February 2020 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
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<tbody>
<tr>
<td>SMS</td>
<td>417</td>
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<tr>
<td>Chat</td>
<td>4478</td>
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<tr>
<td>FAQ Views</td>
<td>149</td>
</tr>
<tr>
<td>Email</td>
<td>1319</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>6363</strong></td>
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What’s the Breakdown of Questions by Source?

- **Chat**: 70%
- **Email**: 21%
- **SMS**: 7%
- **FAQ**: 2%
What Devices are Patrons Using to Ask Questions?

<table>
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<tr>
<th>Device</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>iPad</td>
<td>55%</td>
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<tr>
<td>Macintosh</td>
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<tr>
<td>Android</td>
<td>7%</td>
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<tr>
<td>iPhone</td>
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<tr>
<td>Chrome OS</td>
<td>3%</td>
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<tr>
<td>Windows</td>
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Total SMS by Library

1. Hillsborough County Public Library Cooperative
2. Seminole County Library System
3. State-Wide AskALibrarian Queue
4. State College of Florida
5. Jacksonville Public Library
6. University of South Florida
7. University of Florida
8. Valencia College
9. Lee County Library System
10. Pasco County Library System
11. Manatee County Public Library System
12. Florida Atlantic University
13. Polk State College
14. University of Central Florida
15. Palm Beach State College
16. Miami Dade College
17. St Johns County Public Library System
18. Broward County Library
19. Pasco-Hernando State College
20. Florida SouthWestern State College
21. Volusia County Public Library
22. TCC
23. St Petersburg College
24. Southeastern University
25. St. Petersburg Library System
26. Sarasota County Libraries and Historical Resources
27. Miami Dade Public Library
28. Indian River State College
29. Florida Gateway College
30. Eastern Florida State College
31. South Florida State College
32. Santa Fe College
33. Nova Southeastern University
34. Heartland Library Cooperative
Chat
What Percent of Chats Were Answered/Missed?

- Answered: 87%
- Missed: 13%
Which Departments Answered Chats (by type)?

- Statewide: 57%
- Academic: 10%
- Local: 33%
Which Department Answered Chats (by local library)?

- Statewide Ask a Librarian
- University of Florida
- Academic
- Lee County Library System
- Florida State University
- State College of Florida
- Nova Southeastern University
- Seminole County Library System
- Pasco-Hernando State College
- University of Central Florida
- St Johns County Public Library System
- Miami Dade College
- Florida Atlantic University
- Polk State College
- University of South Florida
- St Petersburg College
- Hodges University
- Tampa - Hillsborough Public Library
- Florida A&M University
- Pasco County Library System
- Santa Fe College
- Jacksonville Public Library
- Maitland Public Library
- Eastern Florida State College
- Jersey College
- South Florida State College
- Broward County Library
- Alachua County Library District
Which Wi
dgets Brought in the Most Chats (Top 25)?

- University of Florida Slide
- SCF slide-out
- Lee County Library System - AAL-Slide-Out-Chat
- Statewide askalibrarian.org (on main page)
- University of South Florida local page
- aal-web-popout
- Hillsborough County Public Library Cooperative local page
- Nova Southeastern University Widget 1
- Florida Atlantic University local page
- University of Florida Widget
- University of Central Florida local page
- Lee County Library System AAL-In-Page-Chat
- Seminole County local page
- FAMU-slide
- St Petersburg College LINCCWeb Invite
- Hodges University slide-out
- Jacksonville Public Library local page
- Valencia College local page 2
- Pasco County Local Page
- Pasco-Hernando State College Slideout
- St Petersburg College LibGuide Slide
- Broward County Local Page
- Palm Beach State College local page
- St Johns County Public Library System Slideout
- Palm Beach Atlantic University slideout
- FSU Libraries Local Page
- Polk State College - local page
Email
## Top 25 FAQ Search Terms (Queries)

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<th>Term</th>
<th>Count</th>
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