

# AskALibrarian.org

the Human Search Engine

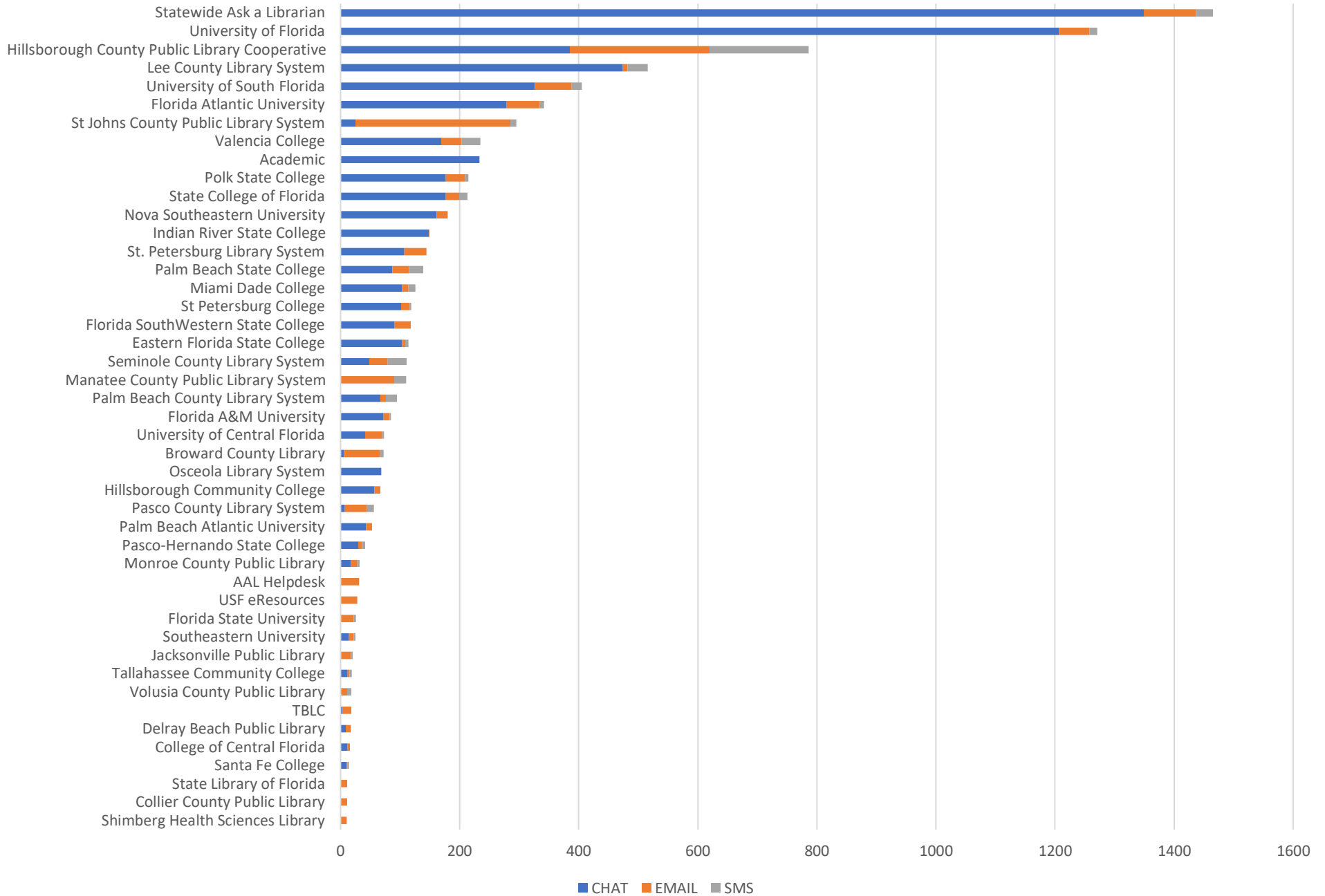


## February 2021 Statistics\*

**\* Springshare is currently experiencing an issue connecting statistics from shared sites. Until they're able to remedy the problem, the statistics displayed from this dashboard will not be an accurate representation of the participation from those institutions answering AAL questions from within their own LibAnswers pages.**

