

AskALibrarian.org

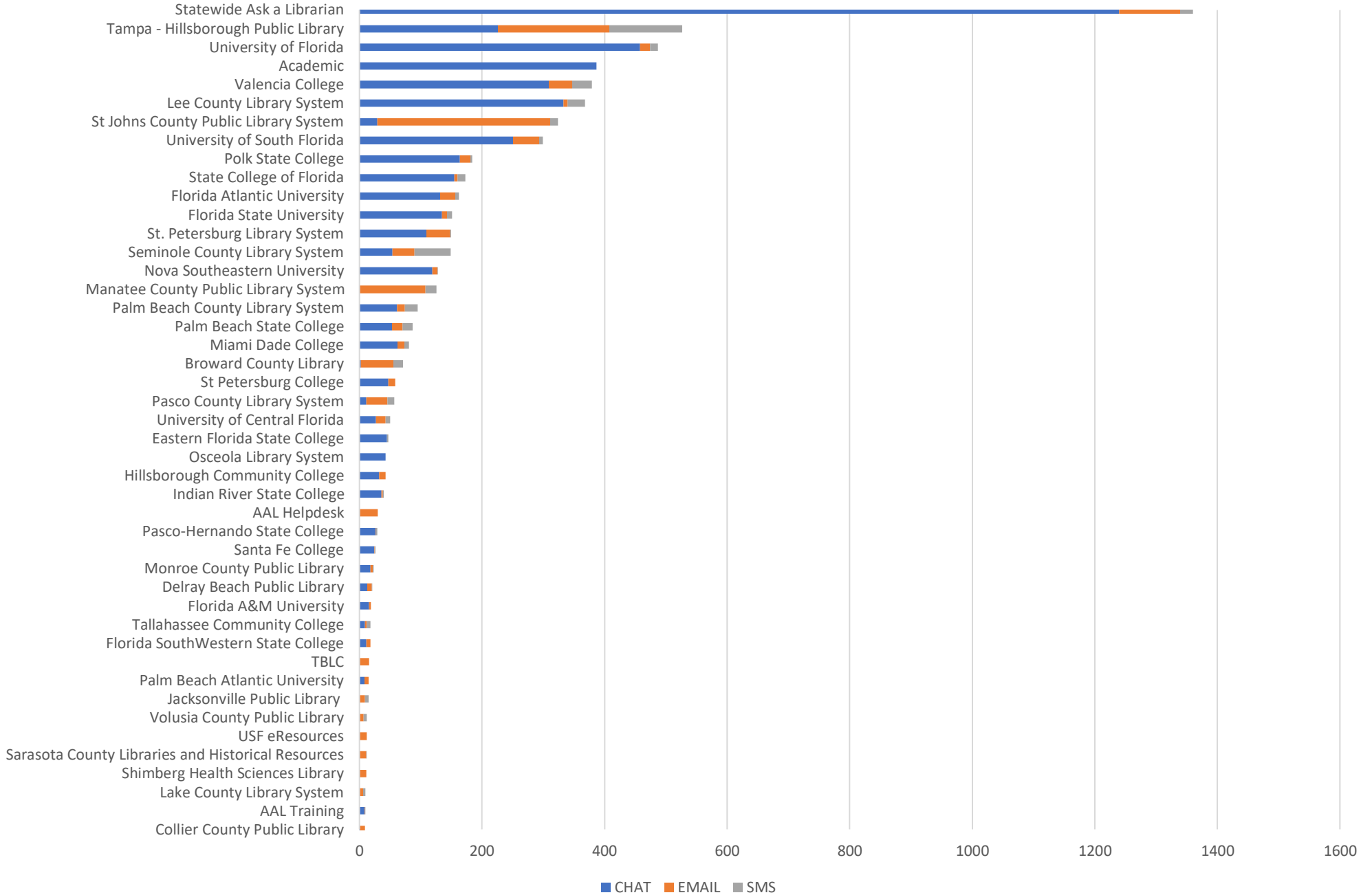
the Human Search Engine



May 2021 Statistics

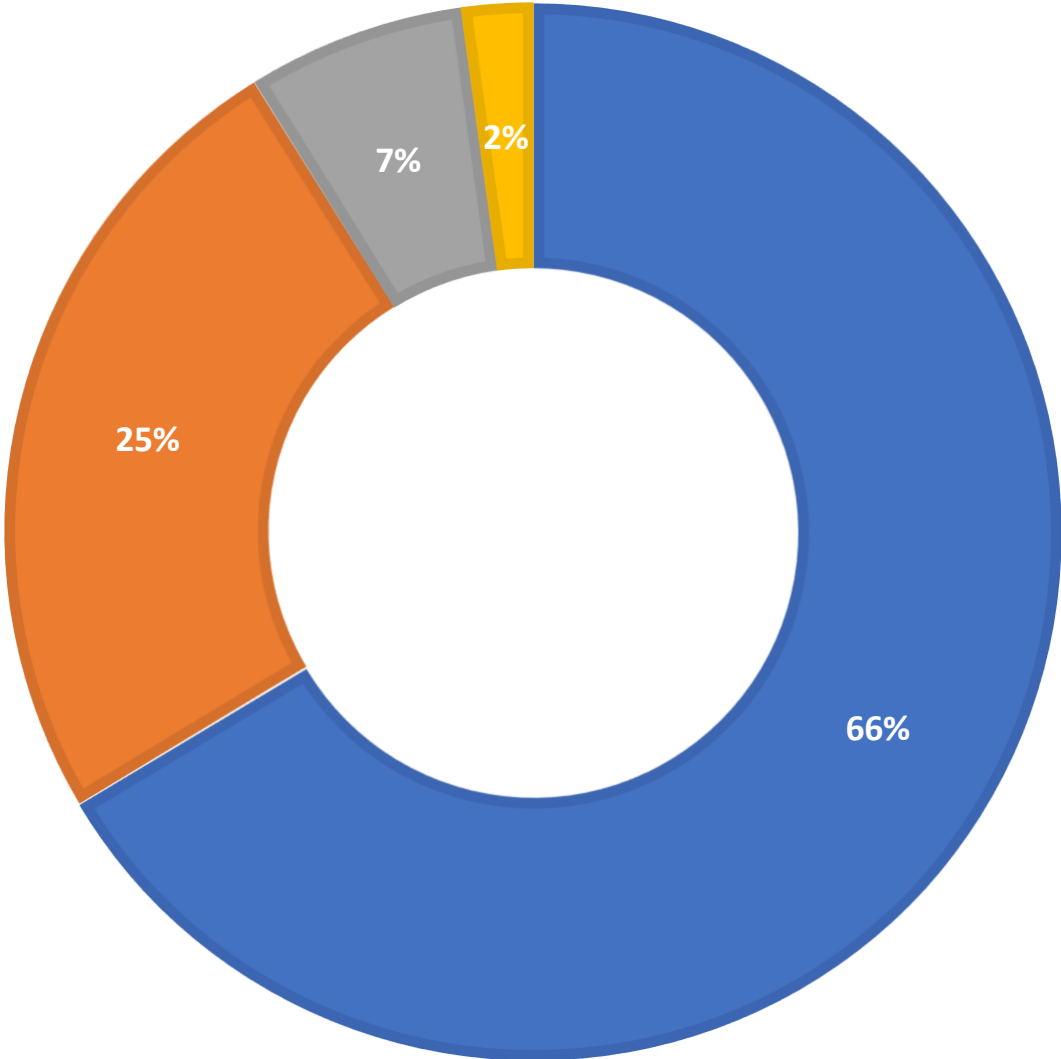
Question Type	
SMS	468
Chat	4,675
FAQ Views	154
Email	1,742
Total	7,039

Total Transactions by Entry Point (Top 45)



