

AskALibrarian.org

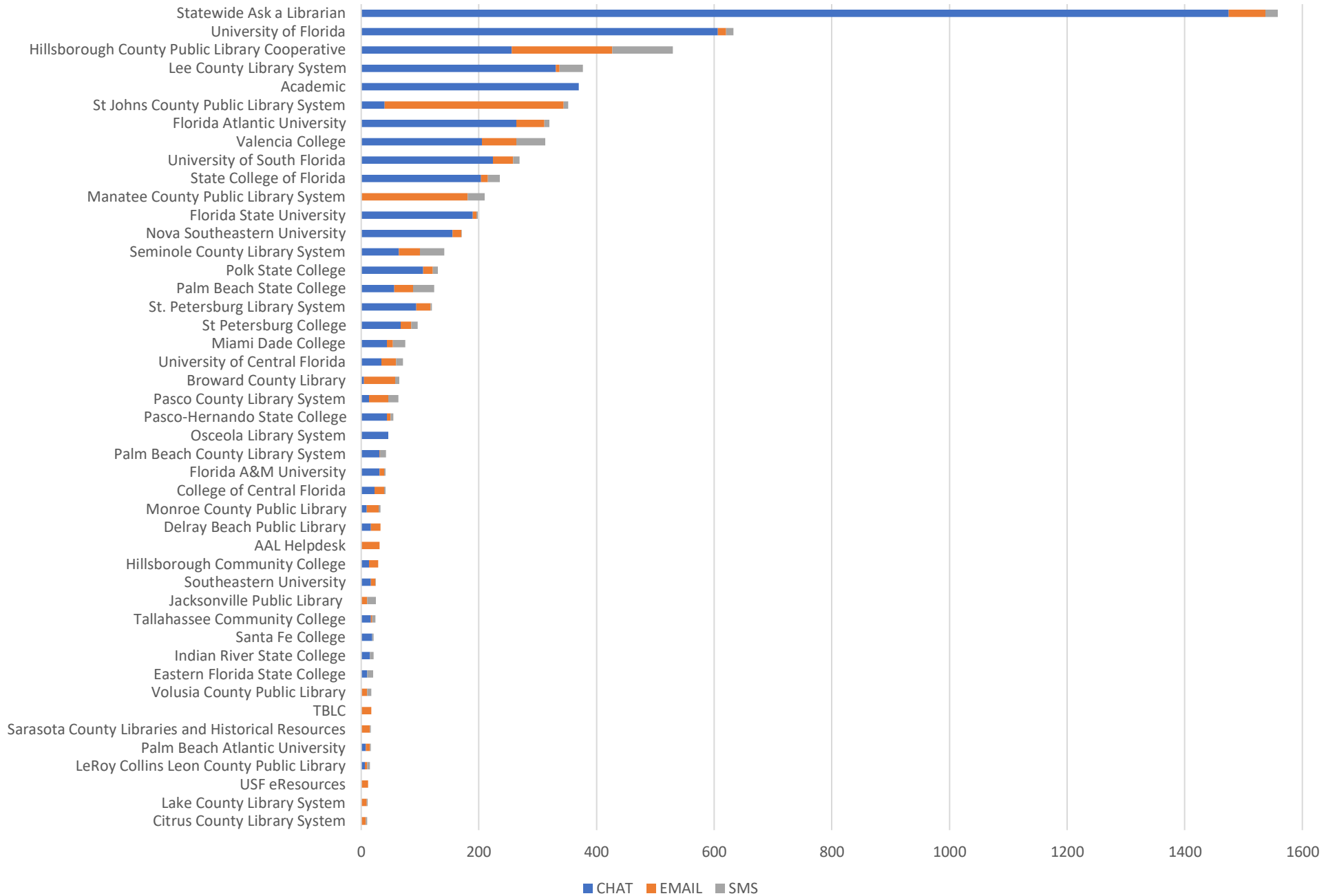
the Human Search Engine



August 2021 Statistics

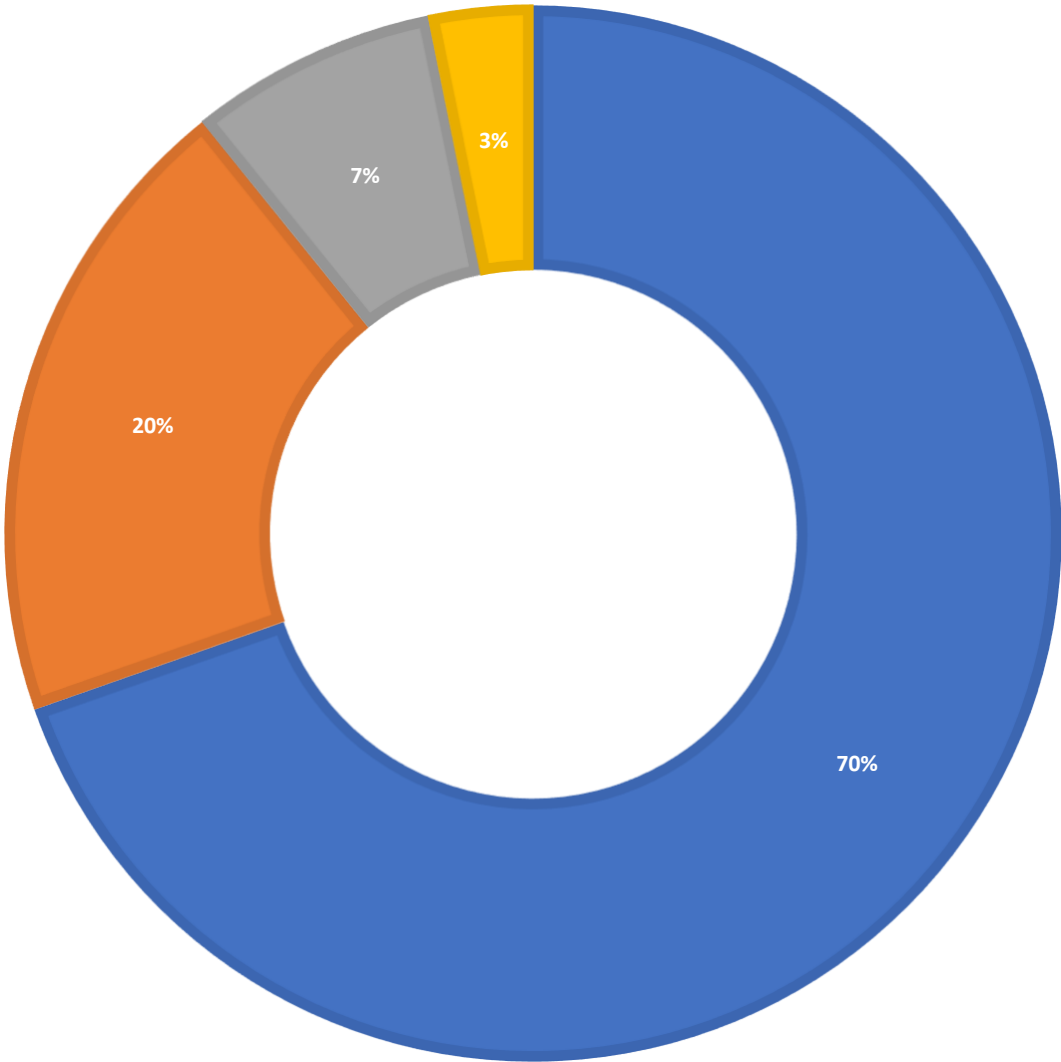
Question Type	
SMS	557
Chat	5,121
FAQ Views	236
Email	1,441
Total	7,355

Total Transactions by Entry Point (Top 45)