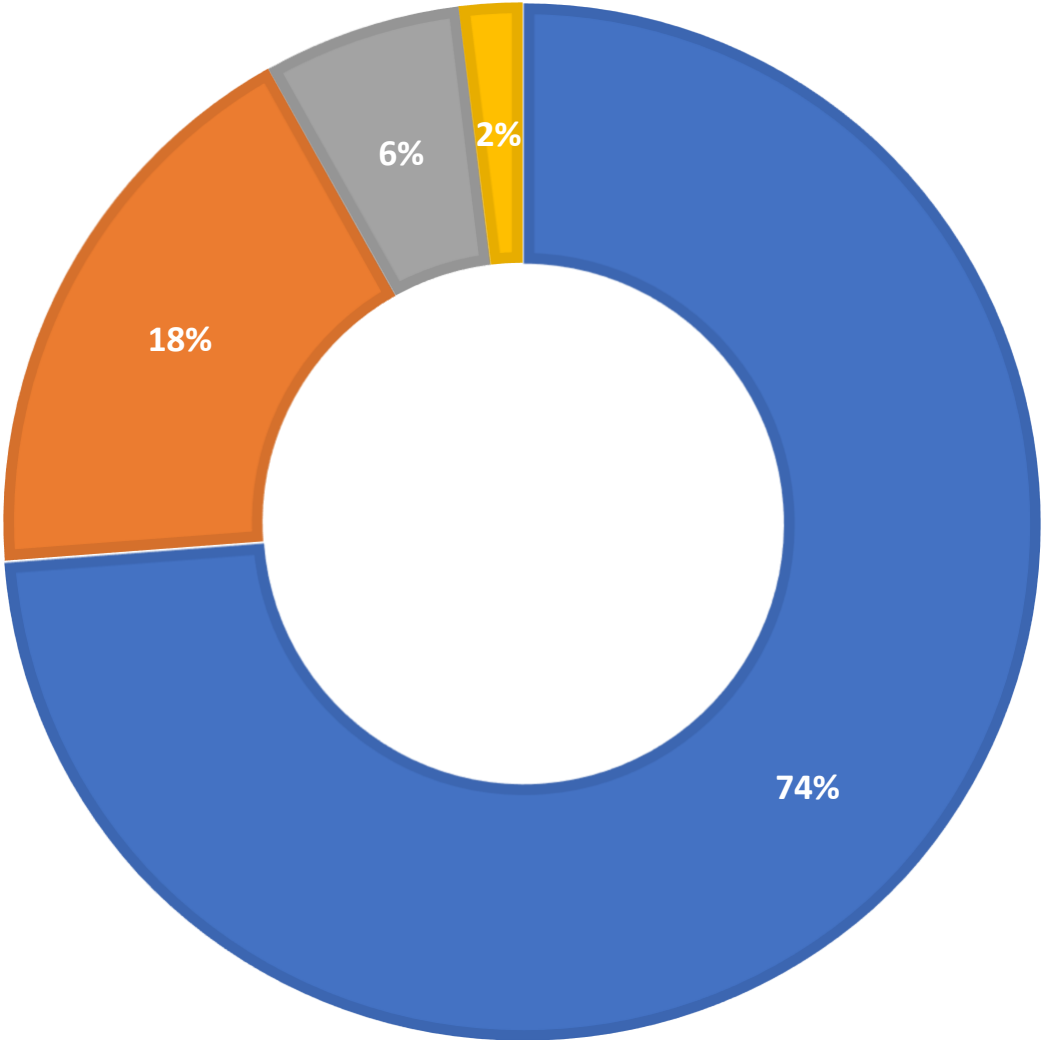
<b>Question Type</b>	
<b>SMS</b>	<b>523</b>
<b>Chat</b>	<b>6,251</b>
<b>FAQ Views</b>	<b>165</b>
<b>Email</b>	<b>1,530</b>
<b>Total</b>	<b>8,469</b>

