

AskALibrarian.org

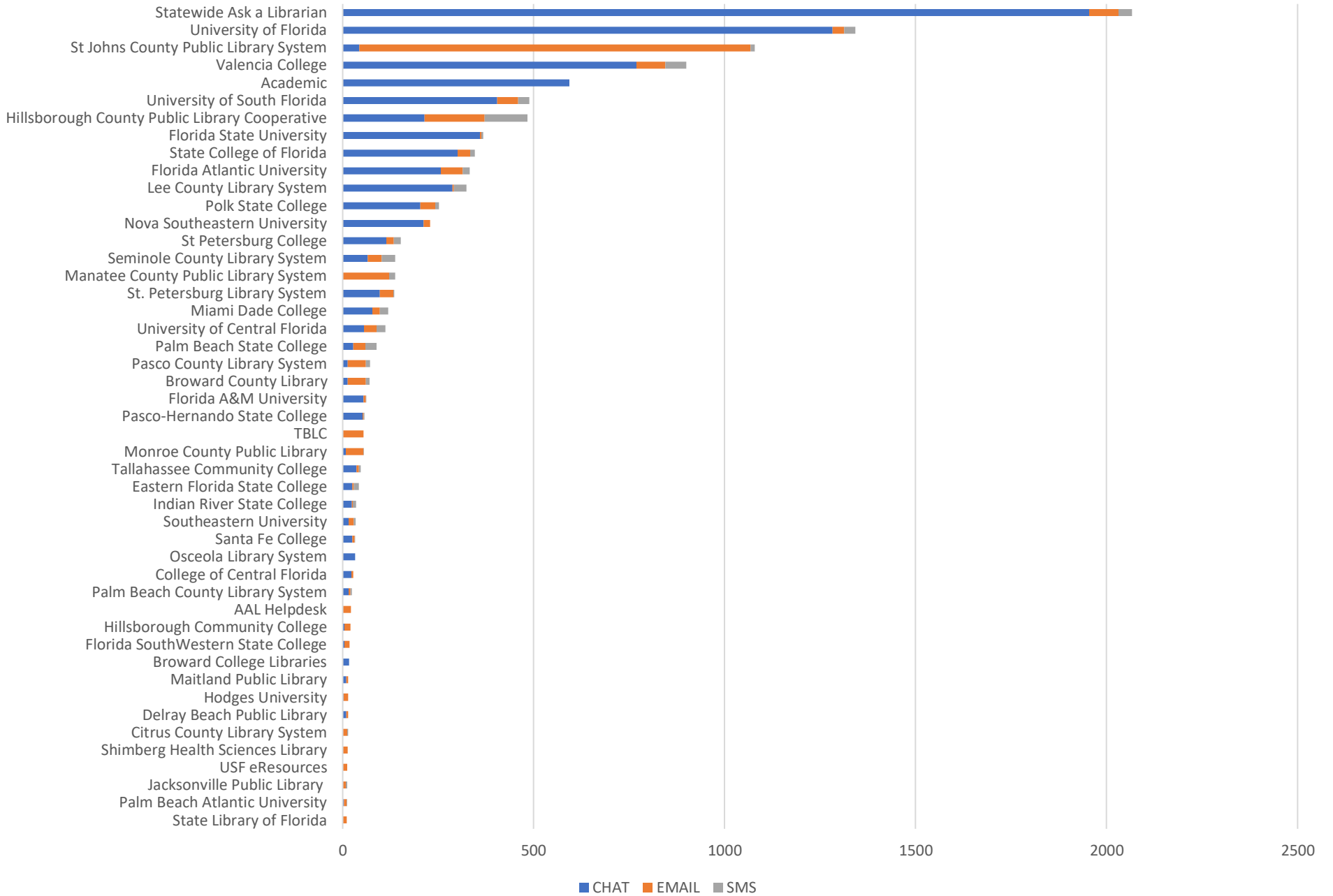
the Human Search Engine



September 2021 Statistics

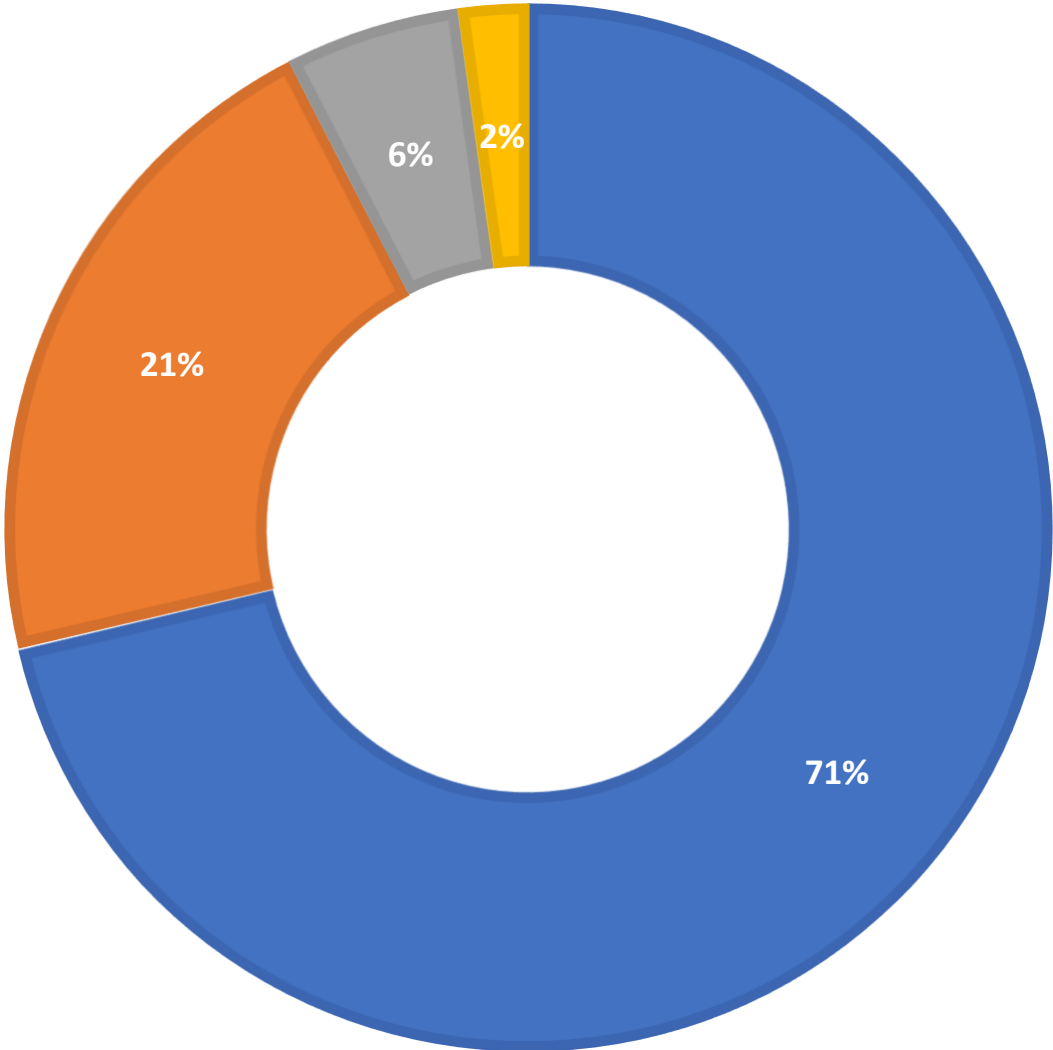
Question Type	
SMS	583
Chat	7,720
FAQ Views	235
Email	2,289
Total	10,827

Total Transactions by Entry Point (Top 47)



