

AskALibrarian.org

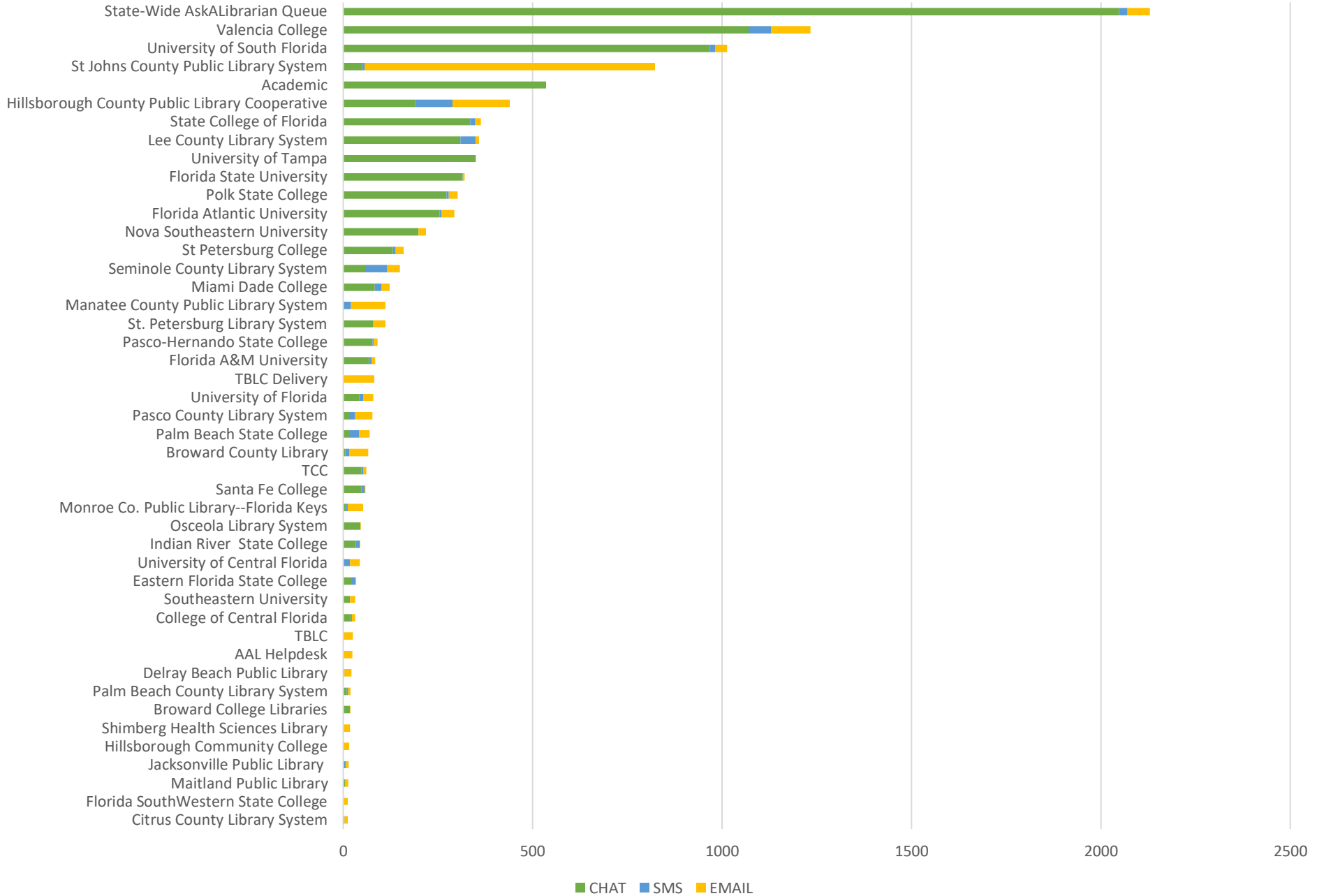
the Human Search Engine



October 2021 Statistics

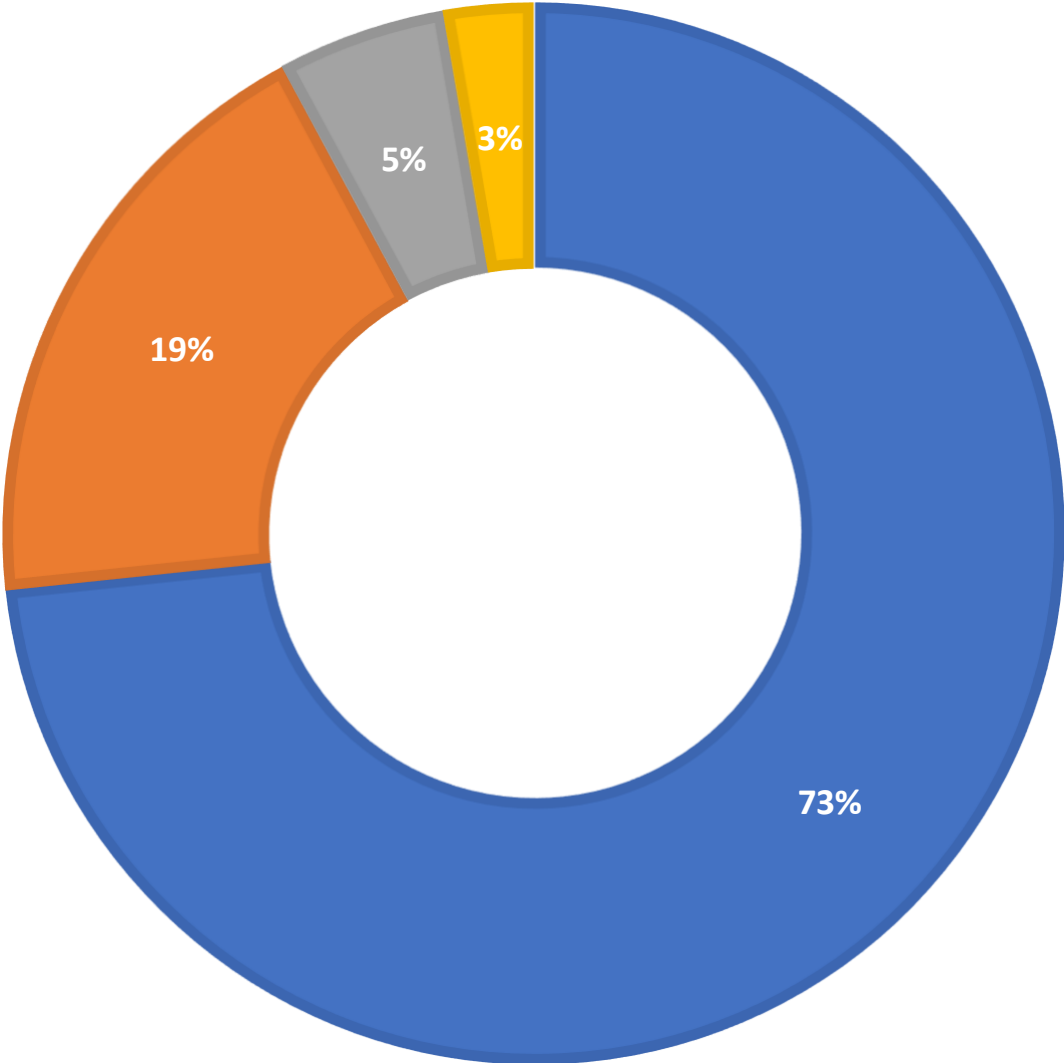
Question Type	
SMS	545
Chat	7,761
FAQ Views	288
Email	1,990
Total	10,584

Total Transactions by Entry Point (Top 45)



