

# AskALibrarian.org

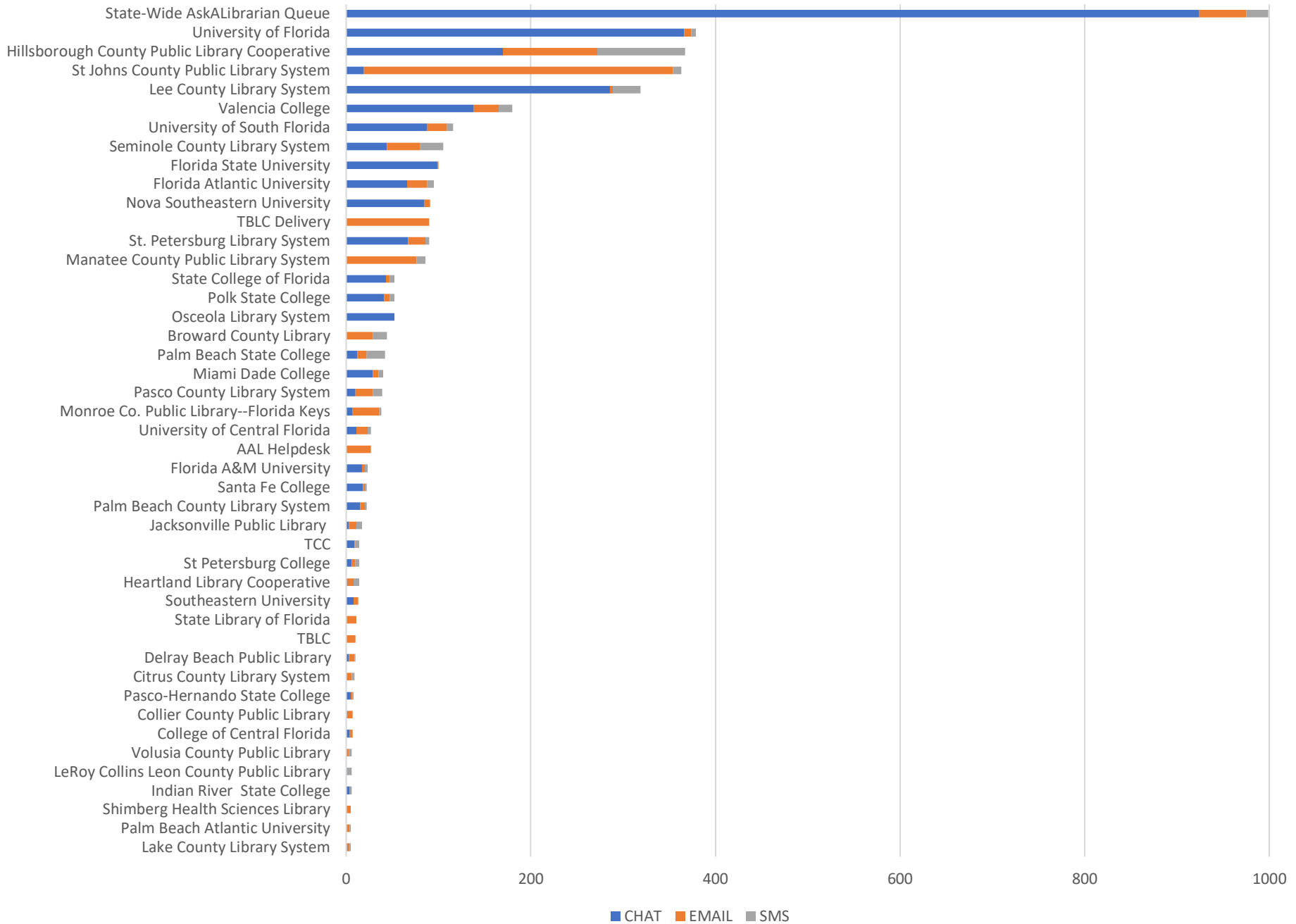
the Human Search Engine



## December 2021 Statistics

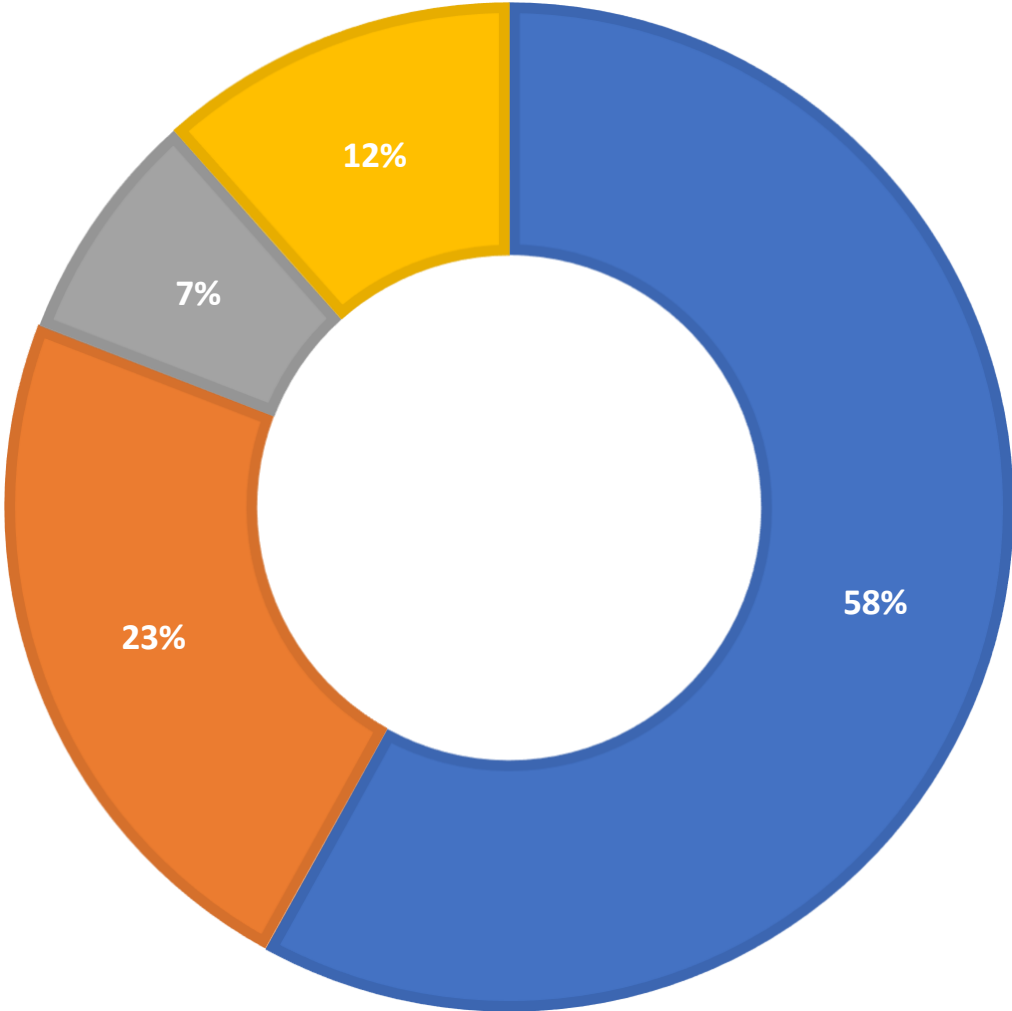
Question Type	
SMS	347