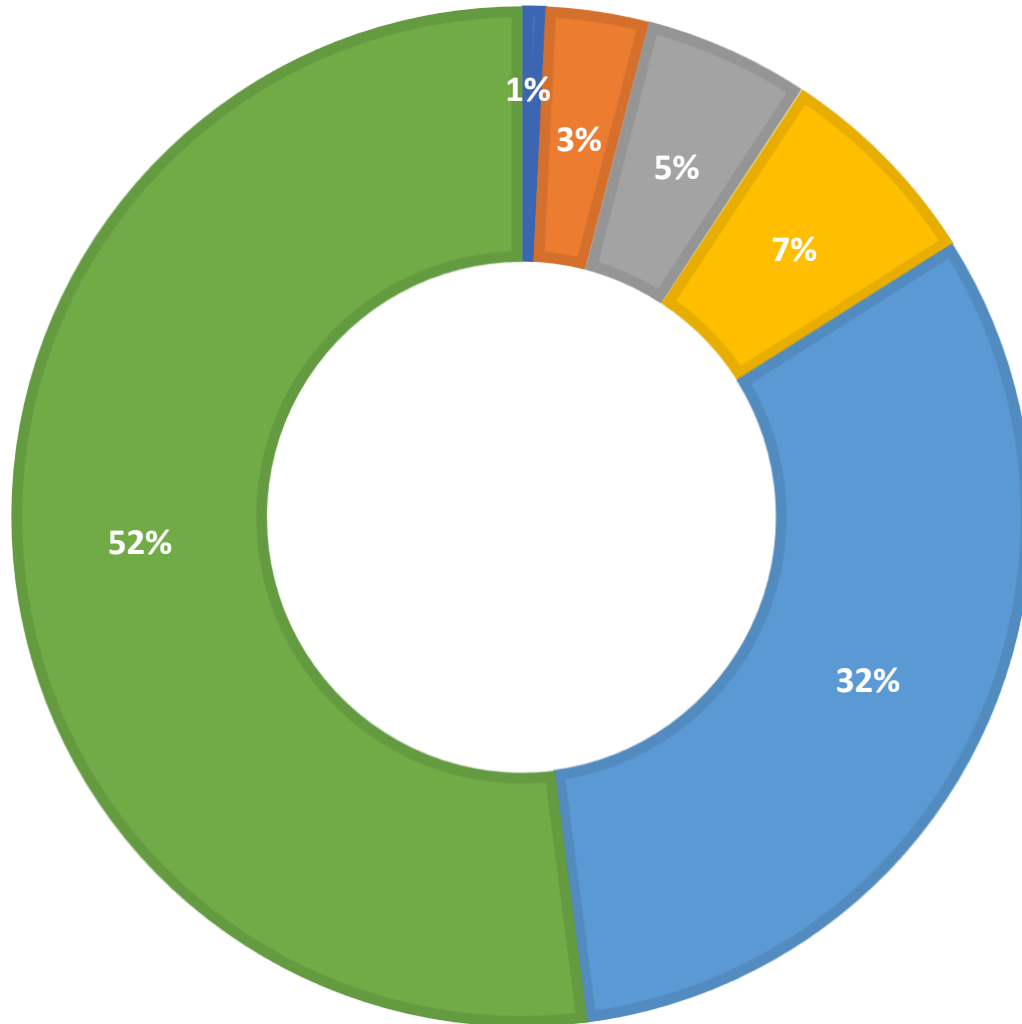
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