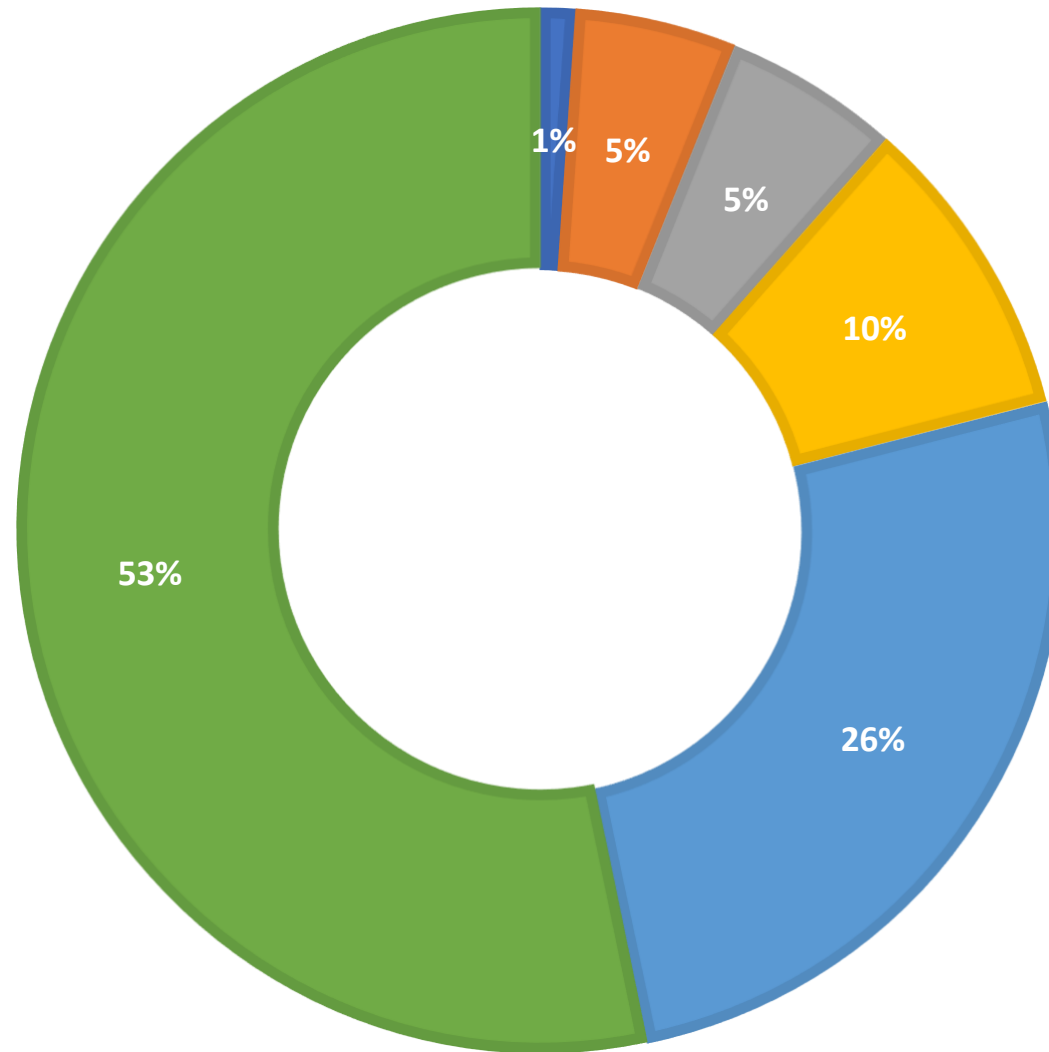
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

