactions by Entry Point



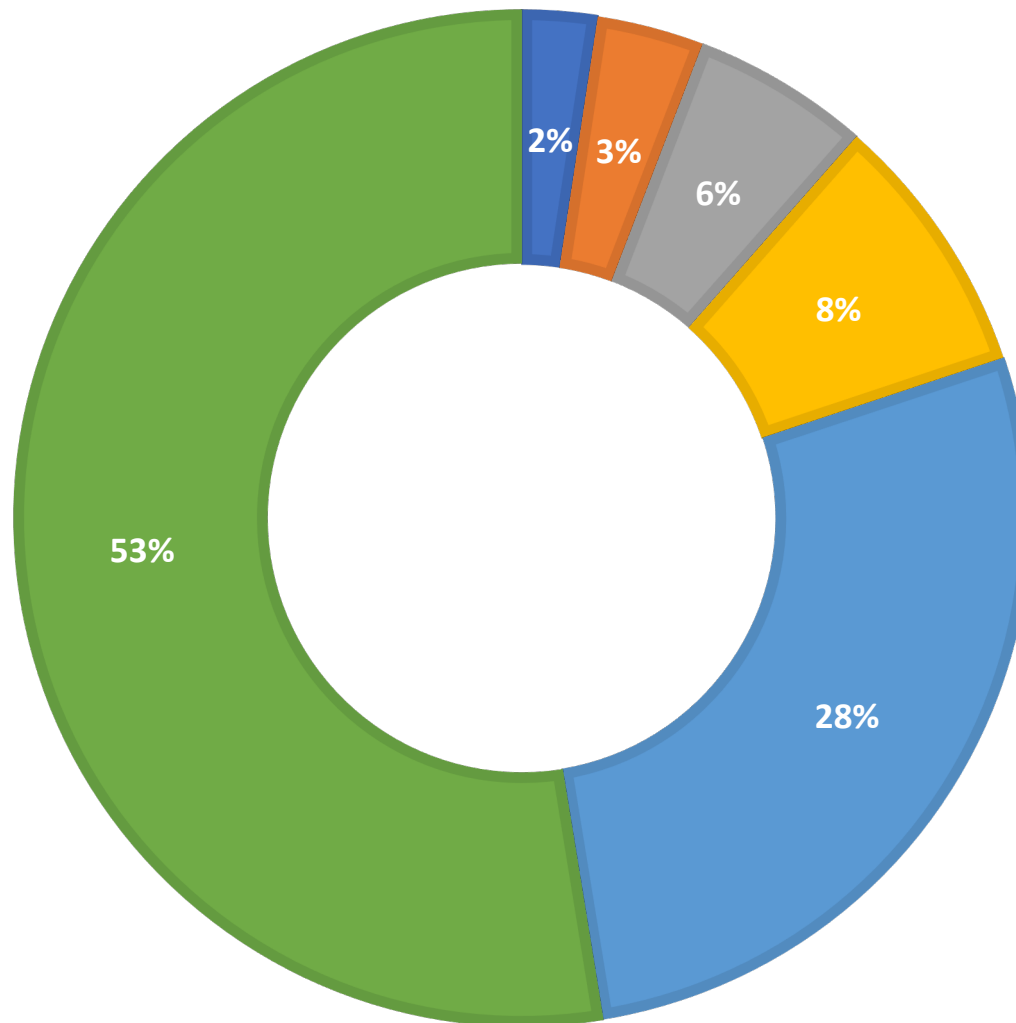
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