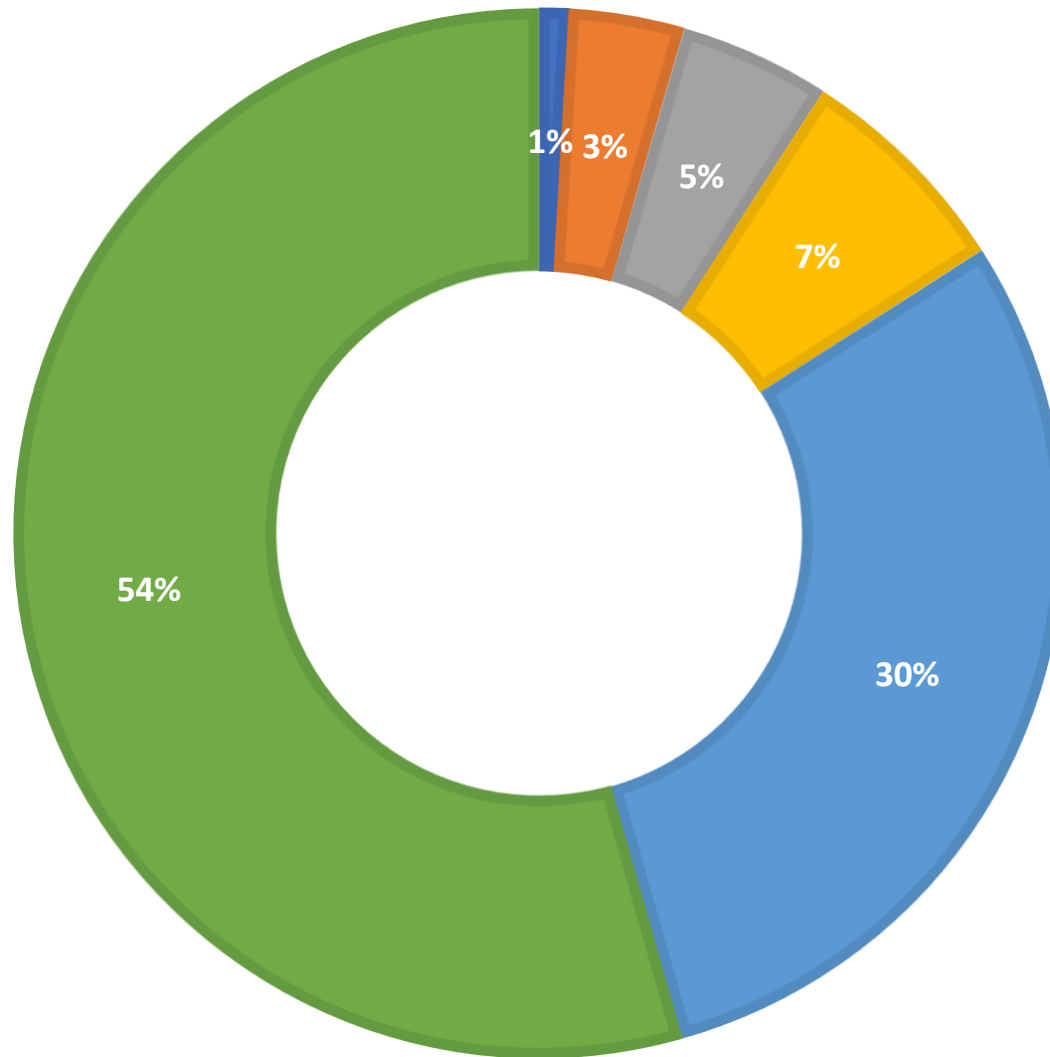
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