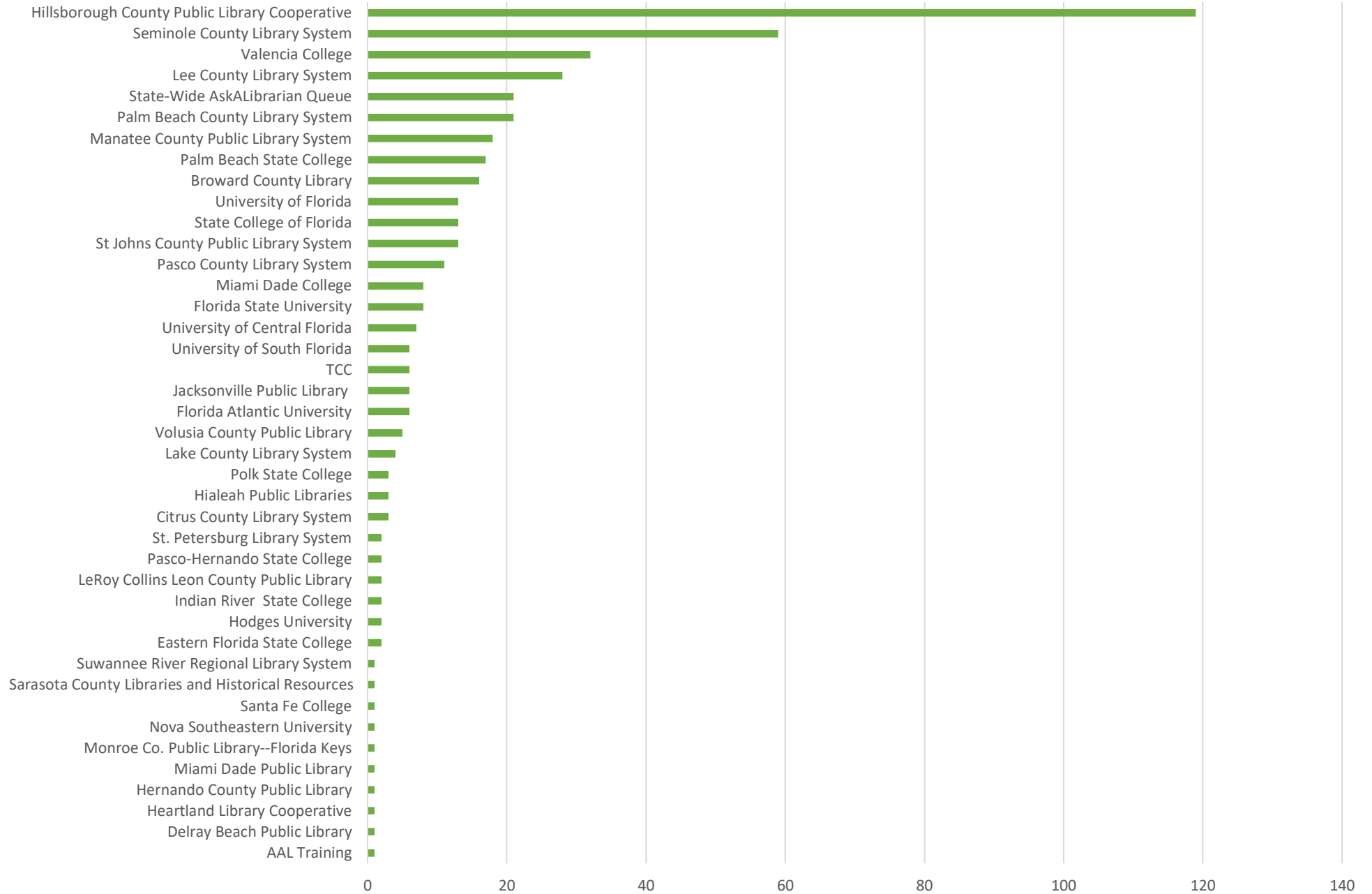
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