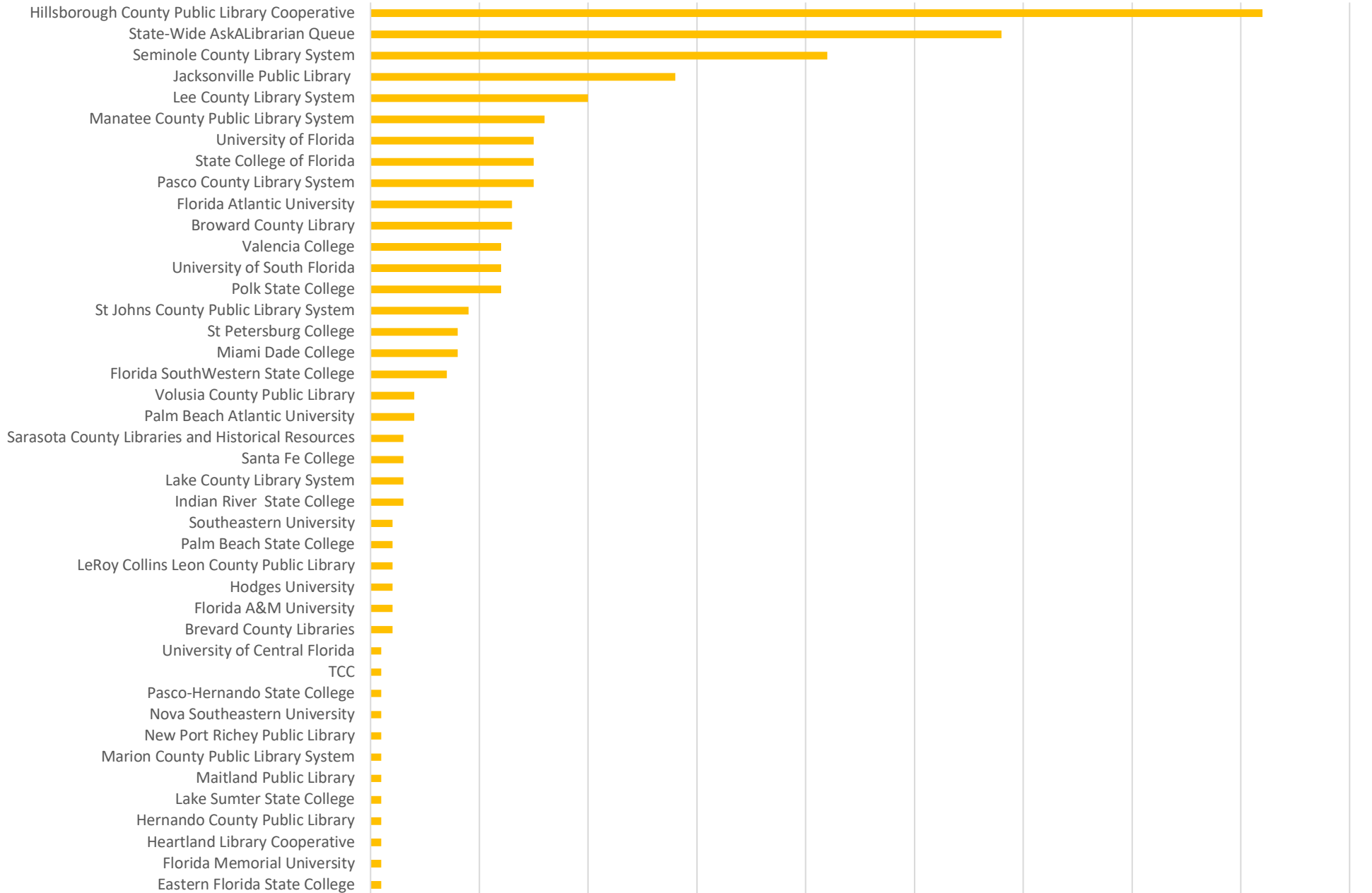
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