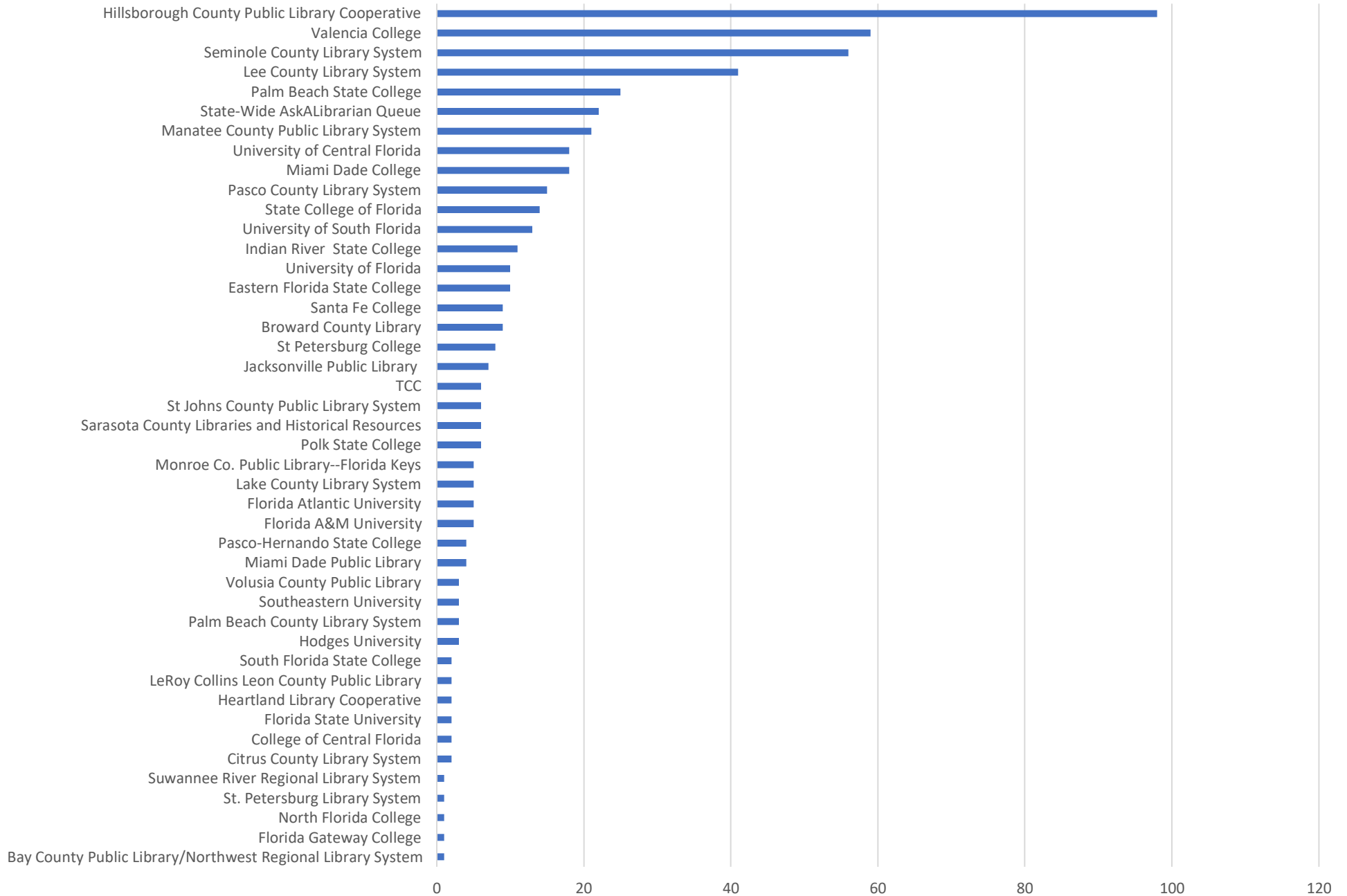
■ iPad ■ Android ■ Chrome OS ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