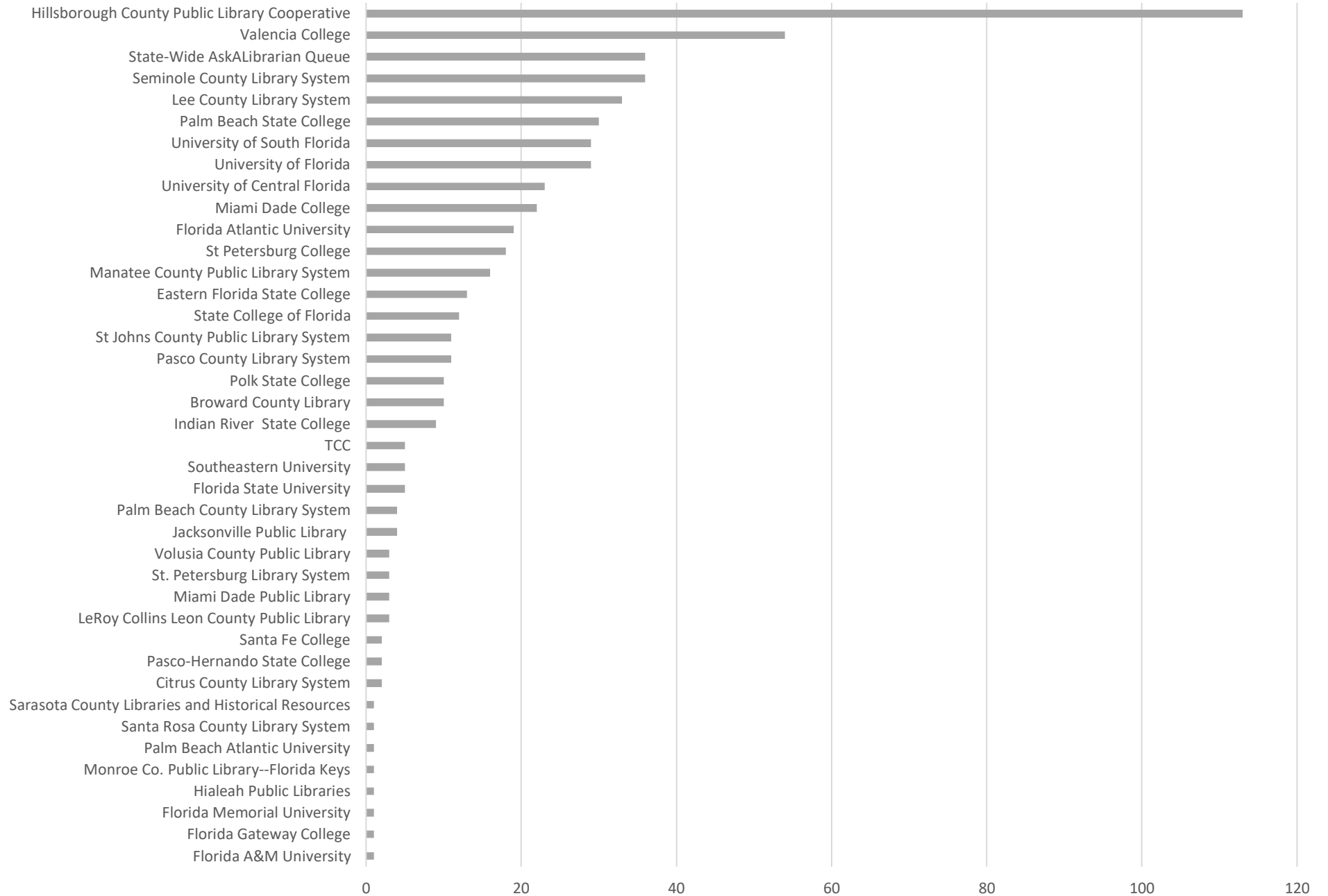
■ iPad ■ Android ■ Chrome OS ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