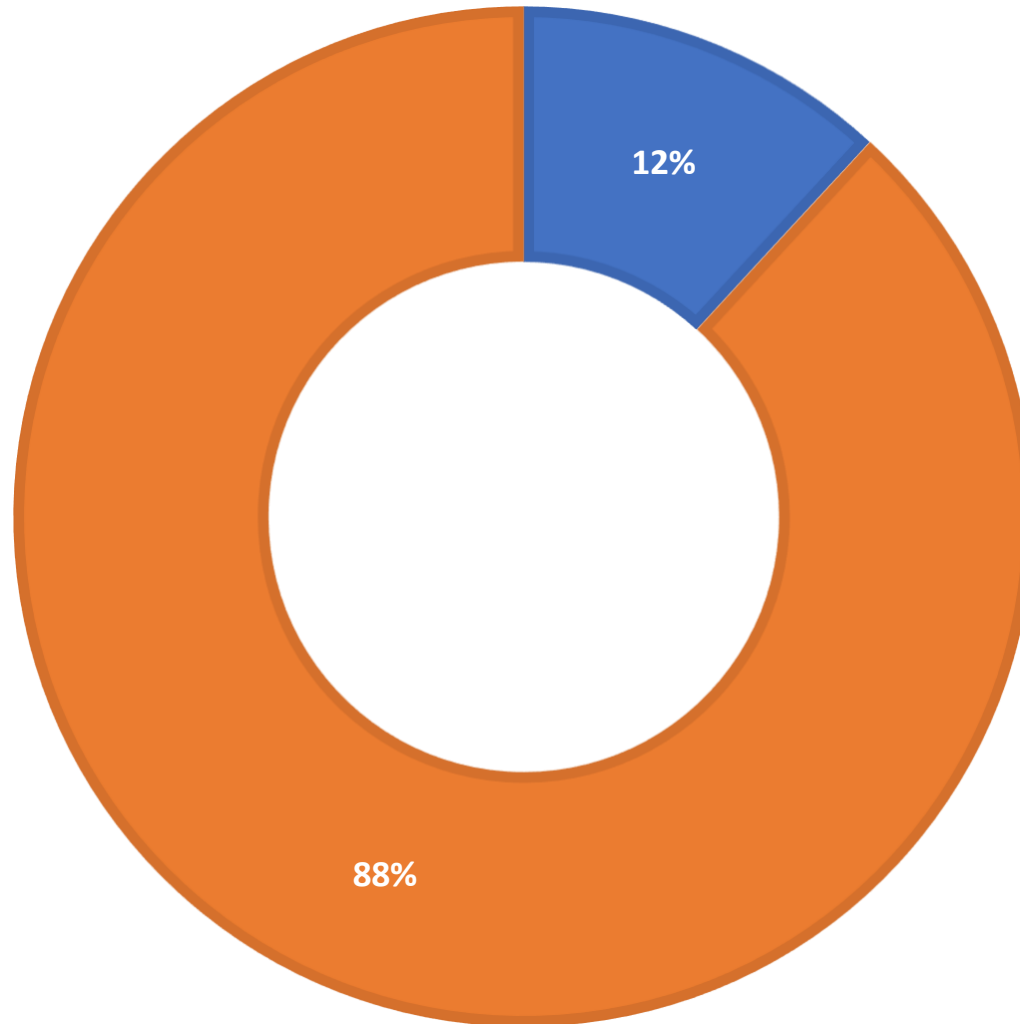


Chat



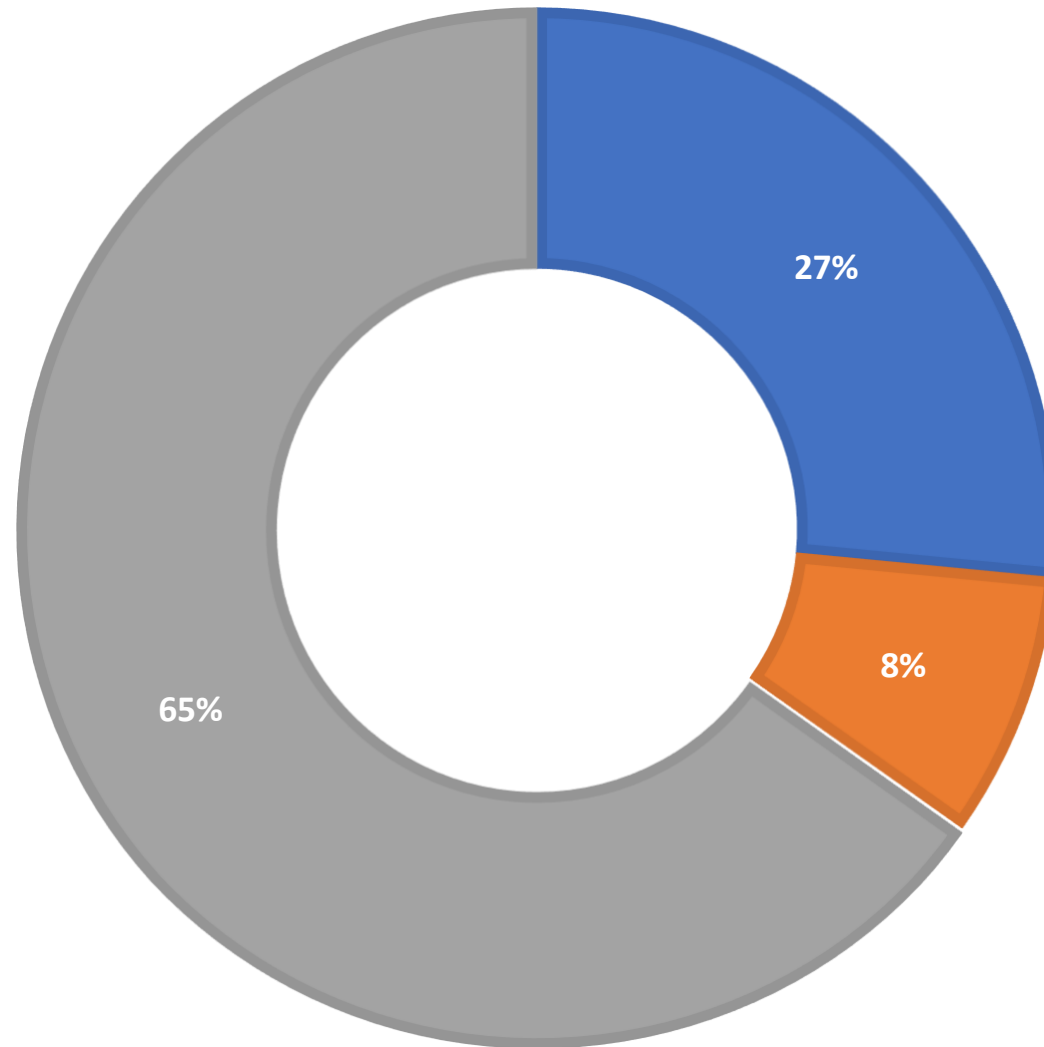
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

