June 2020 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>SMS</td>
<td>659</td>
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<tr>
<td>Chat</td>
<td>7067</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>84</td>
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<td>Email</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>9900</strong></td>
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</tbody>
</table>
What’s the Breakdown of Questions by Source?

- **CHAT**: 71%
- **EMAIL**: 21%
- **SMS**: 7%
- **FAQ**: 1%
What Devices are Patrons Using to Ask Questions?

- iPad: 54%
- Macintosh: 25%
- Windows: 9%
- Android: 7%
- Chrome OS: 3%
- iPhone: 2%
What Percent of Chats Were Answered/Missed?

- **Answered**: 93%
- **Missed**: 7%
Which Departments Answered Chats (by type)?

- Statewide: 70%
- Academic: 3%
- Local: 27%
Which Department Answered Chats (by local library)?
Which Widgets Brought in the Most Chats (Top 25)?

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

- card
- journal
- florida
- dissertations
- renew
- library
- robert
- books
- truxall
- insurance
- information
- john
- location
- studies
- know
- patton
- 904
- well
- screen
- resident
- submit
- change
- address
- next
- need