# Total Transactions by Entry Point (Top 45)



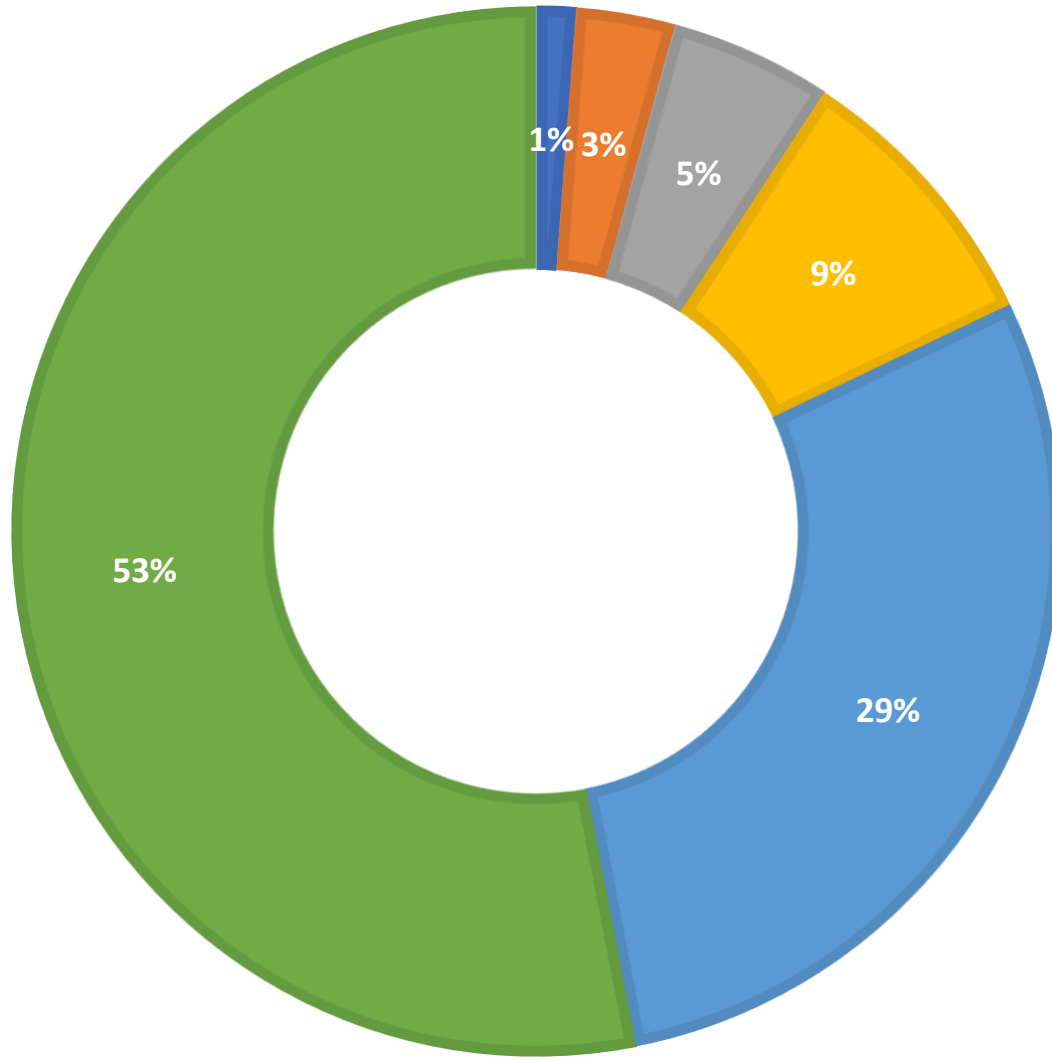
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