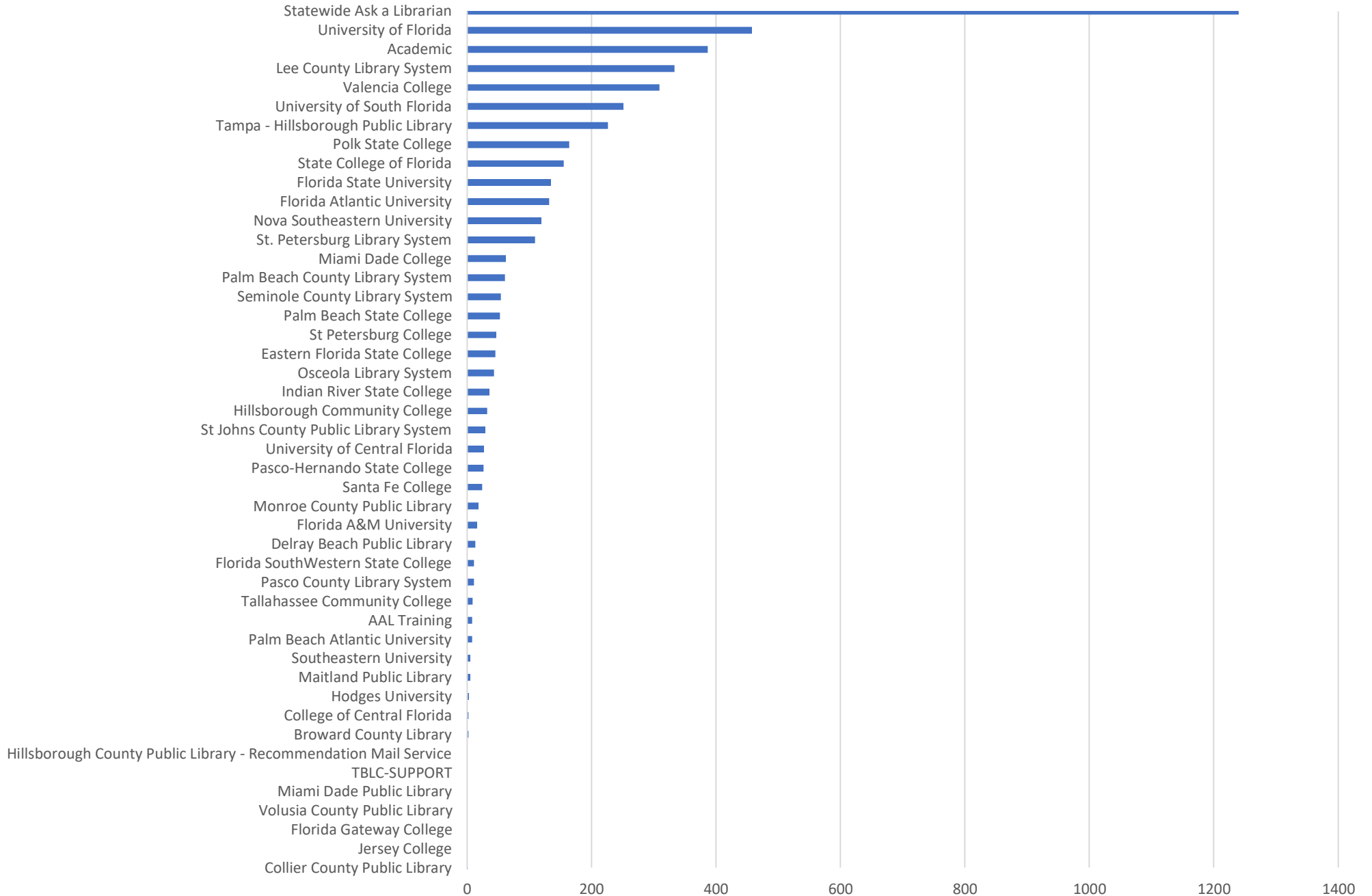


Which Departments Answered Chats (by type)?