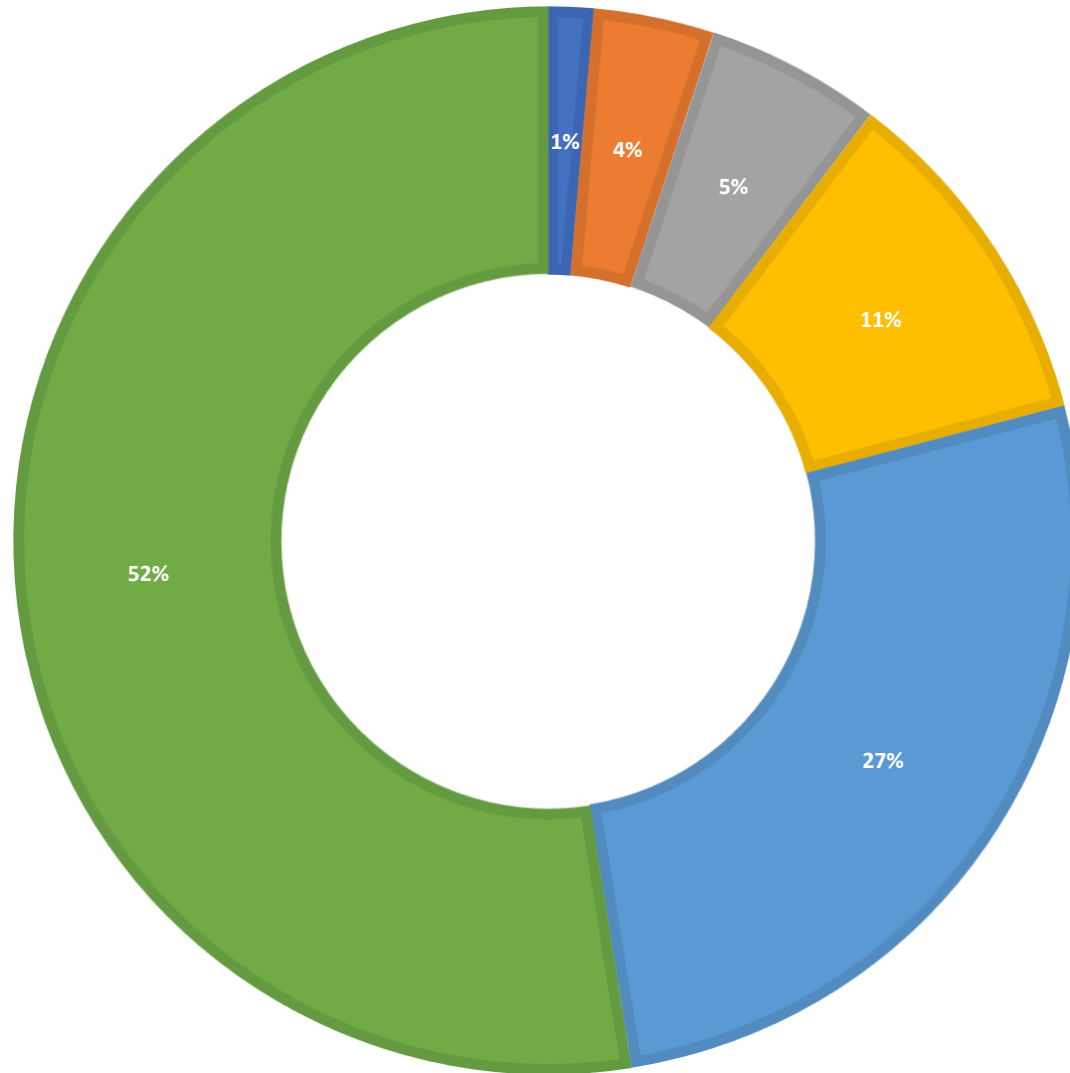
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