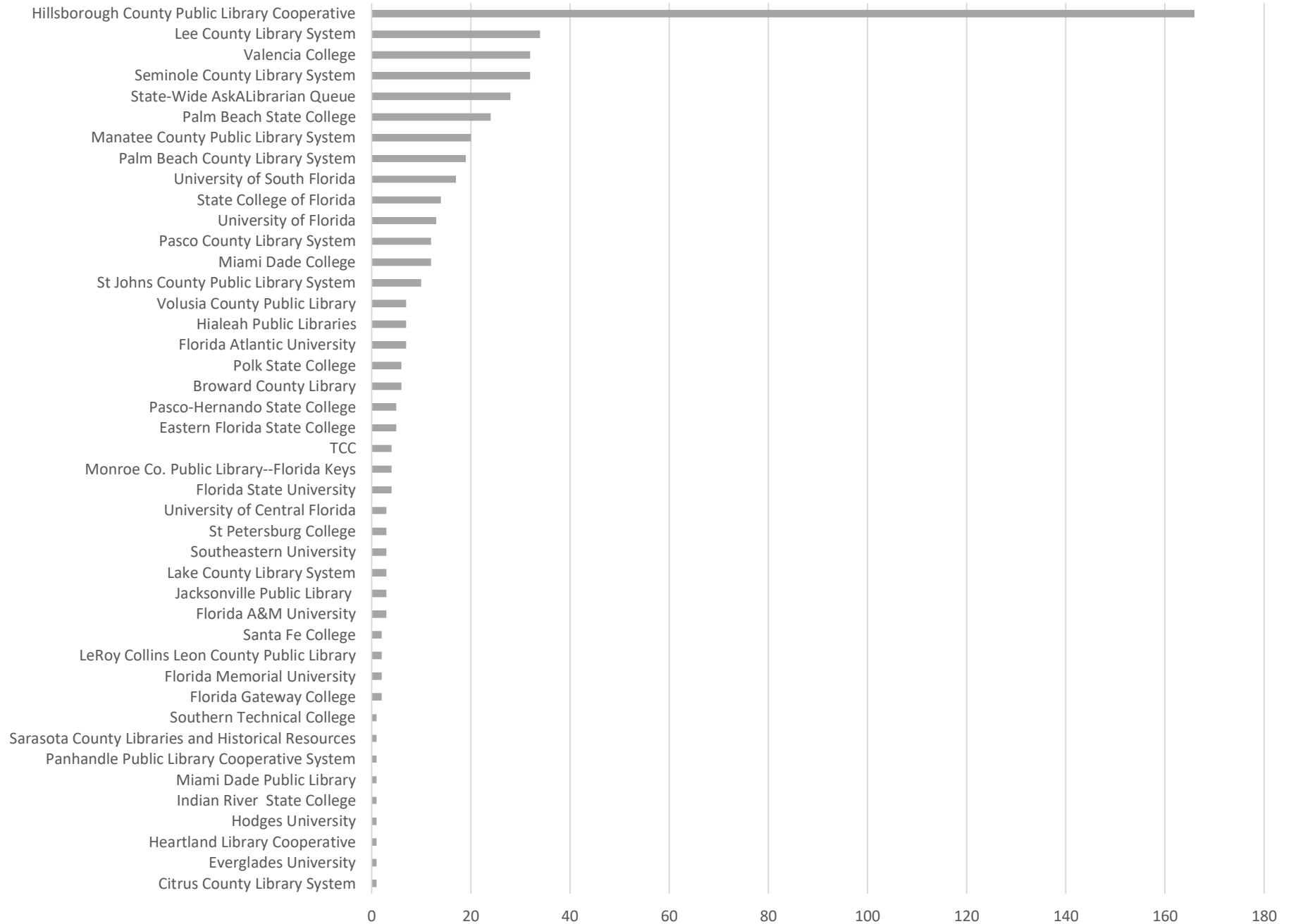
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



