

# AskALibrarian.org

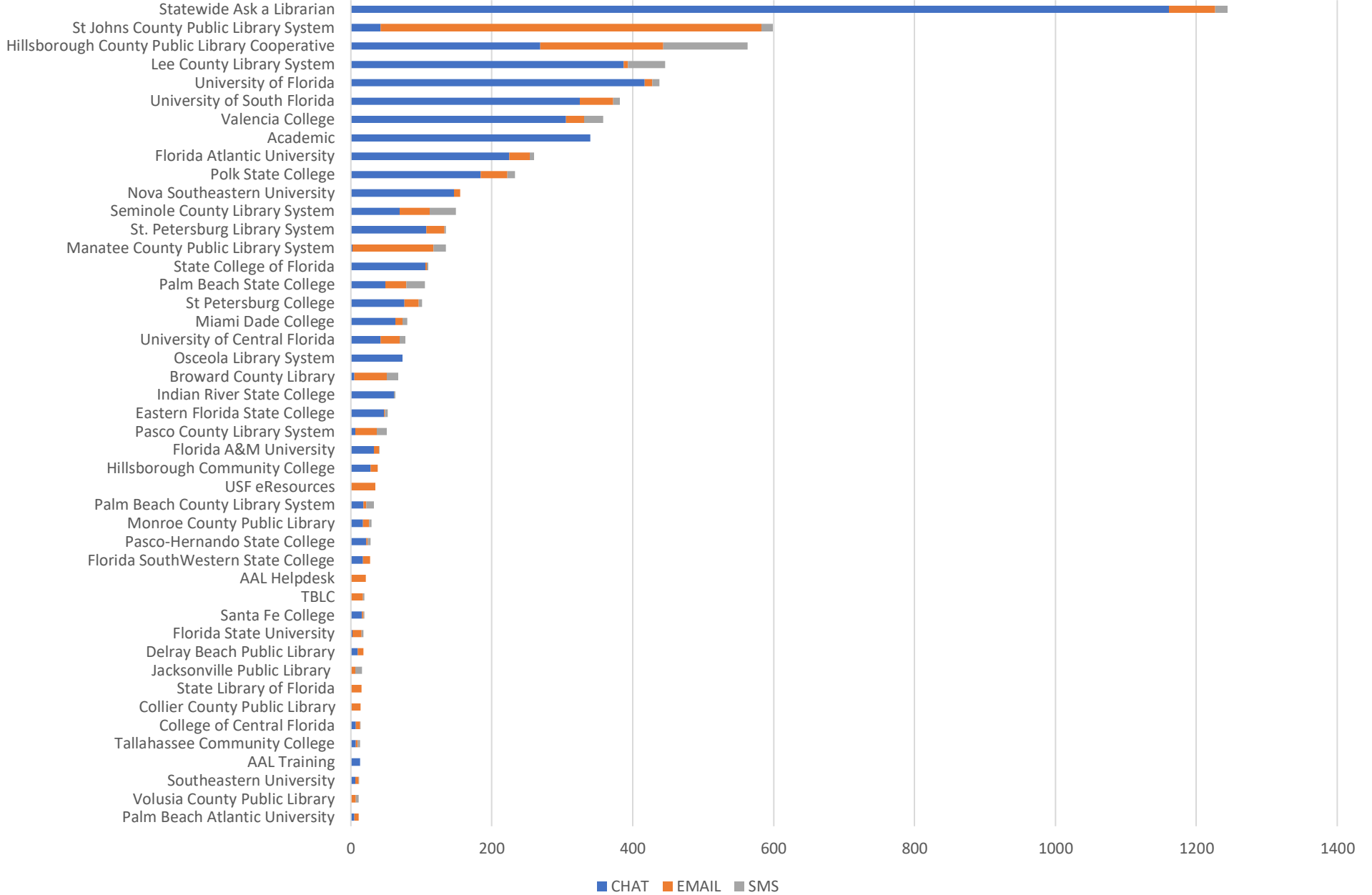
the Human Search Engine



## June 2021 Statistics

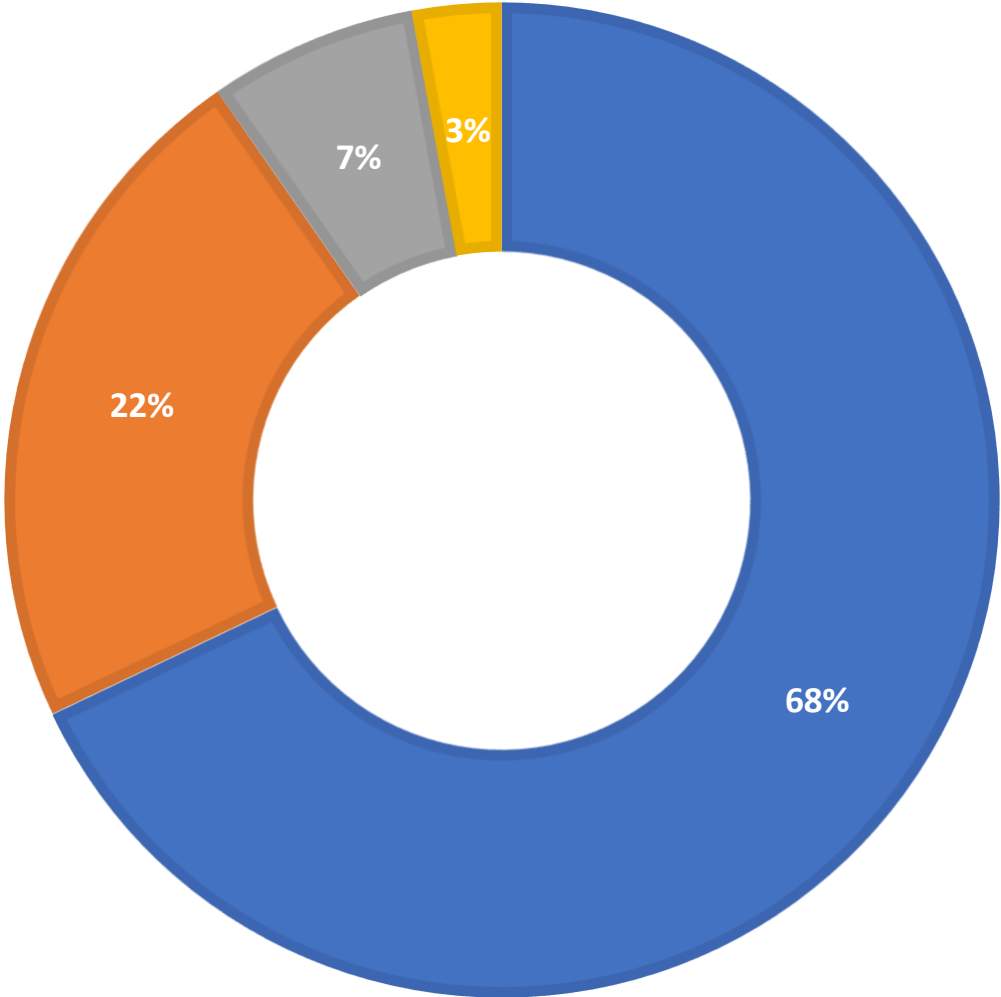
<b>Question Type</b>	
<b>SMS</b>	<b>470</b>
<b>Chat</b>	<b>4,720</b>
<b>FAQ Views</b>	<b>202</b>
<b>Email</b>	<b>1,555</b>
<b>Total</b>	<b>6,947</b>