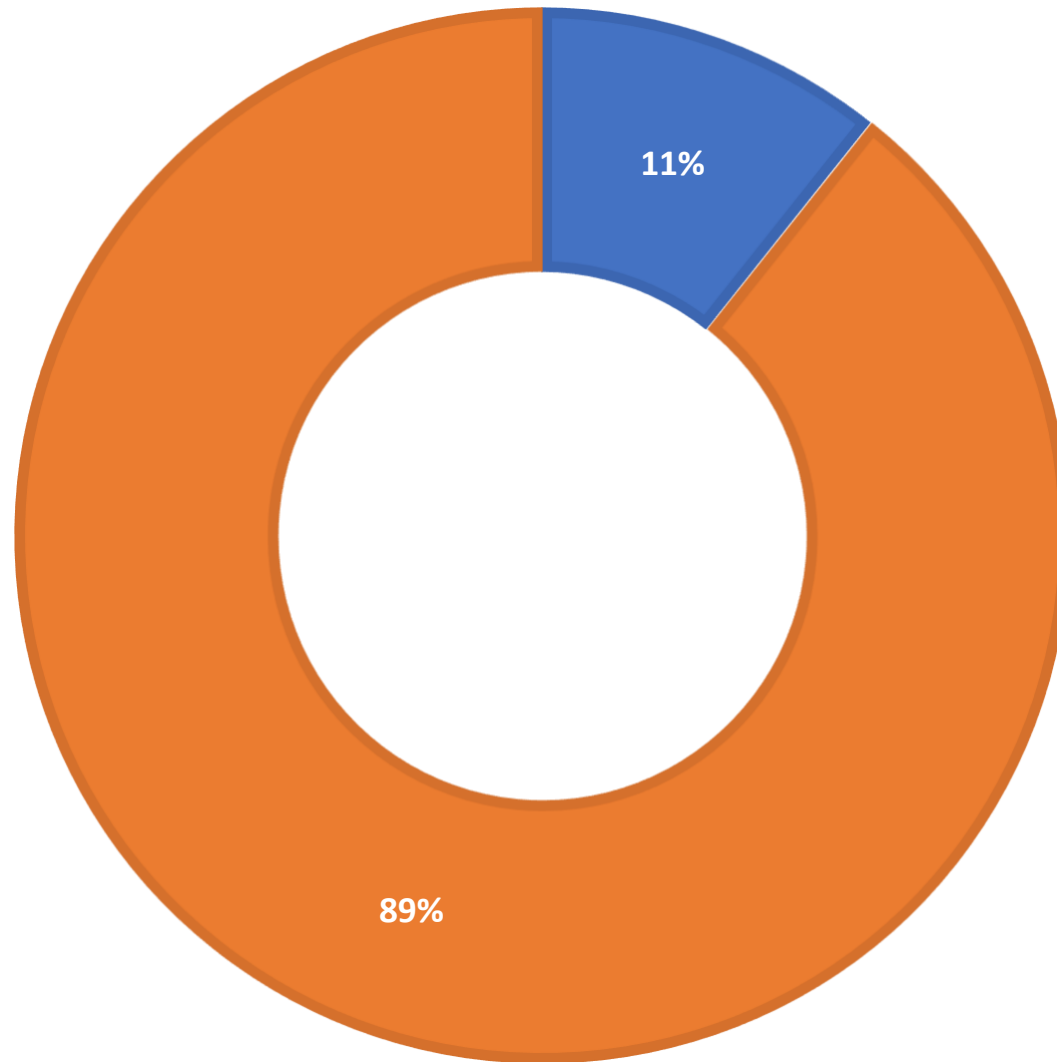


Chat



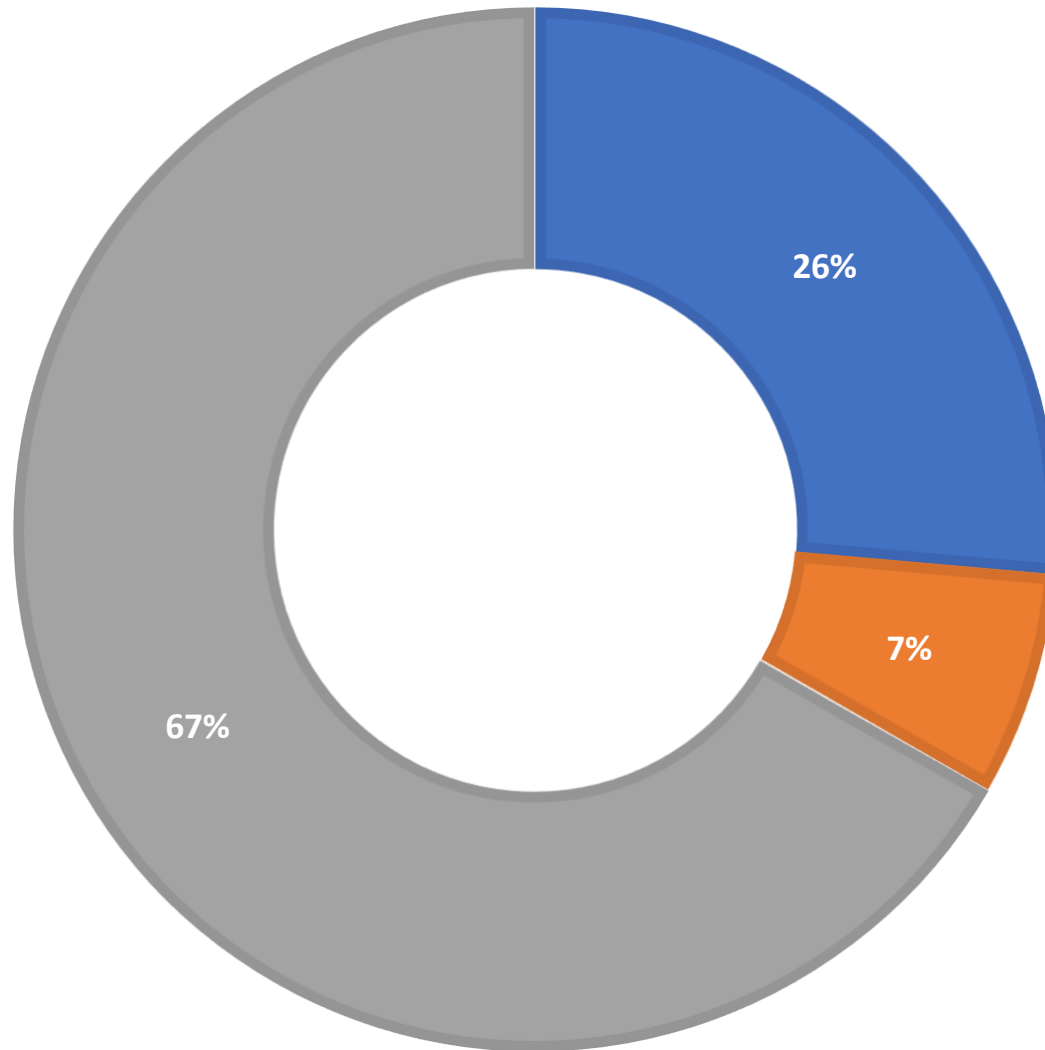
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