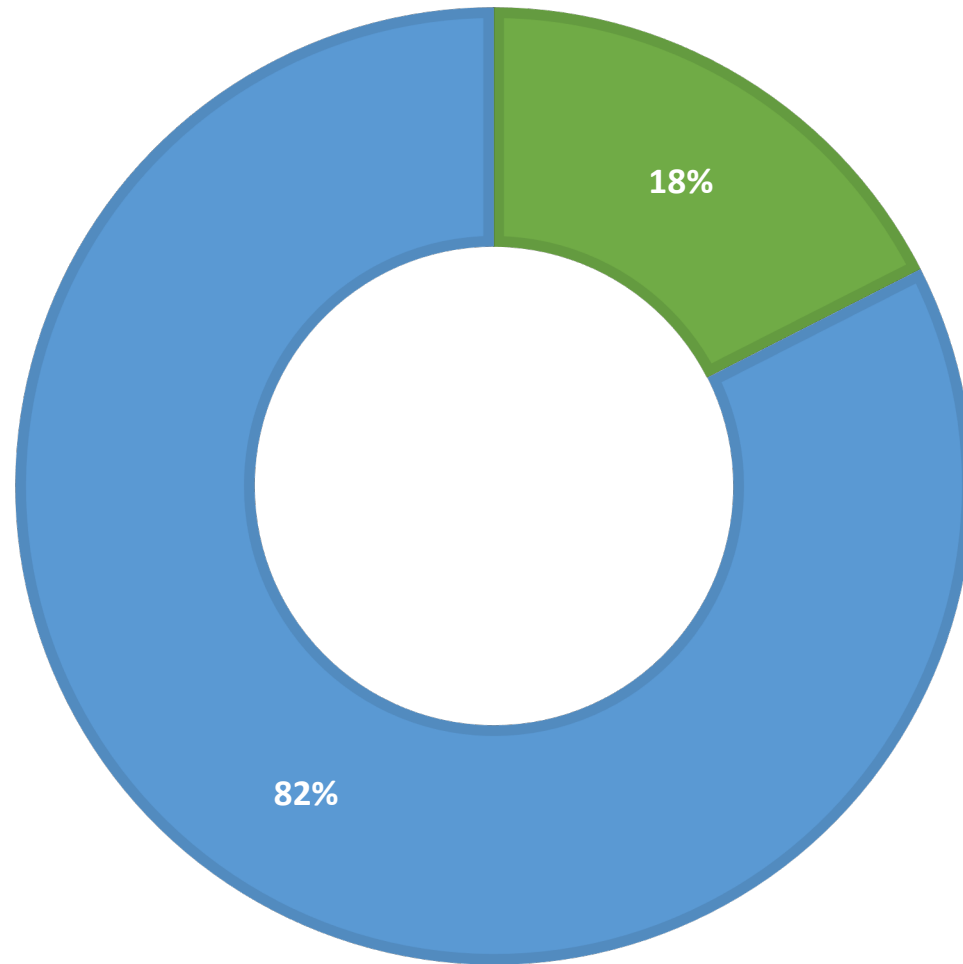


Chat



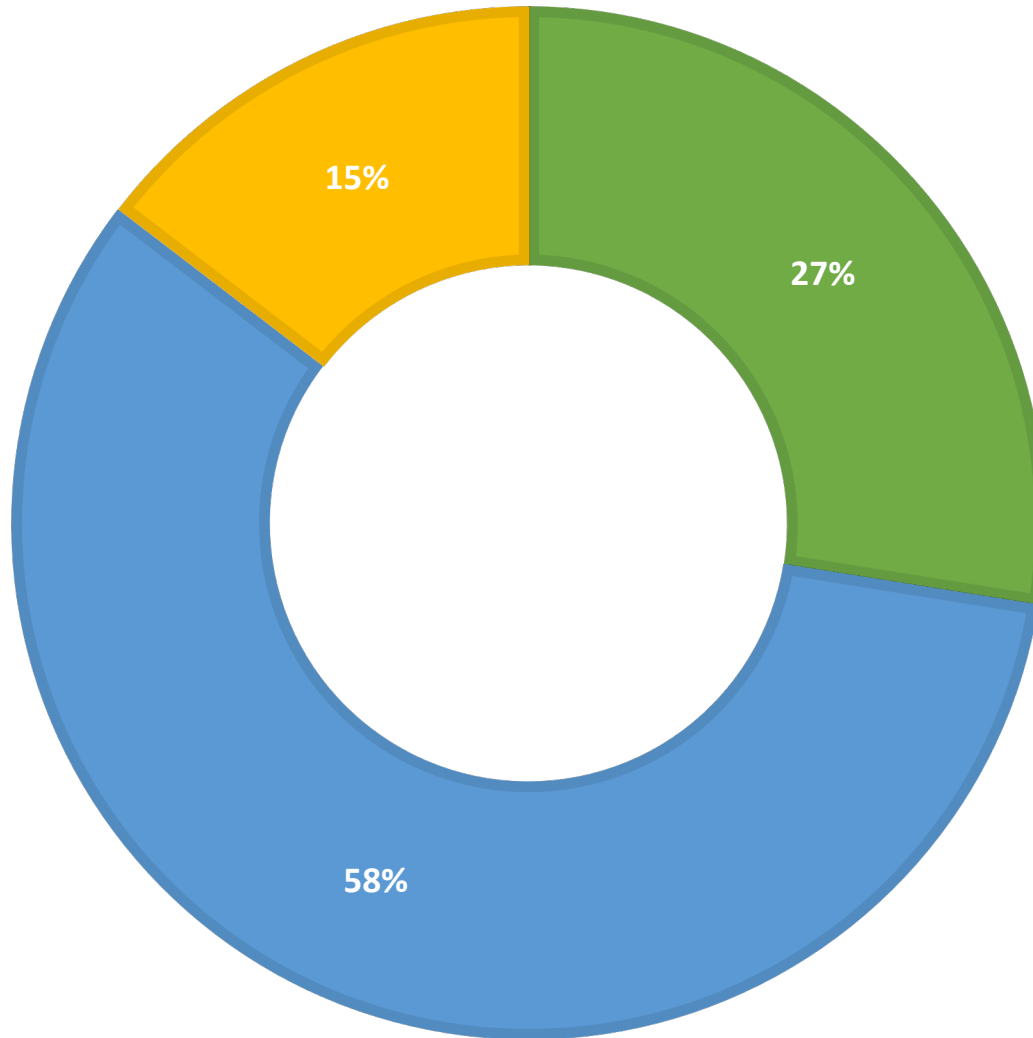
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