# Total Transactions by Entry Point (Top 45)



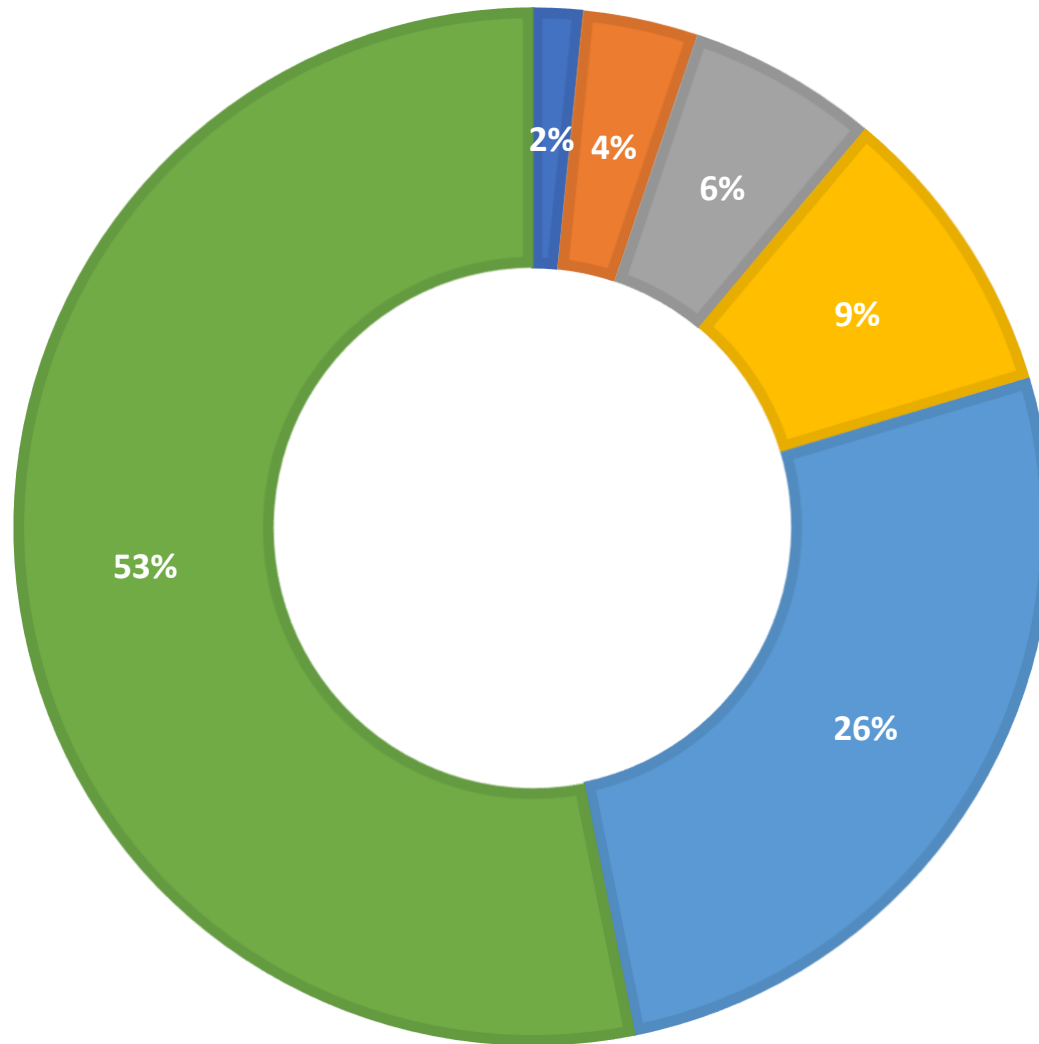
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