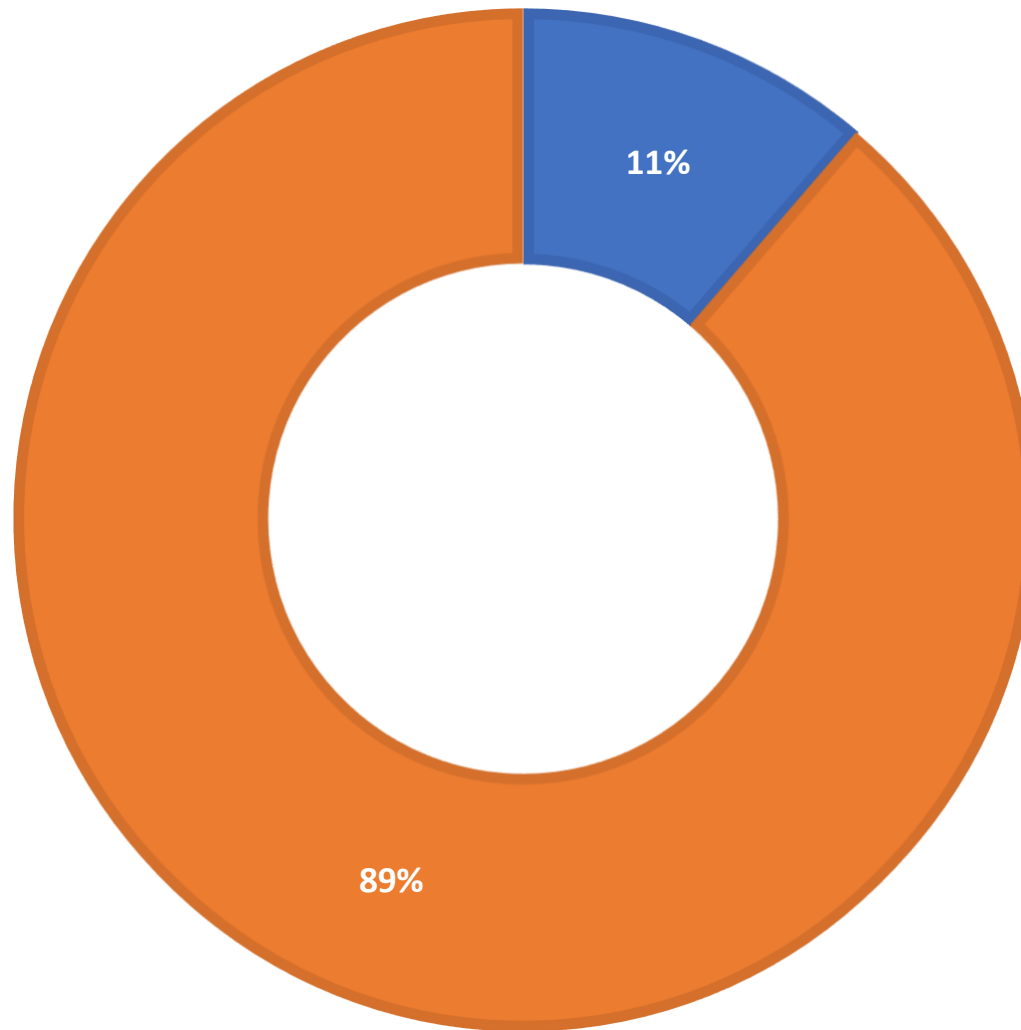


Chat



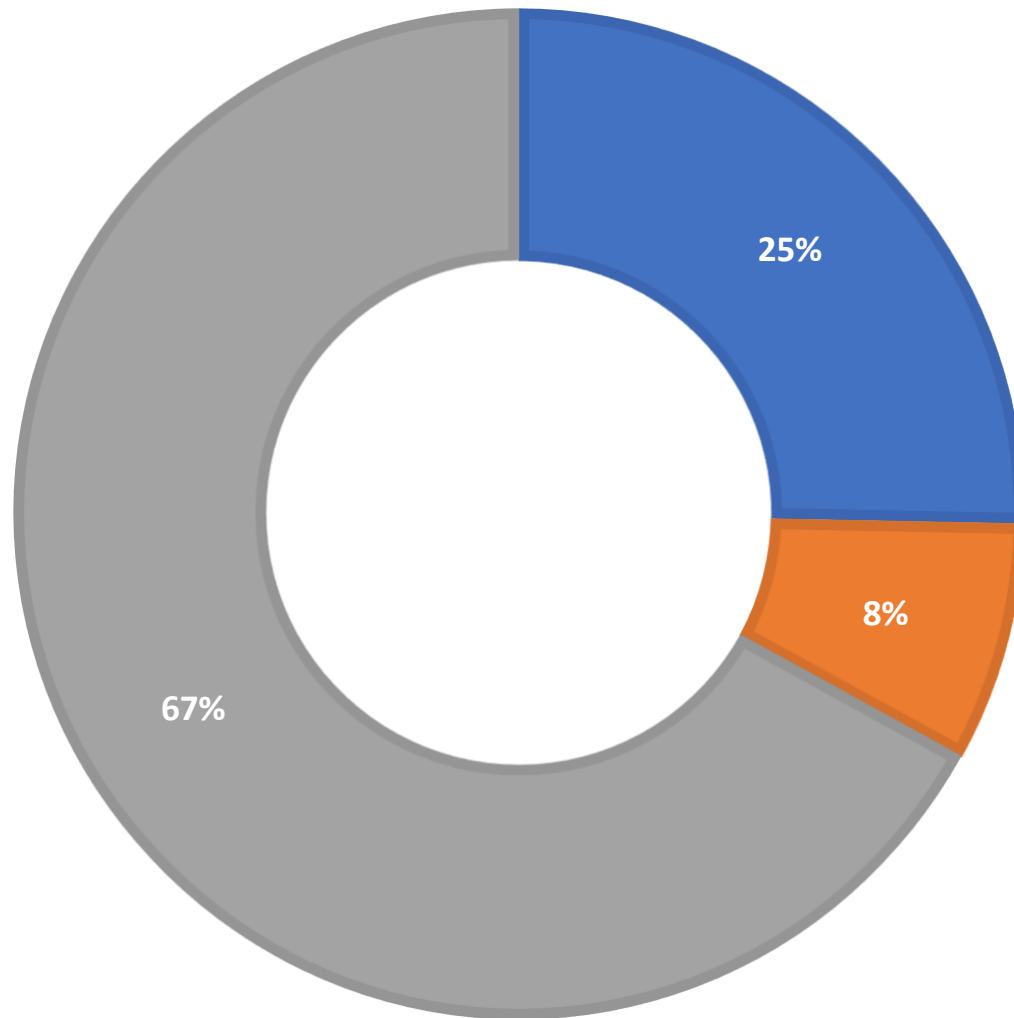
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