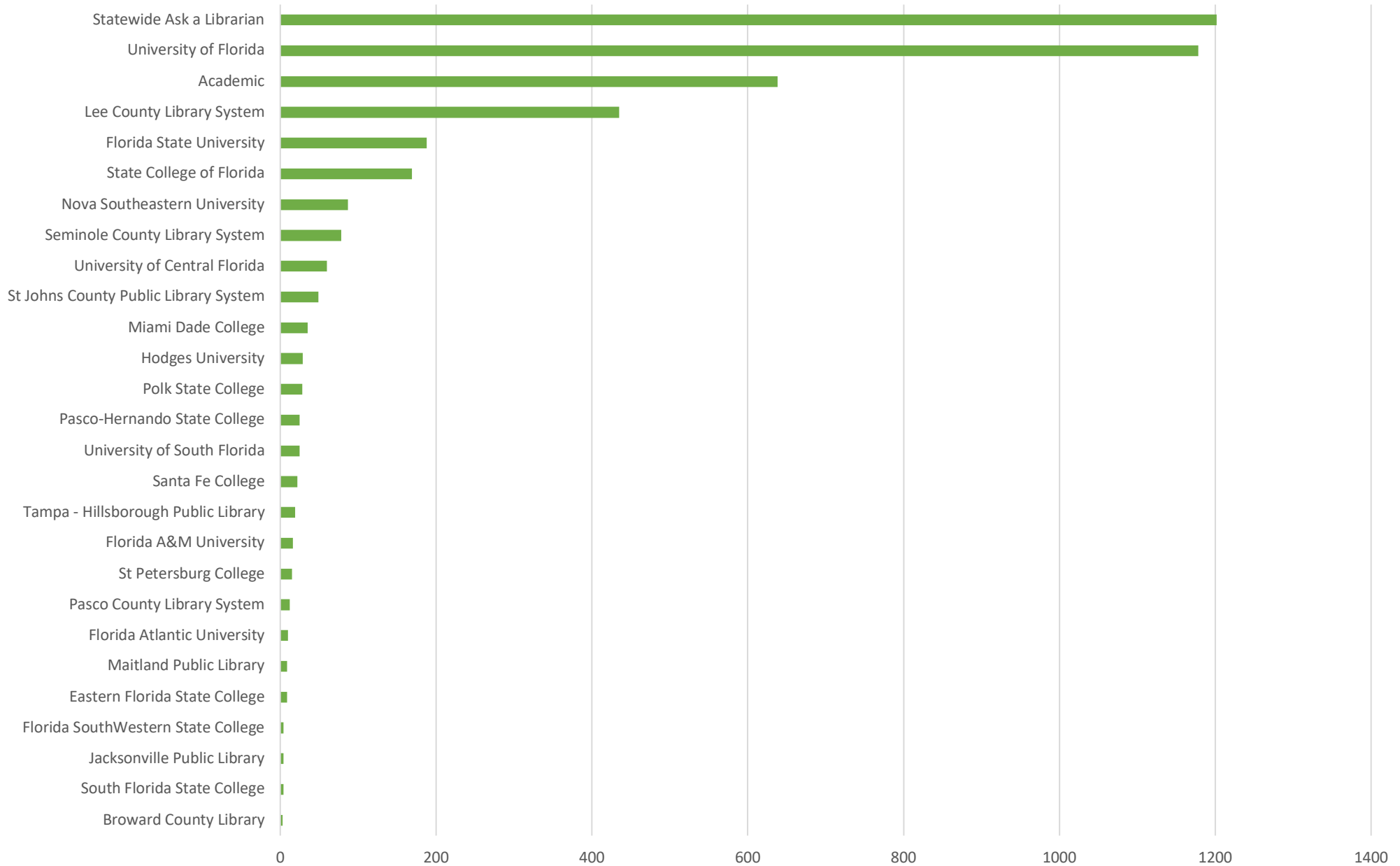


Which Departments Answered Chats (by type)?