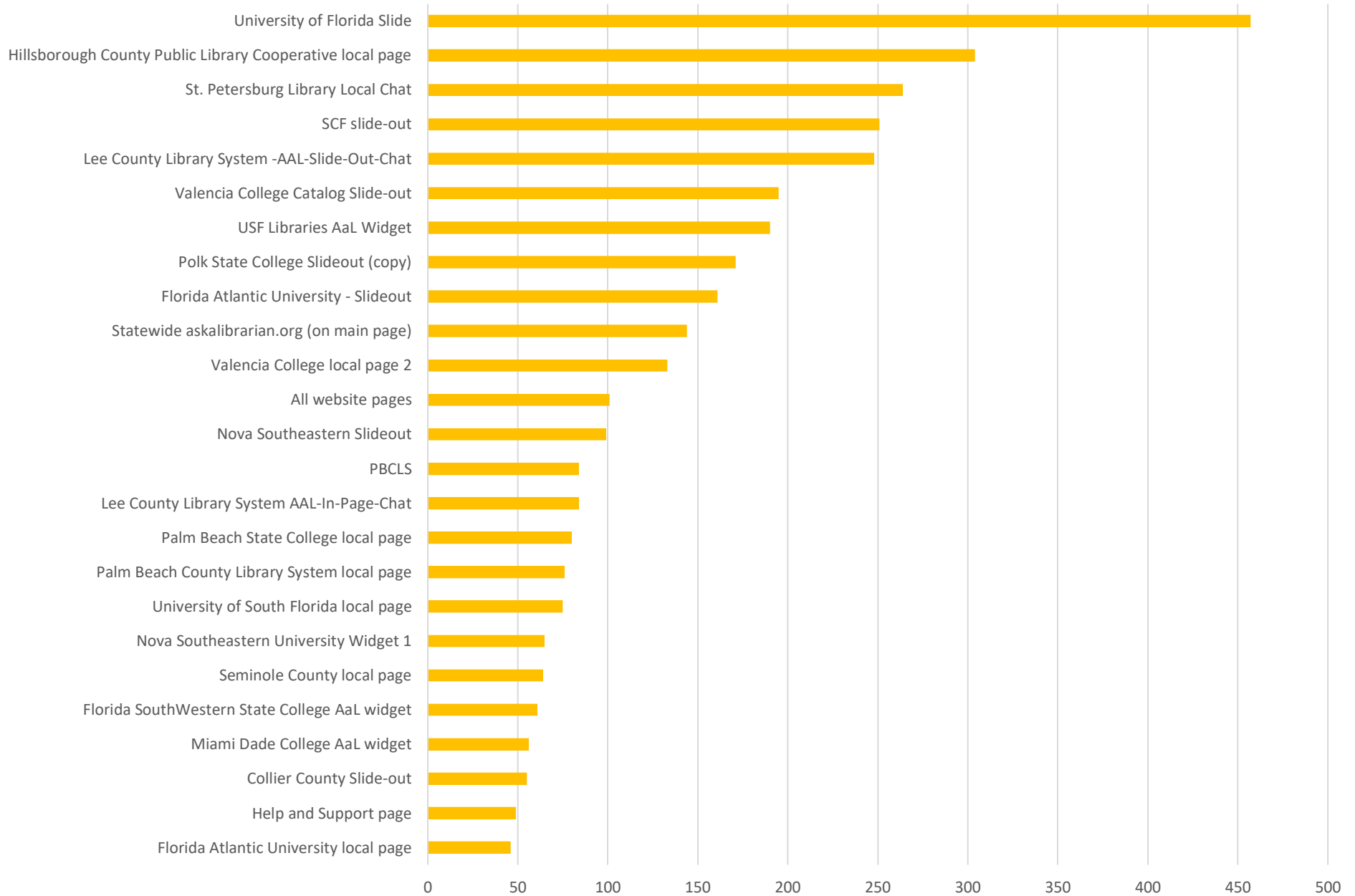
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