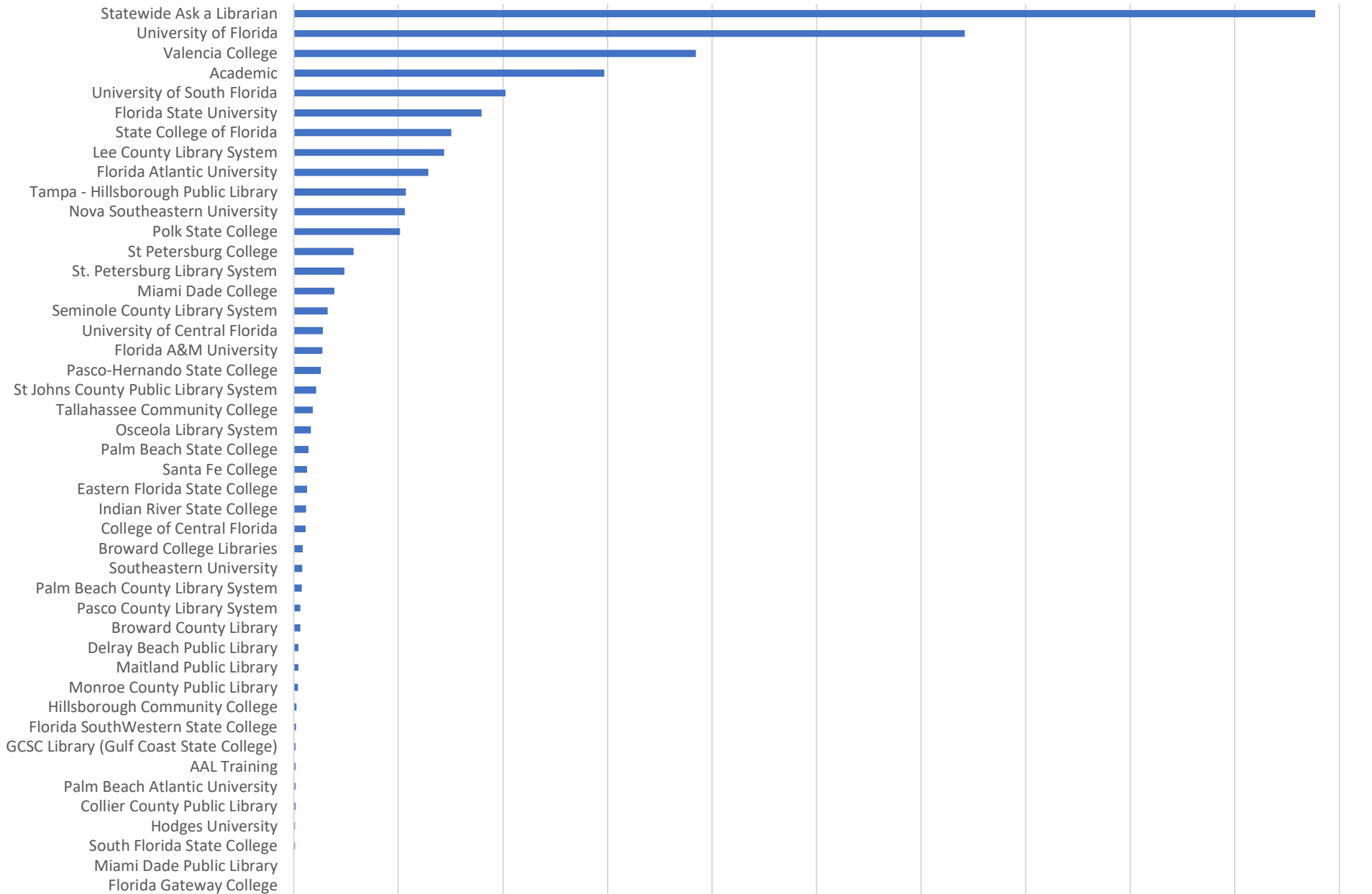


Which Departments Answered Chats (by type)?