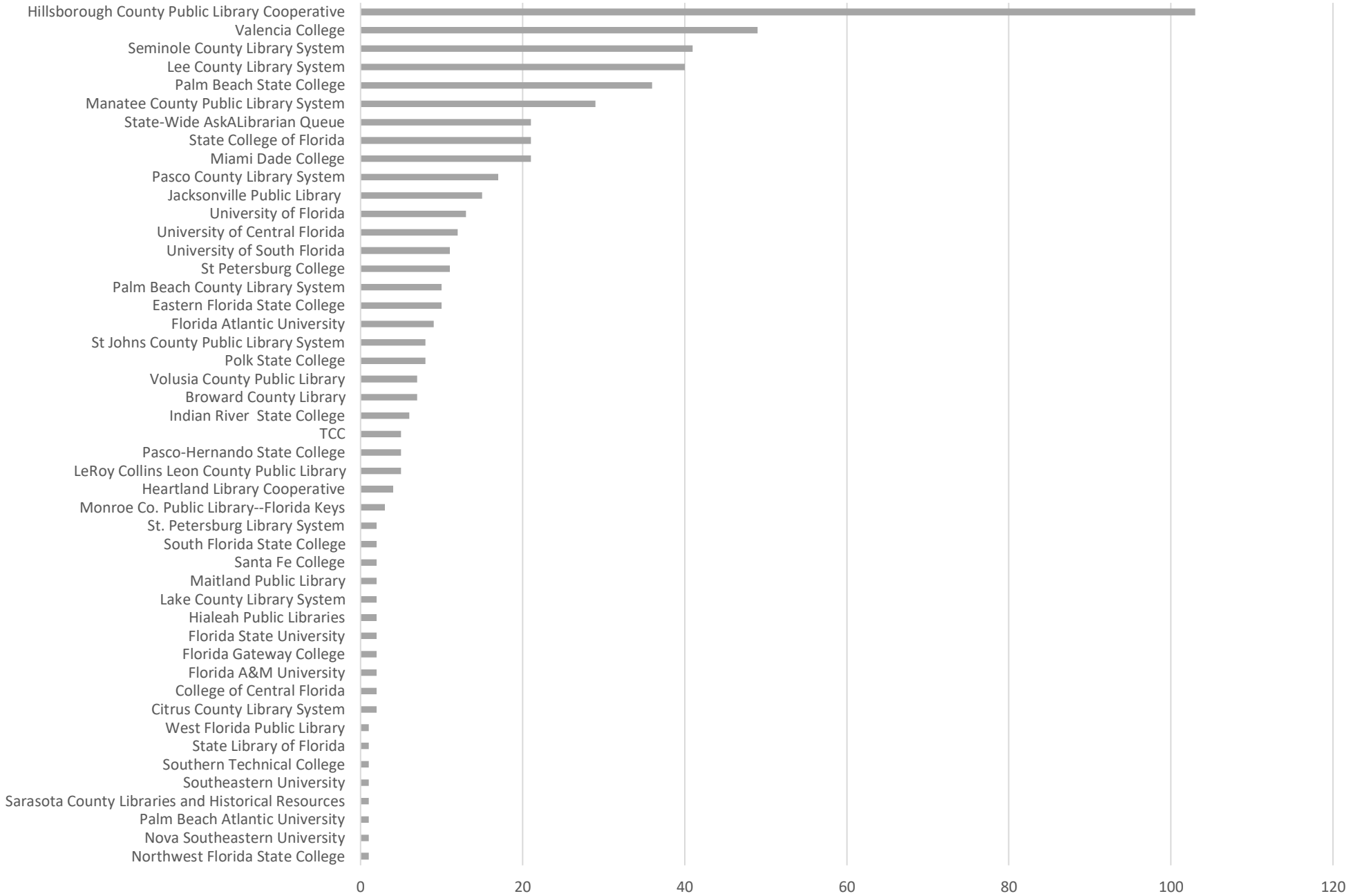
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