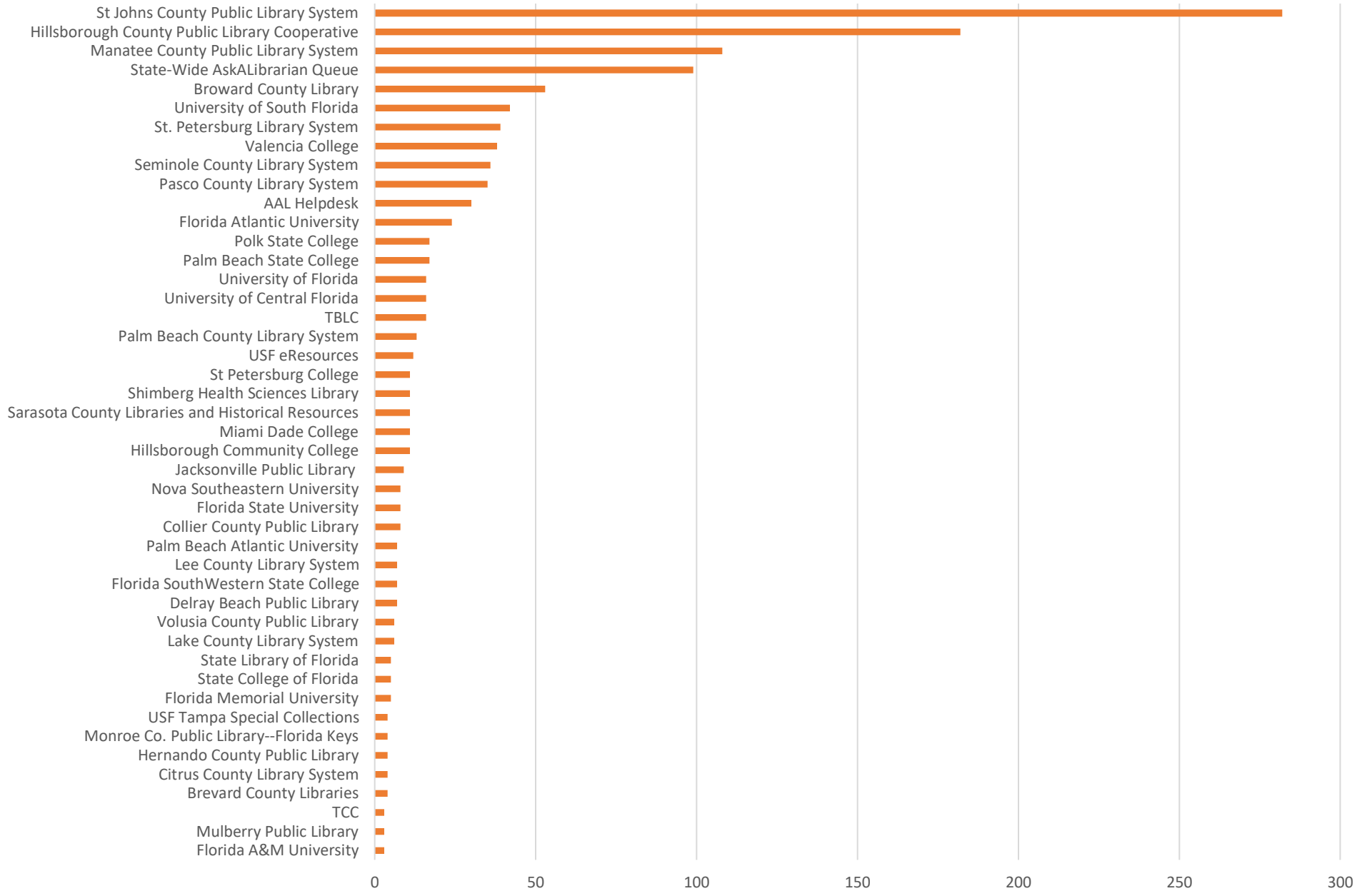
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 45)



Top 25 FAQ Search Terms (Queries)

library	26	license	3
audio	12	parking	3
card	11	hillsborough	3
donated	11	website	2
visual	11	credit	2
replace	7	pickup	2
material	5	databases	2
books	5	republican	2
book	3	pin	2
nursing	3	drivers	2
state	3	new	2
apply	3	out	2
florida	3		