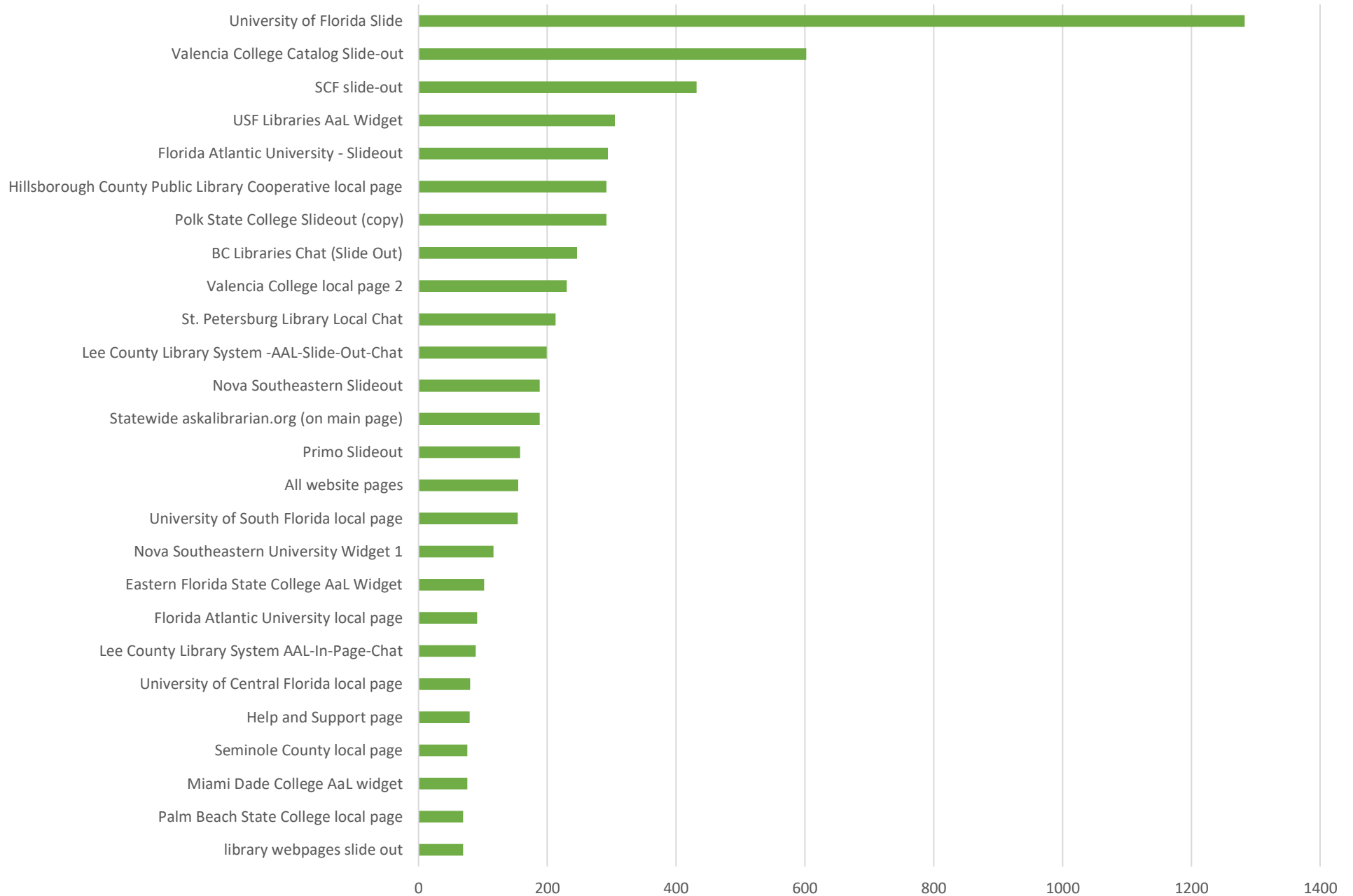
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