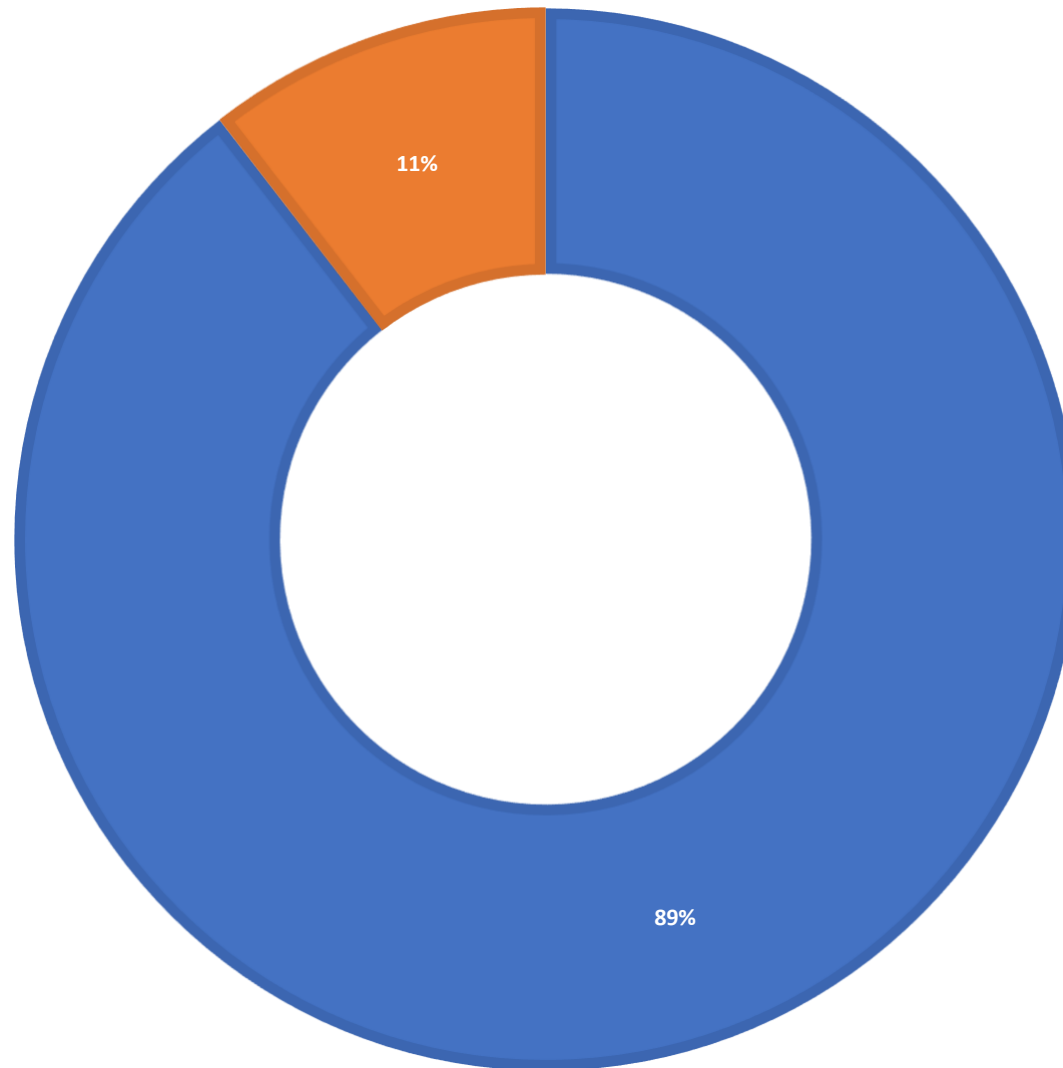


Chat



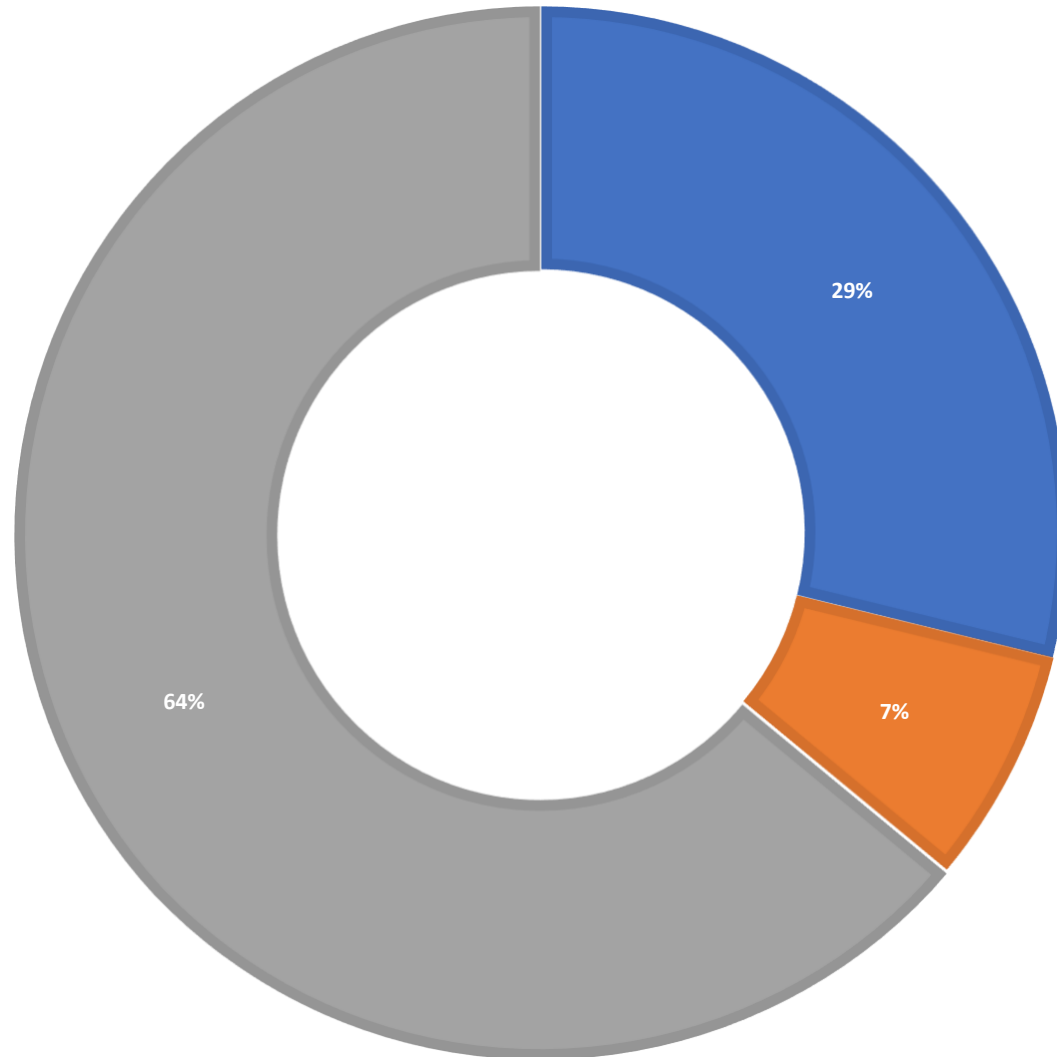
What Percent of Chats Were Answered/Missed?