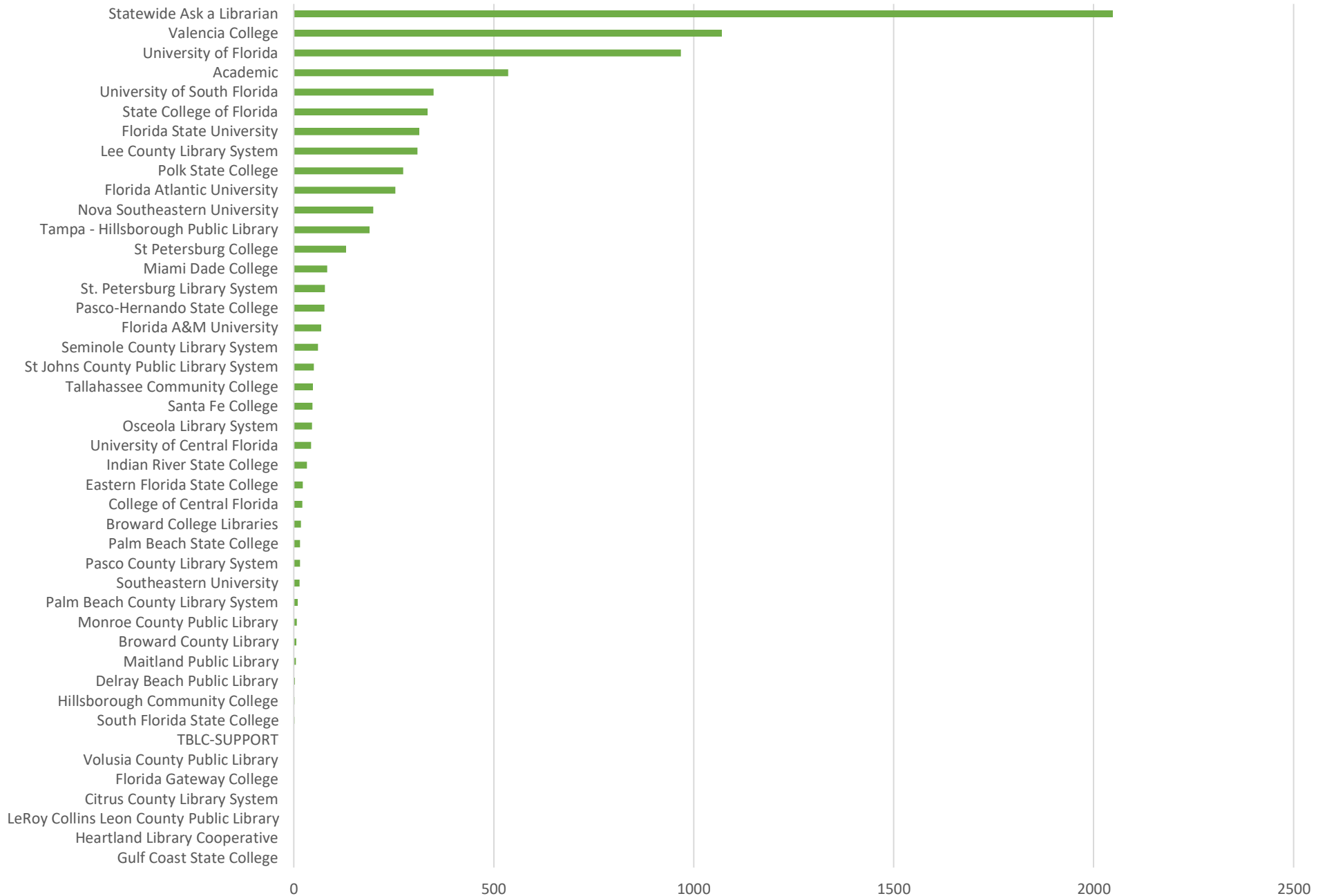


Which Departments Answered Chats (by type)?

