March 2020 Statistics
<table>
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<th>Question Type</th>
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<tbody>
<tr>
<td>SMS</td>
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<td>Chat</td>
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<td>FAQ Views</td>
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<td><strong>Total</strong></td>
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What’s the Breakdown of Questions by Source?

- CHAT: 65%
- EMAIL: 27%
- SMS: 7%
- FAQ: 1%
What Devices are Patrons Using to Ask Questions?

- Windows: 53%
- Macintosh: 26%
- iPhone: 8%
- Android: 7%
- Chrome OS: 3%
- iPad: 3%
Chat
What Percent of Chats Were Answered/Missed?

- Missed: 9%
- Answered: 91%
Which Departments Answered Chats (by type)?

- Statewide: 67%
- Academic: 26%
- Local: 7%
Which Department Answered Chats (by local library)?

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

- University of Florida Slide
- Lee County Library System -AAL-Slide-Out-Chat
- SCF slide-out
- Hillsborough County Public Library Cooperative local page
- Statewide askalibrarian.org (on main page)
- University of Florida Widget
- PBCLS
- Broward County Local Page
- University of South Florida local page
- Lee County Library System AAL-In-Page-Chat
- aal-web-popout
- Nova Southeastern University Widget 1
- Pasco County Local Page
- Delray Beach AAL widget
- Valencia College local page 2
- St Petersburg College LINCCWeb Invite
- Palm Beach County Library System local page
- Florida Atlantic University local page
- FAMU-slide
- University of Central Florida local page
- Seminole County local page
- Jacksonville Public Library local page
- Pasco County Libraries
- Hodges University slide-out
- St Johns County Public Library System Slideout
Email
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