■ Answered ■ Missed

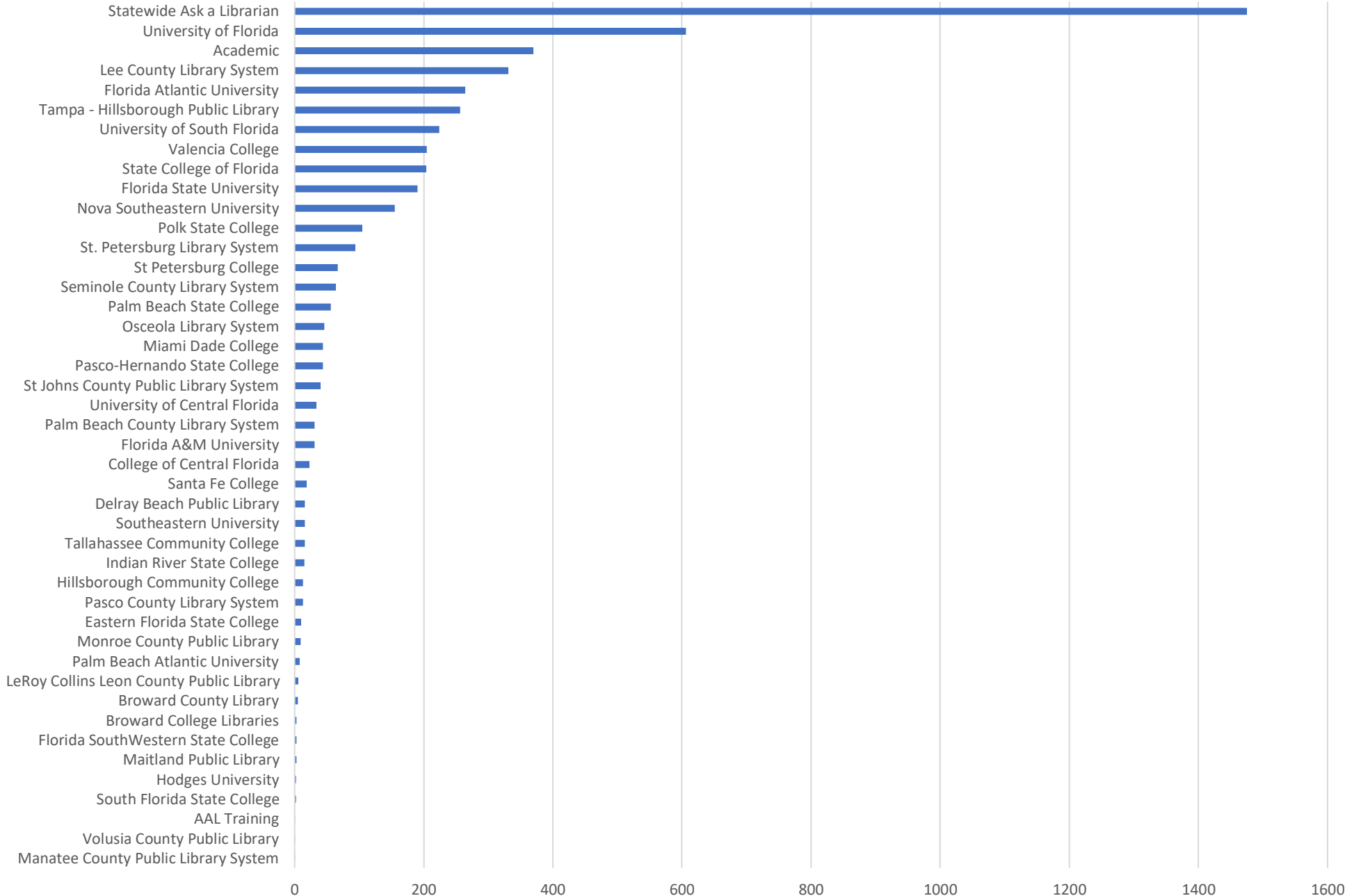


Which Departments Answered Chats (by type)?