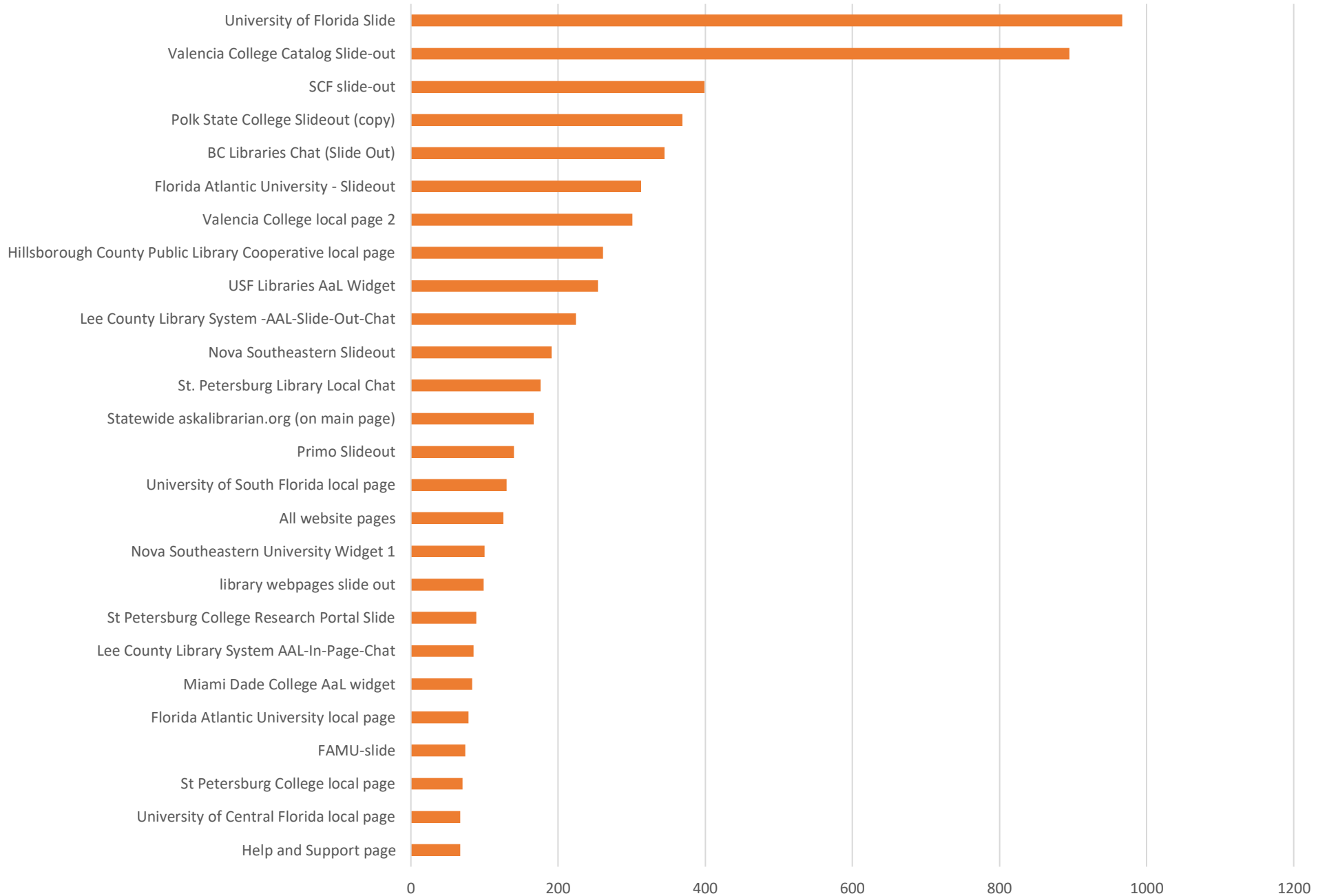
Statewide Academic Local



Which Department Answered Chats (by local library)?