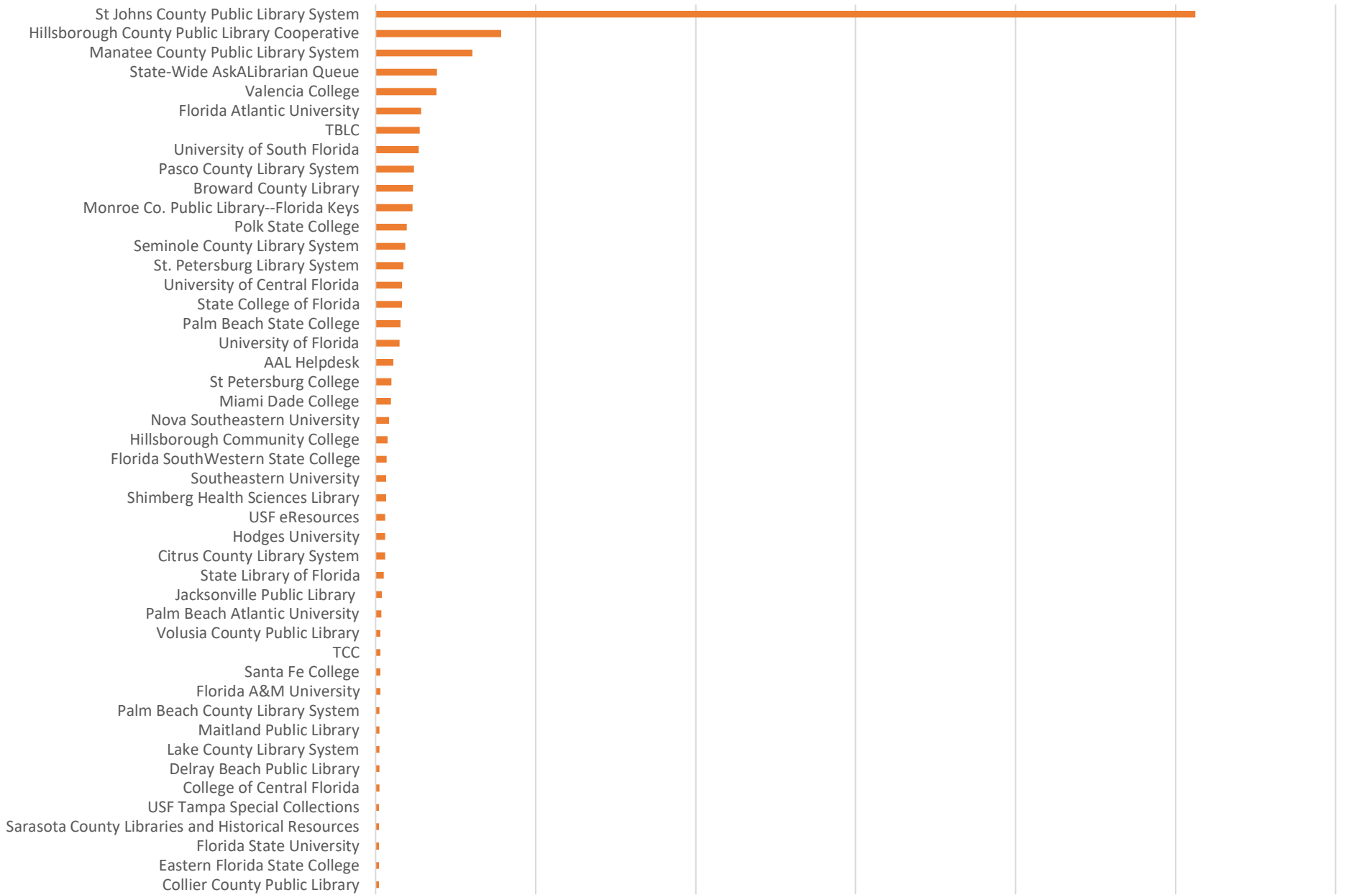
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 46)



Top 22 FAQ Search Terms (Queries)

renew	9	county	2
library	8	into	2
line	7	app	2
card	7	stating	2
license	6	there's	2
address	3	problem	2
your	3	nurse	2
find	3	book	2
books	3	database	2
url	3	assisted	2
florida	2		
change	2		