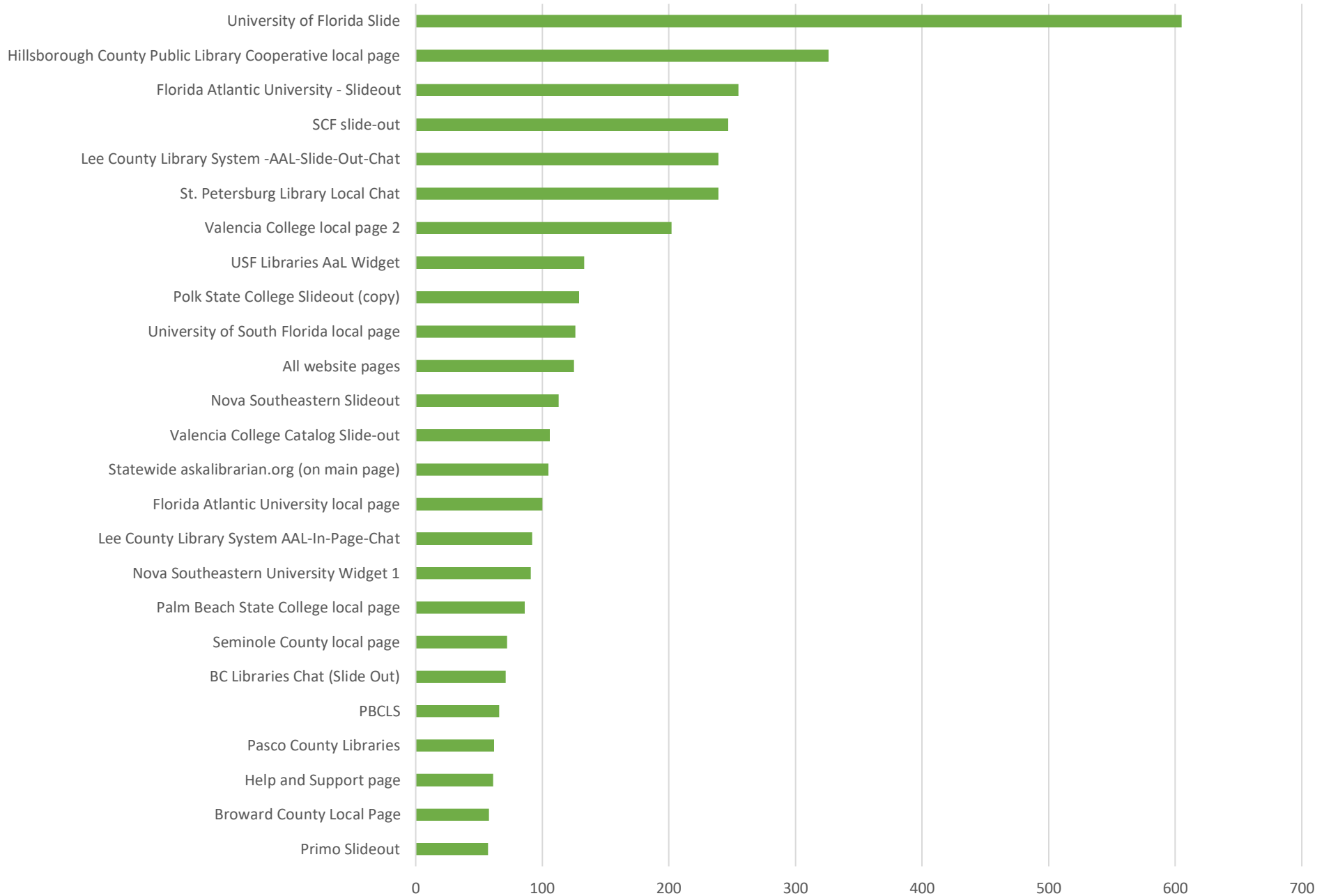
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