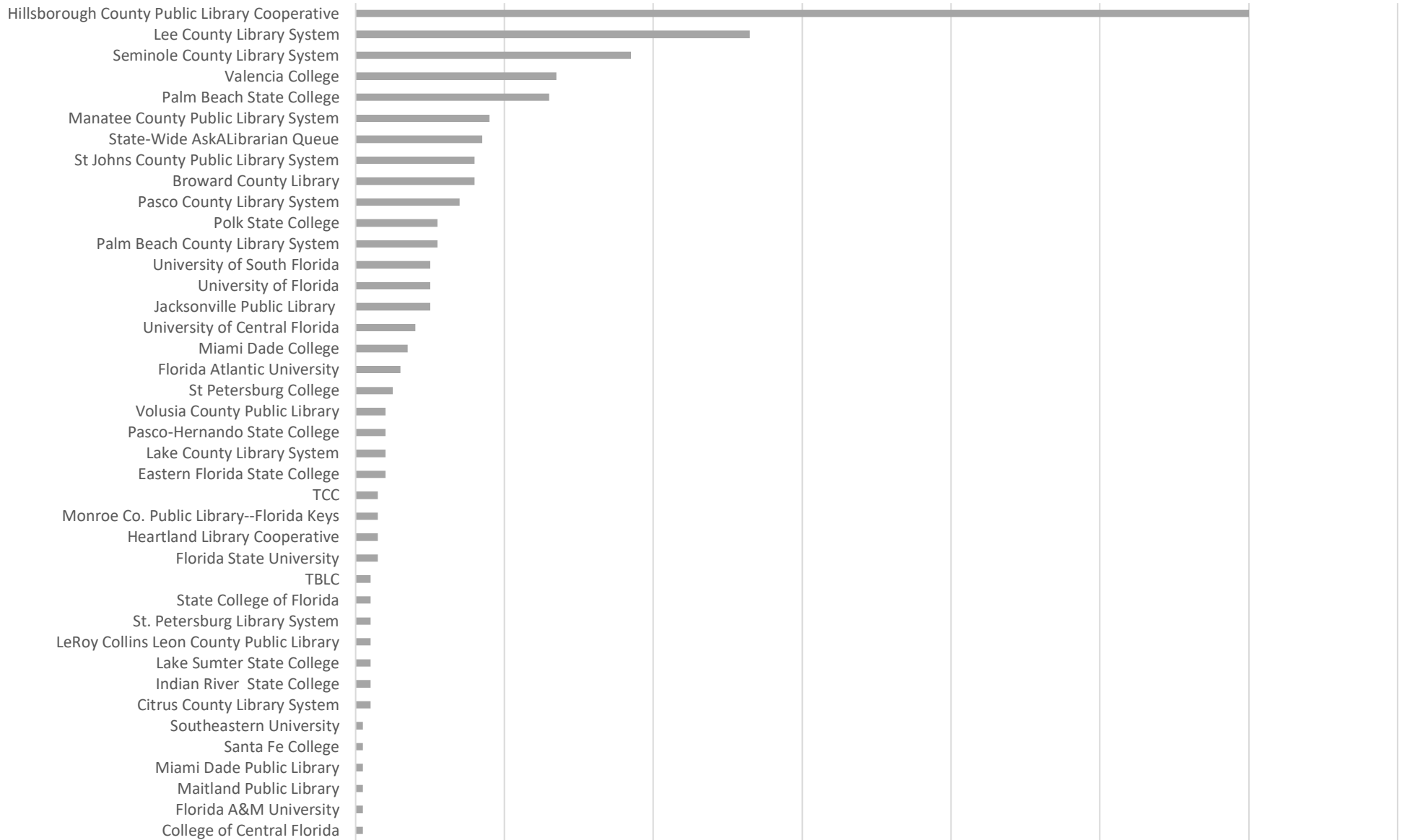
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