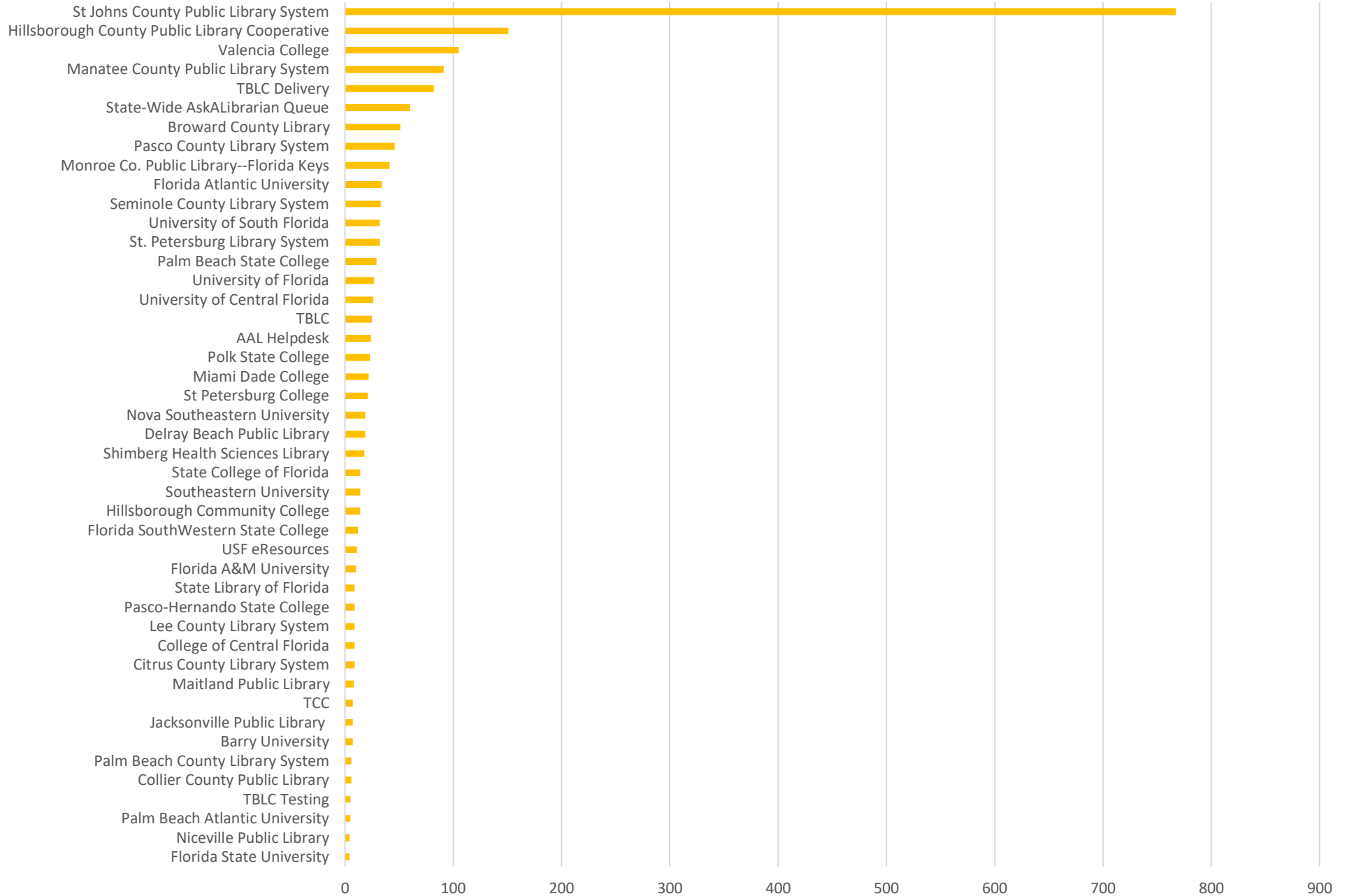
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 45)



Top 23 FAQ Search Terms (Queries)

library	8	viewpoints	2
card	5	volunteer	2
article	4	search	2
access	4	career	2
right	4	social	2
book	3	there	2
hillsborough	3	renew	2
research	3	license	2
jstor	2	account	2
articles	2	french	2
academic	2	before	2
opposing	2		