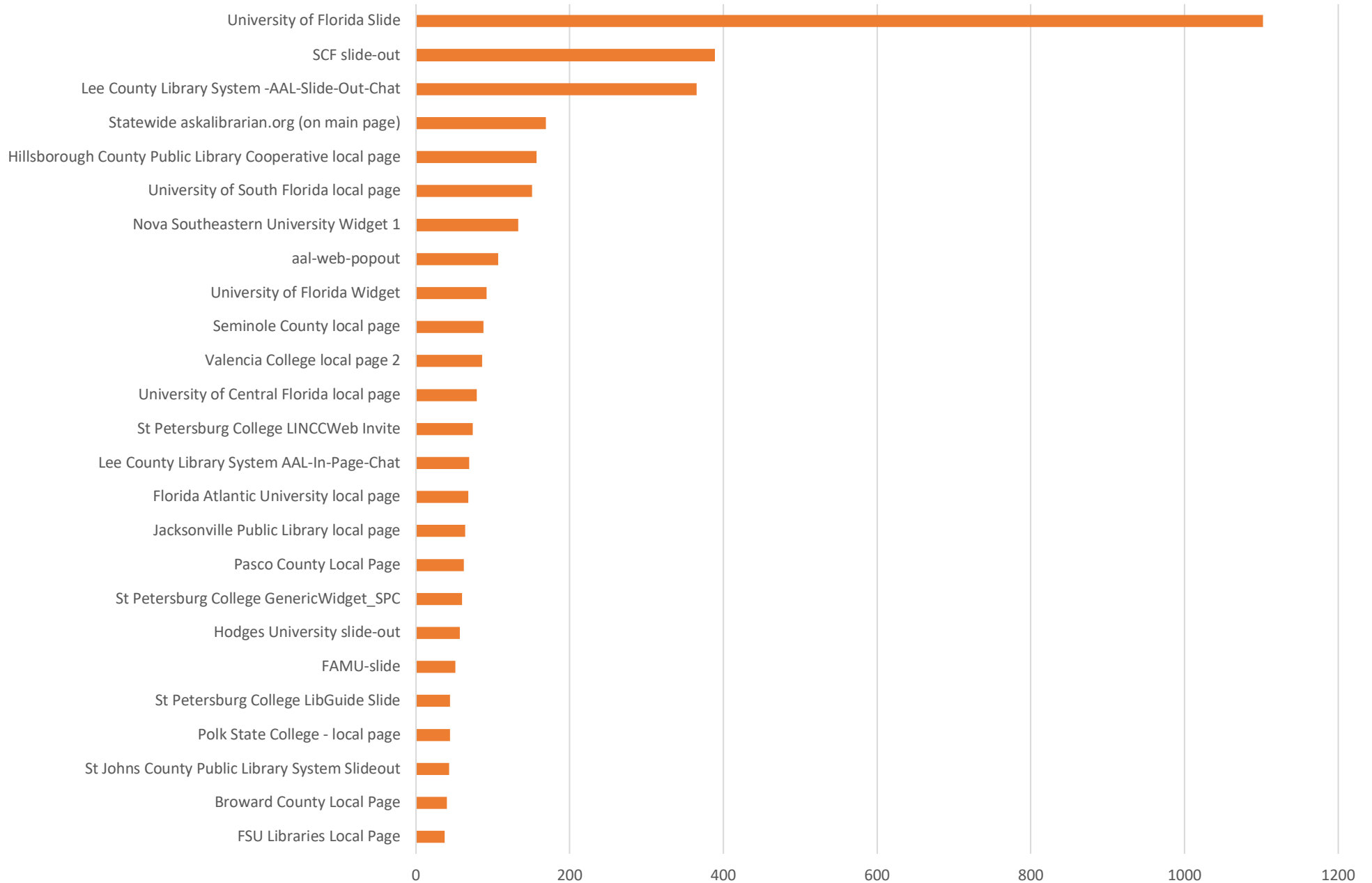
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