# SMS



# Total SMS by Library



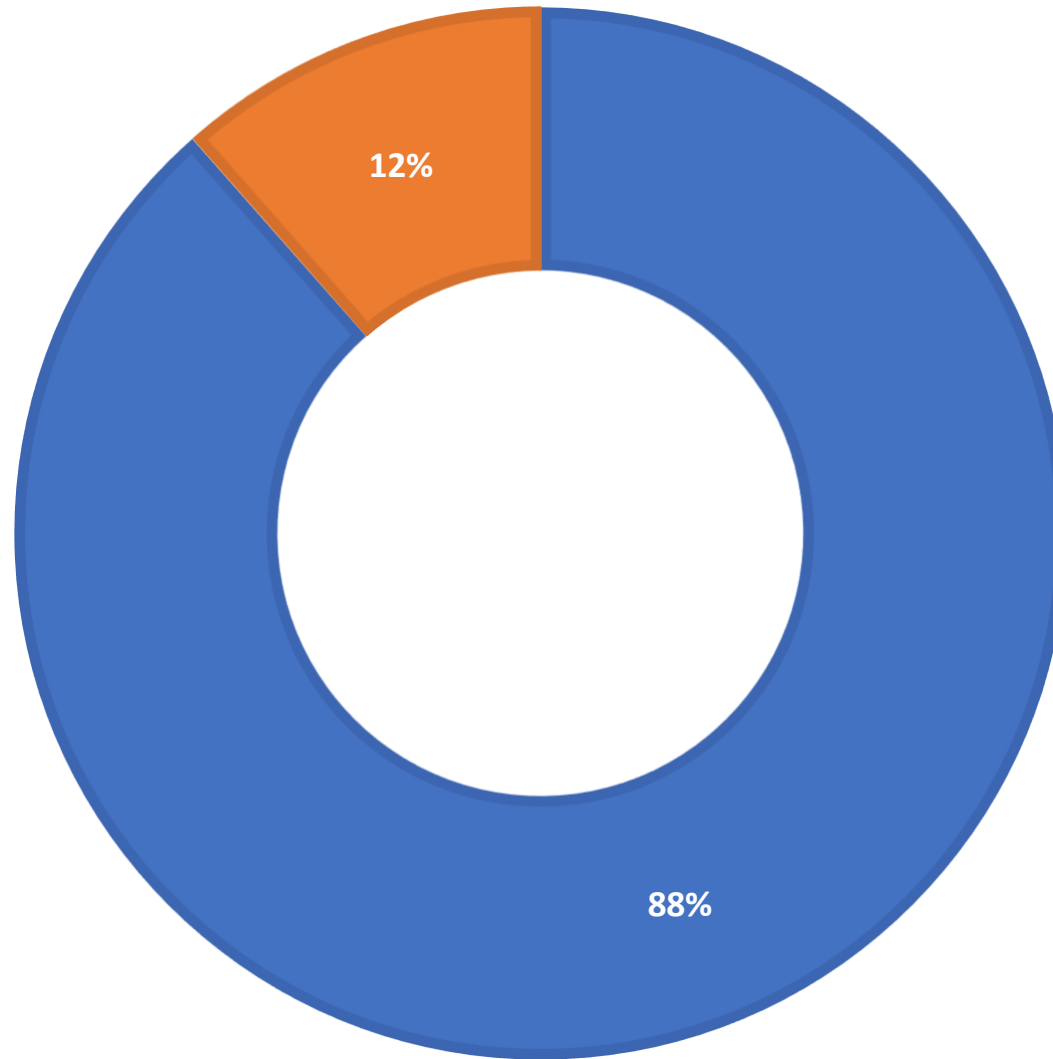
# Chat





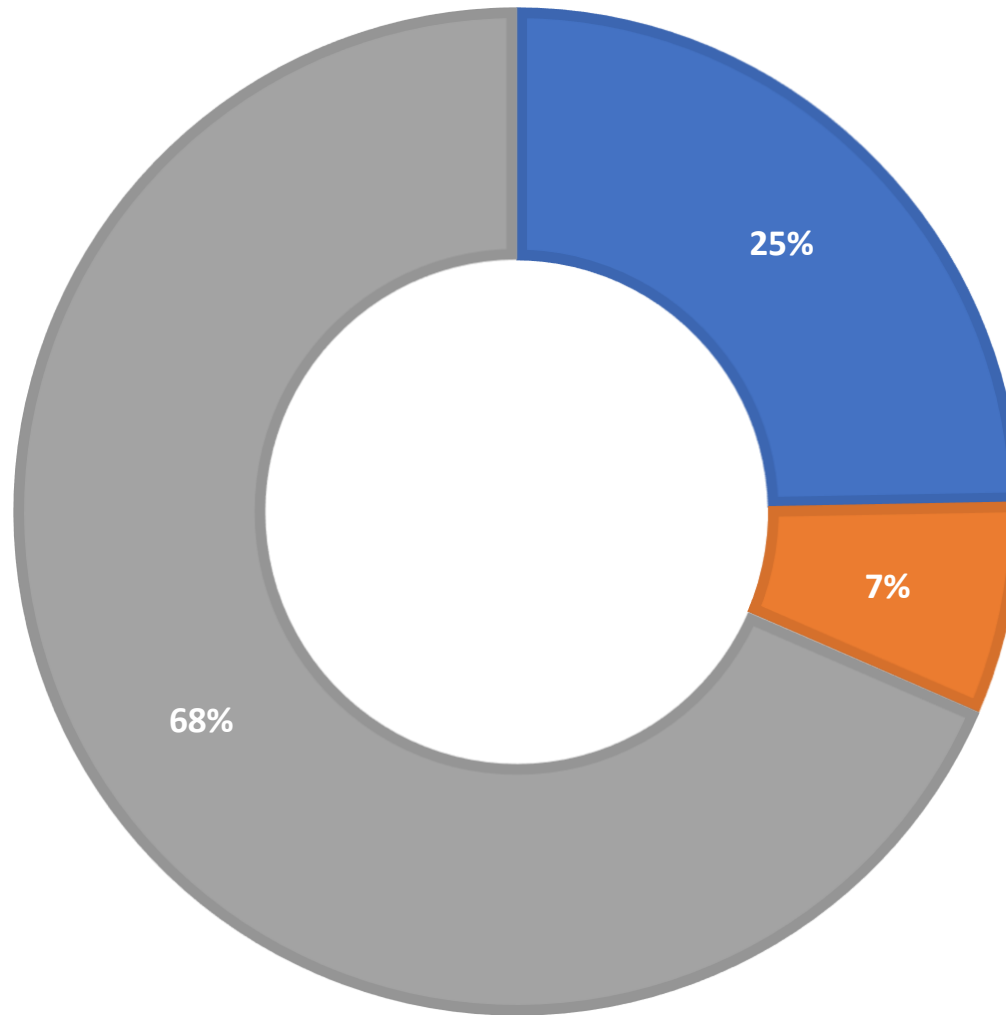
# What Percent of Chats Were Answered/Missed?