# SMS



# Total SMS by Library



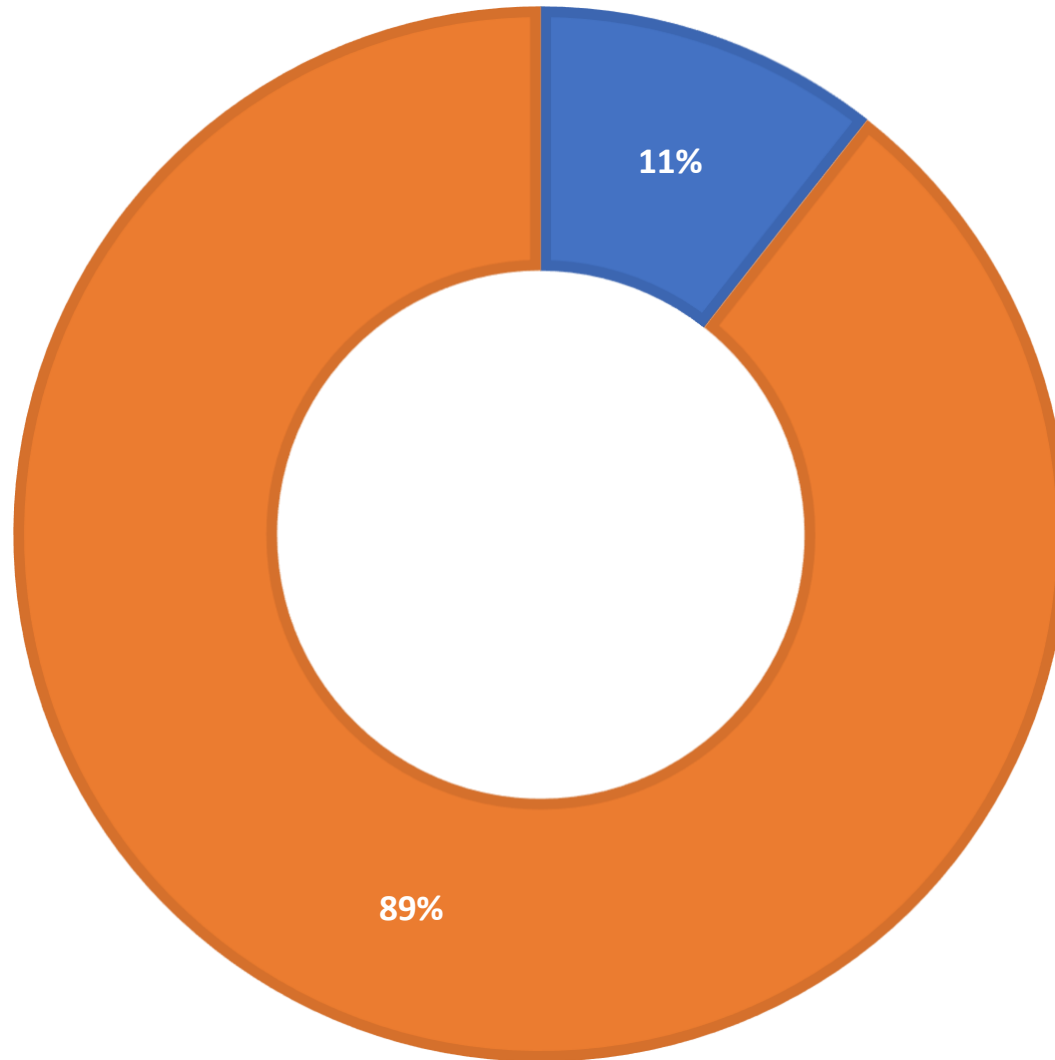
# Chat





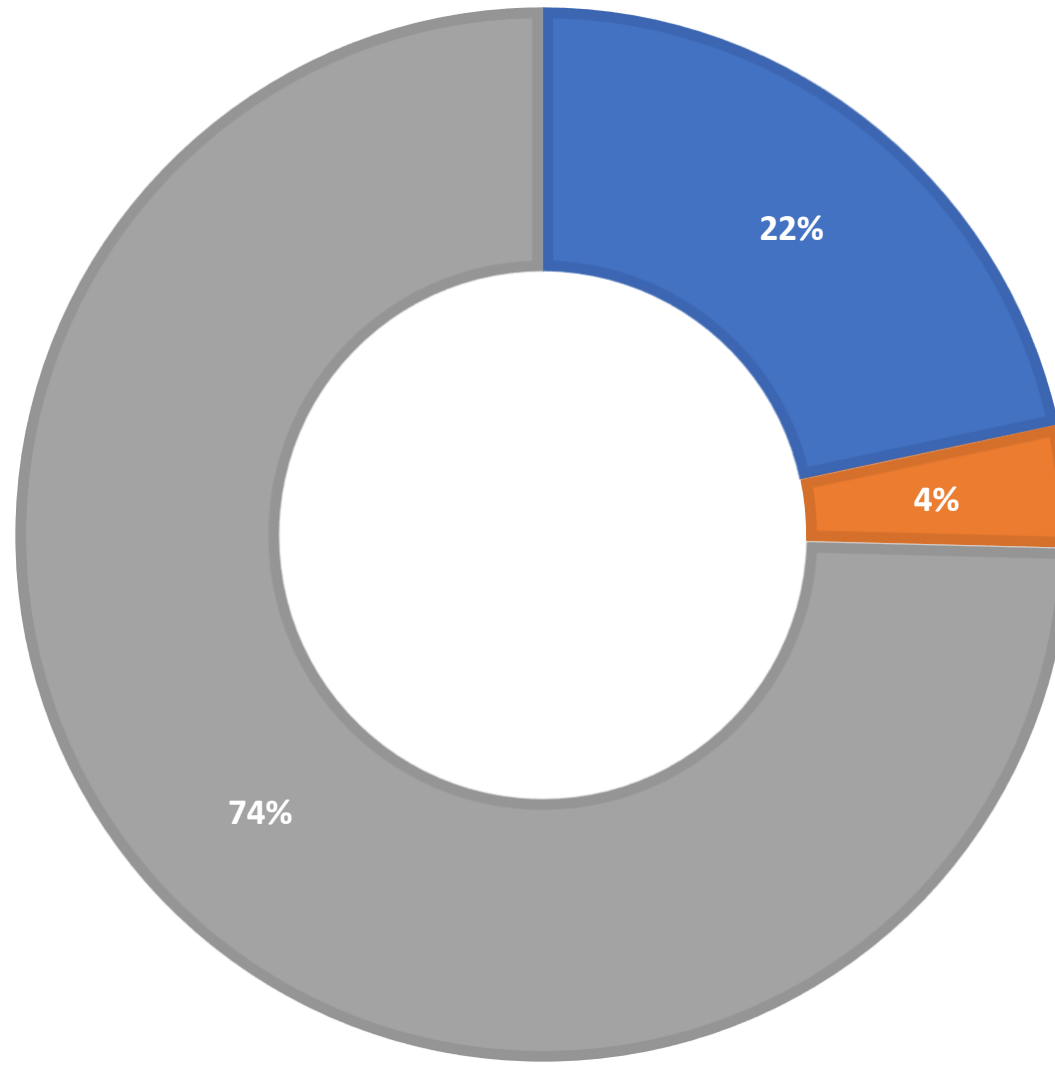
# What Percent of Chats Were Answered/Missed?