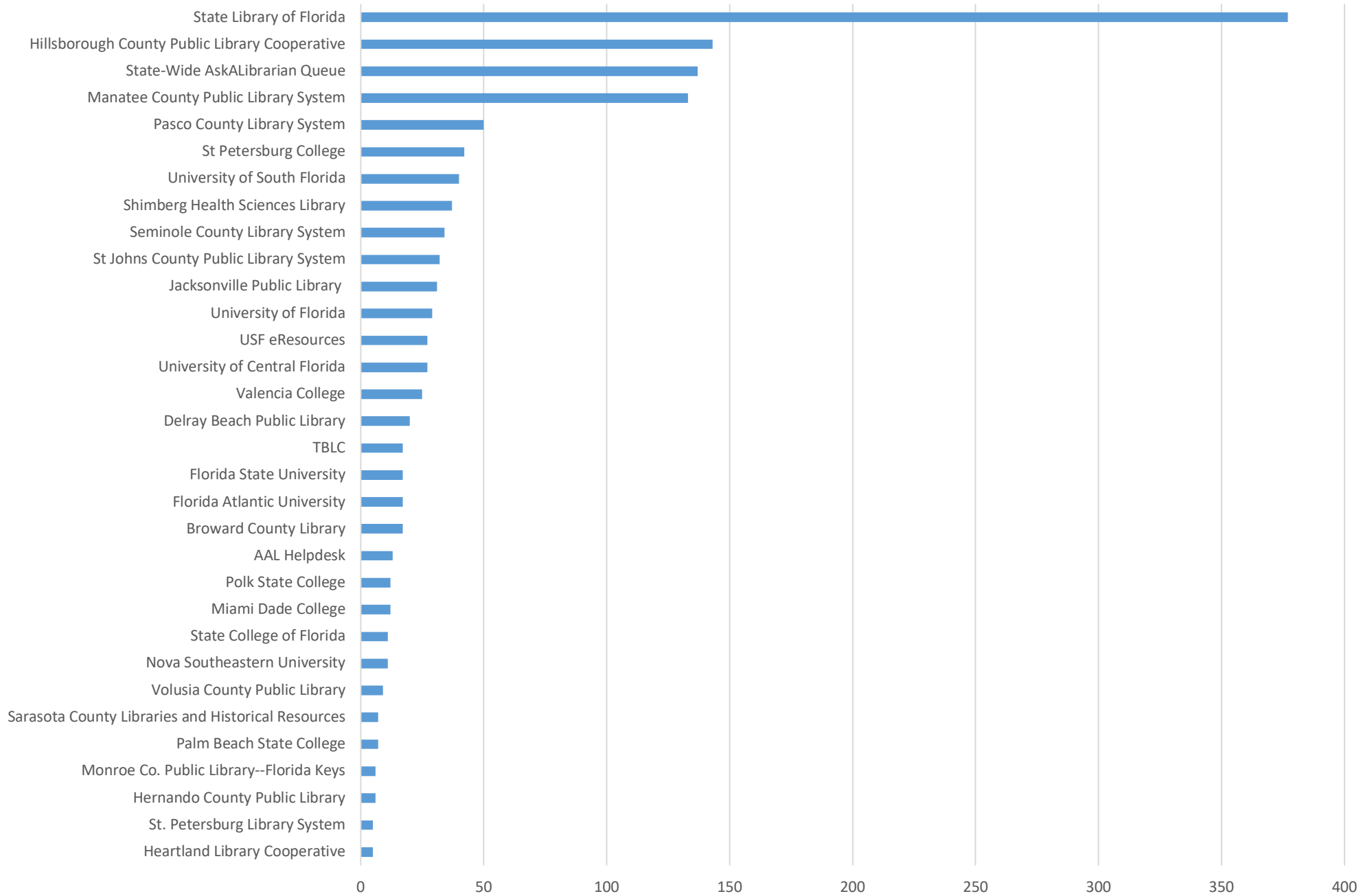
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library



Top 25 FAQ Search Terms (Queries)

license	33	inc	4
renew	11	send	4
florida	11	registration	4
library	8	wrong	4
drivers	7	record	4
county	7	find	4
form	7	driver's	4
need	6	requirements	3
college	6	door	3
address	5	tag	3
state	5	egress	3
driving	5	driver	3
business	5		