■ Answered ■ Missed

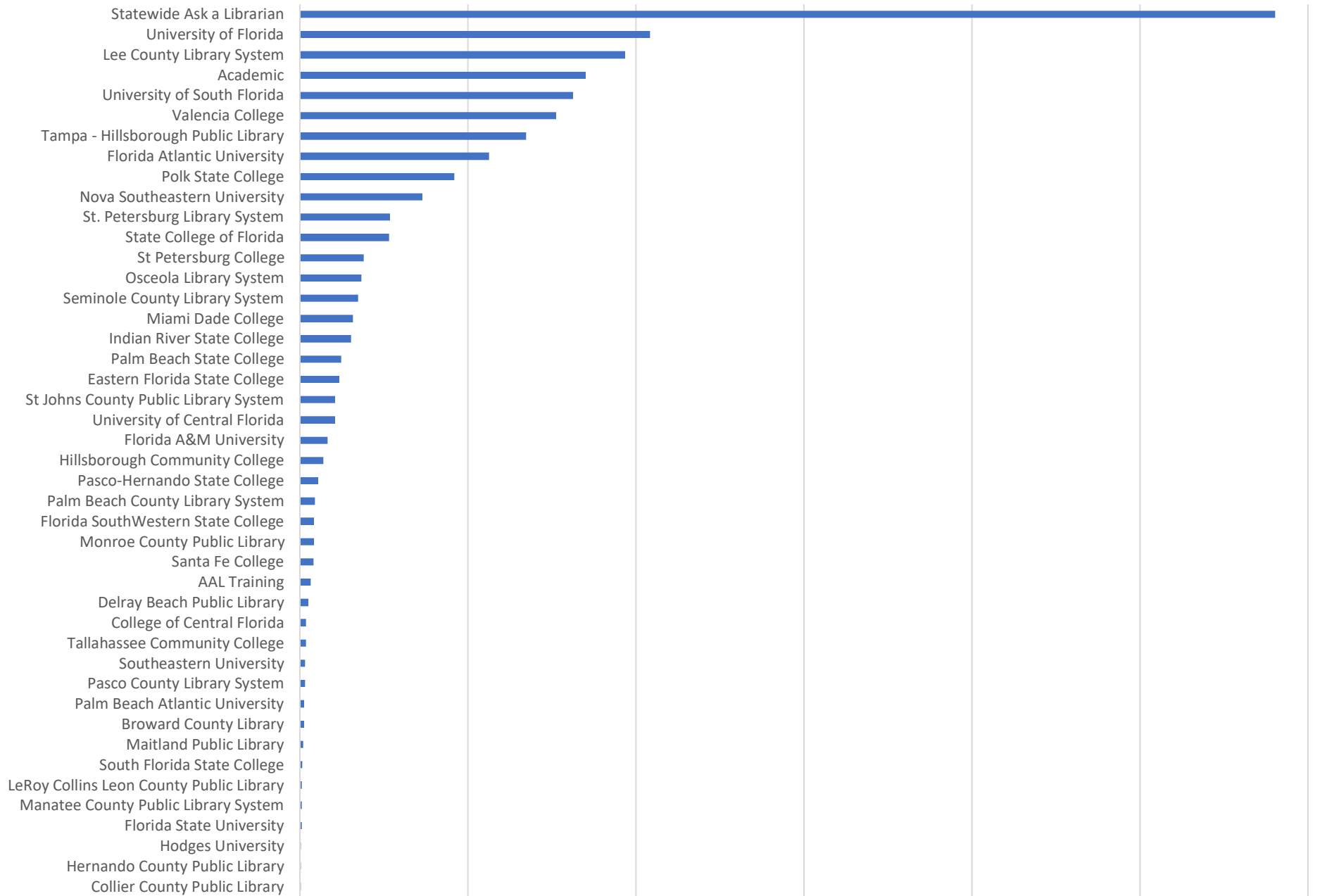


# Which Departments Answered Chats (by type)?

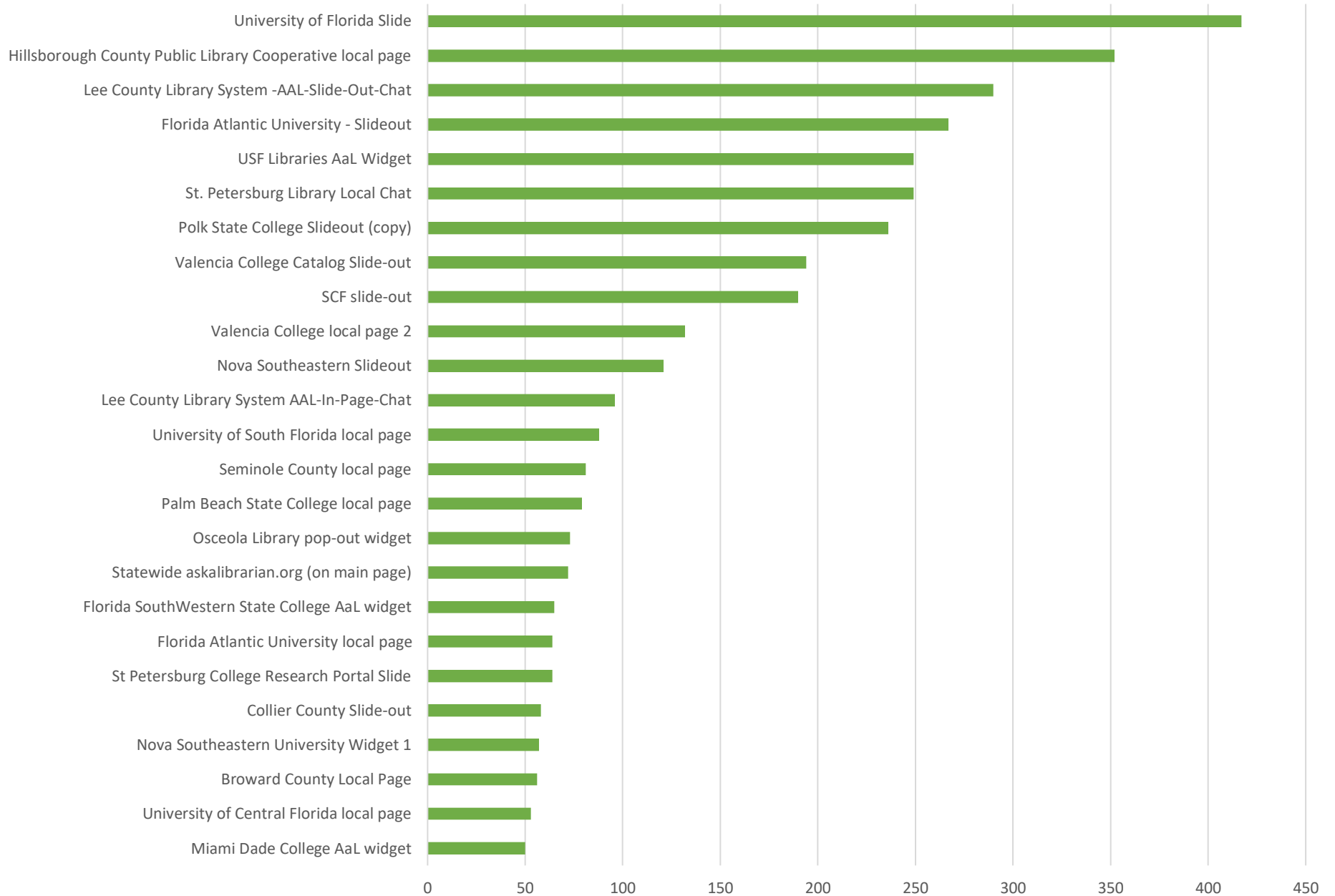
■ Statewide ■ Academic ■ Local