■ Missed ■ Answered

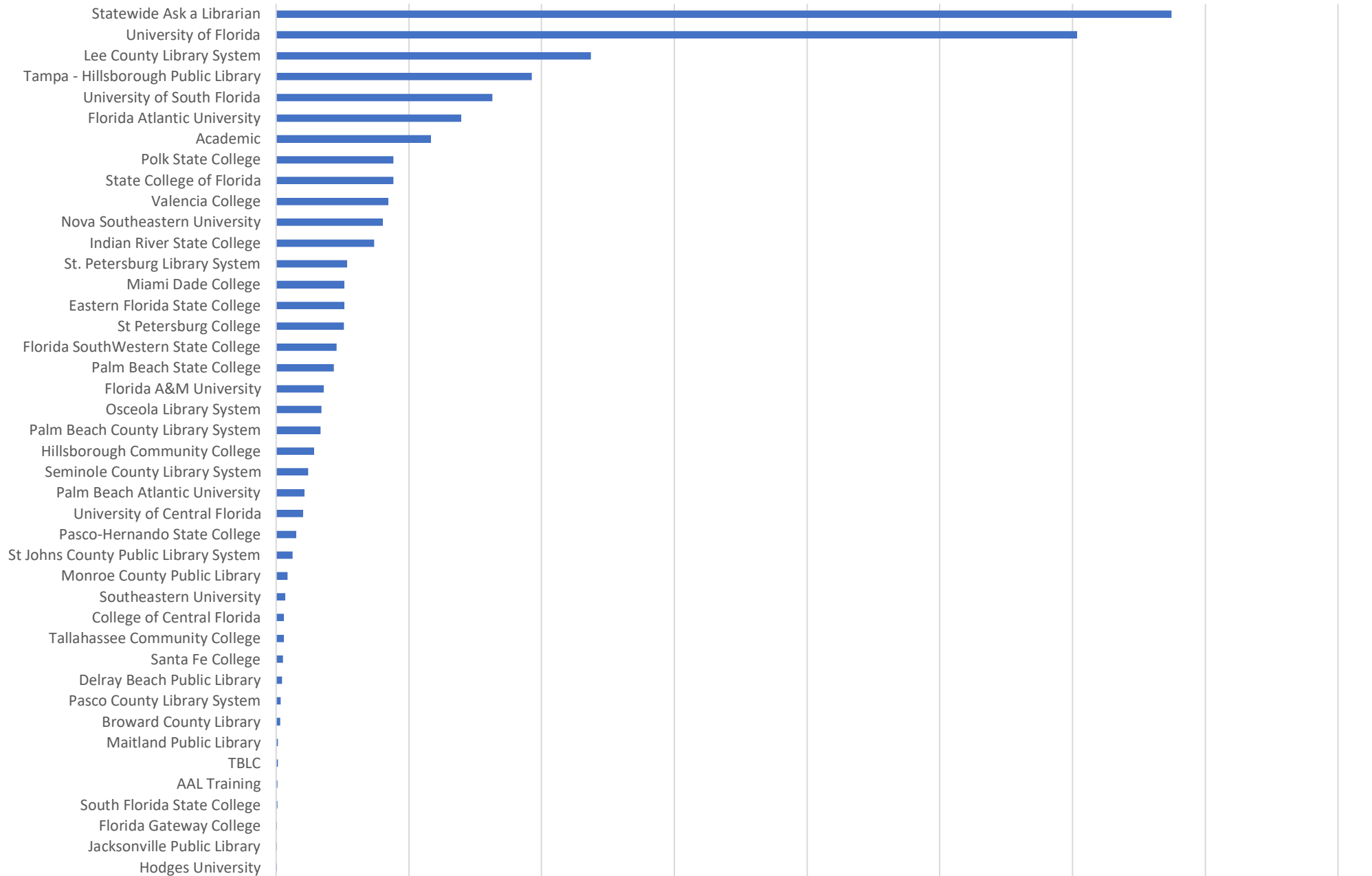


# Which Departments Answered Chats (by type)?

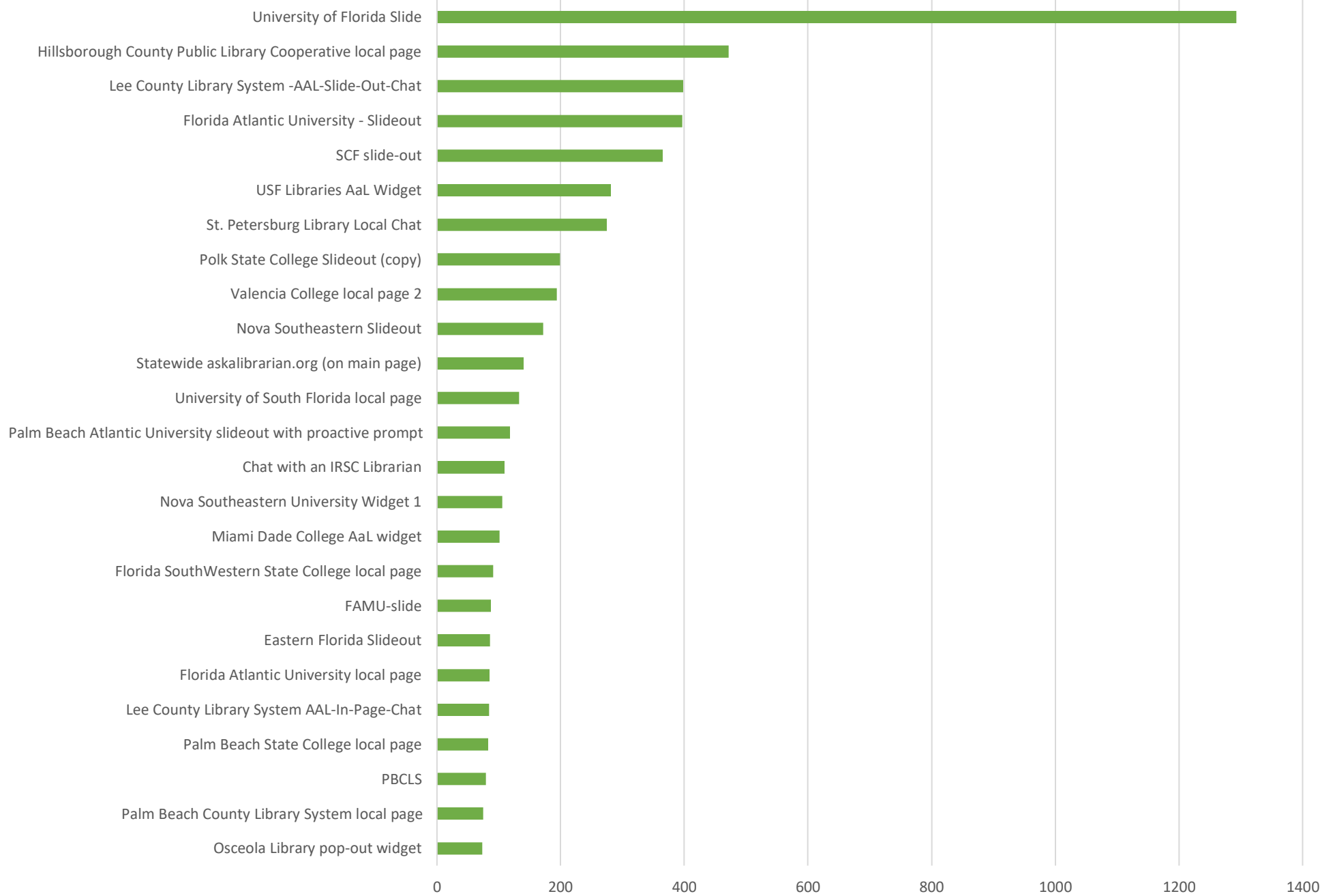
Statewide Academic Local