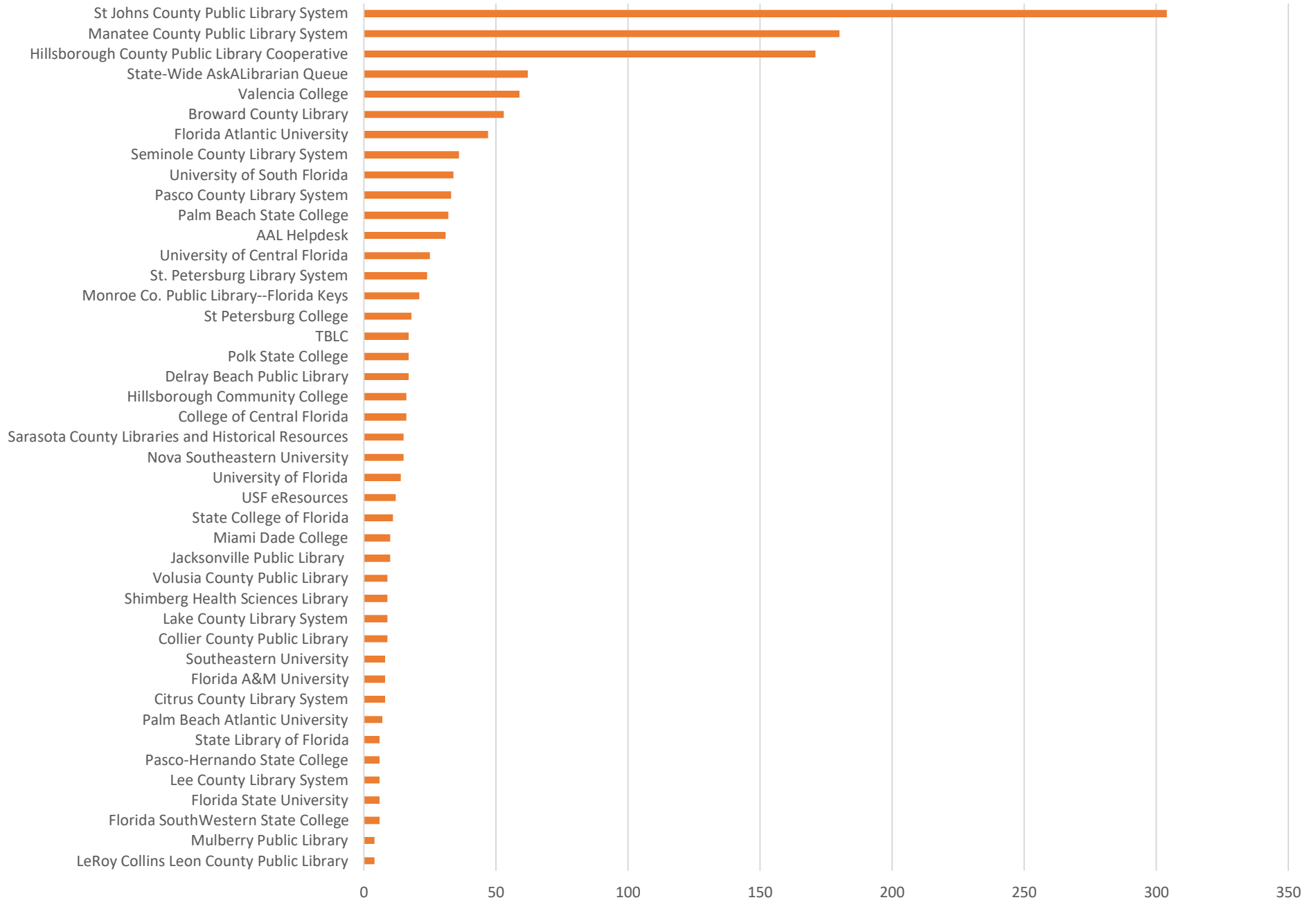
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 43)



Top 25 FAQ Search Terms (Queries)

access	4	books	2
pay	4	card	2
book	4	download	2
articles	3	online	2
will	3	over	2
print	3	hello	2
would	3	delete	2
code	3	number/proportion	1
library	2	state	1
able	2	households	1
find	2	health	1
loan	2	insurance	1
due	2		