# Which Department Answered Chats (by local library)?



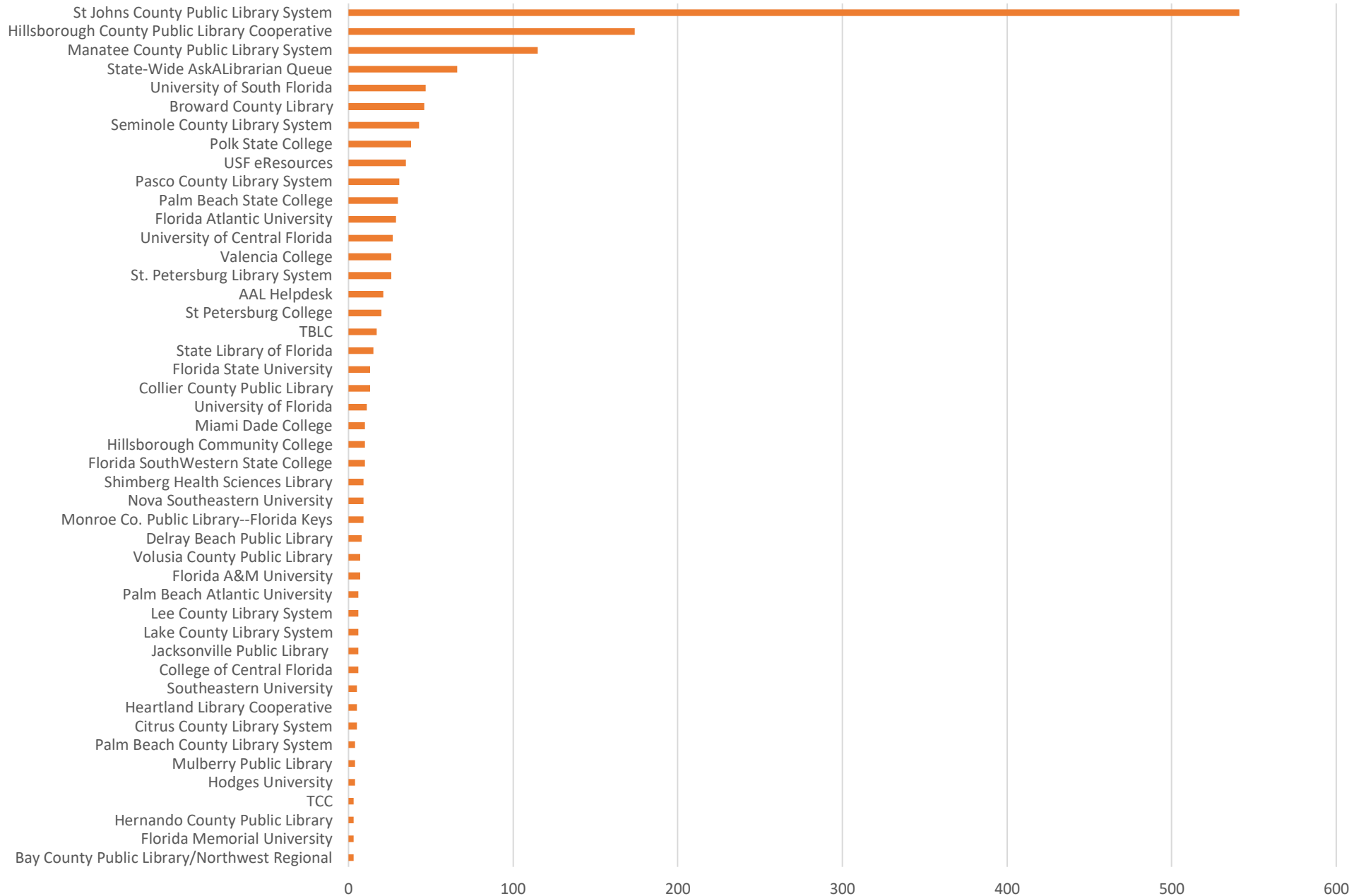
# Which Widgets Brought in the Most Chats (Top 25)?



# Email



# Total Emails by Library (Top 46)



## Top 25 FAQ Search Terms (Queries)

library	8	company	2
help	7	possible	2
need	5	studios	2
doi	4	pageants	2
trying	4	there	2
yale	4	beauty	2
card	4	following	2
log	3	child	2
article	3	money	2
find	3	positive	2
account	3	dancing	2
&amp;	3	apply	2
reference	2		