# Which Department Answered Chats (by local library)?



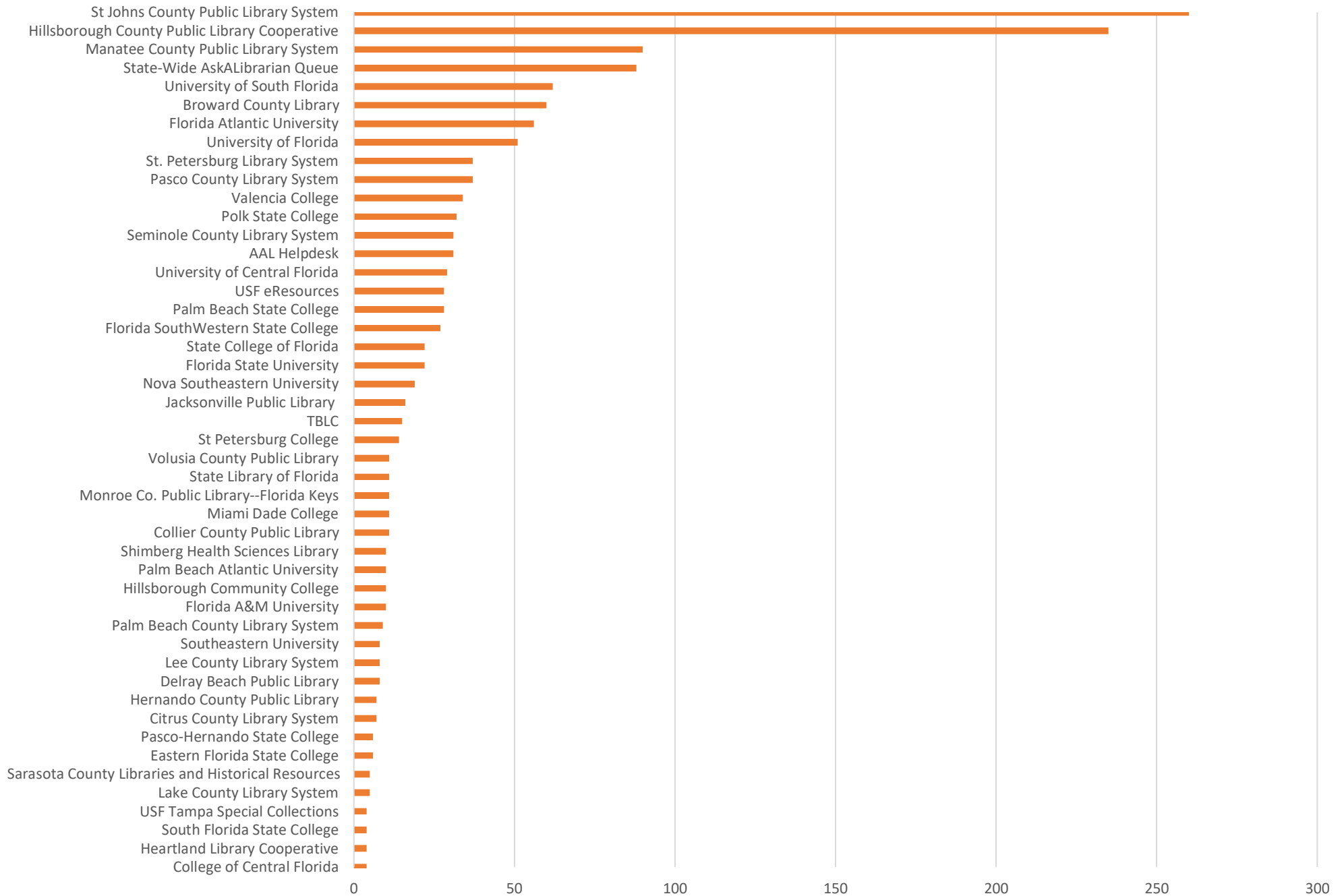
# Which Widgets Brought in the Most Chats (Top 25)?



# Email



# Total Emails by Library (Top 47)



## Top 24 FAQ Search Terms (Queries)

book	13	men	3
borrow	7	diet	3
please	6	paid	3
thd	6	need	3
road	6	should	3
cans	6	lisence	3
library	5	drivers	3
vegetarian	4	articles	3
women	4	download	2
out	3	paralegal	2
state	3	access	2
help	3	gale	2