Chat	2,667
FAQ Views	532
Email	1,050
Total	4,596

# Total Transactions by Entry Point (Top 45)



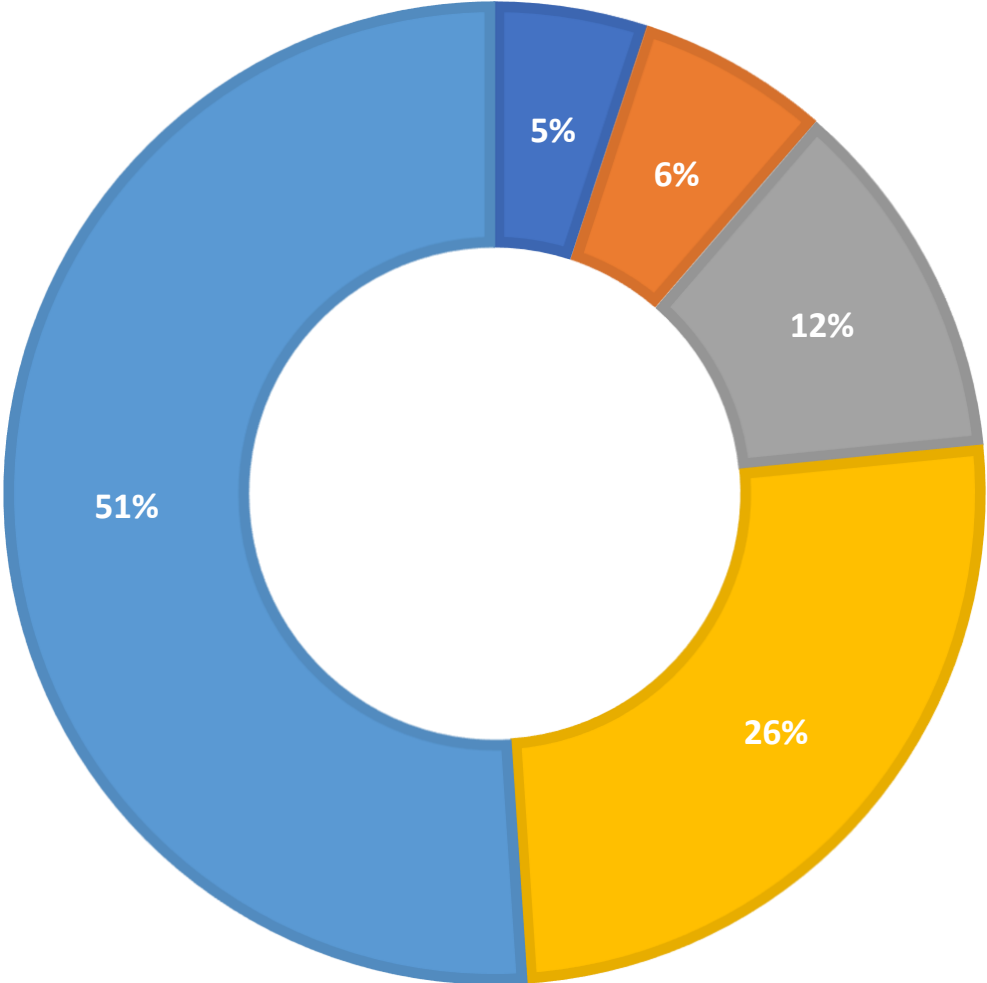
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

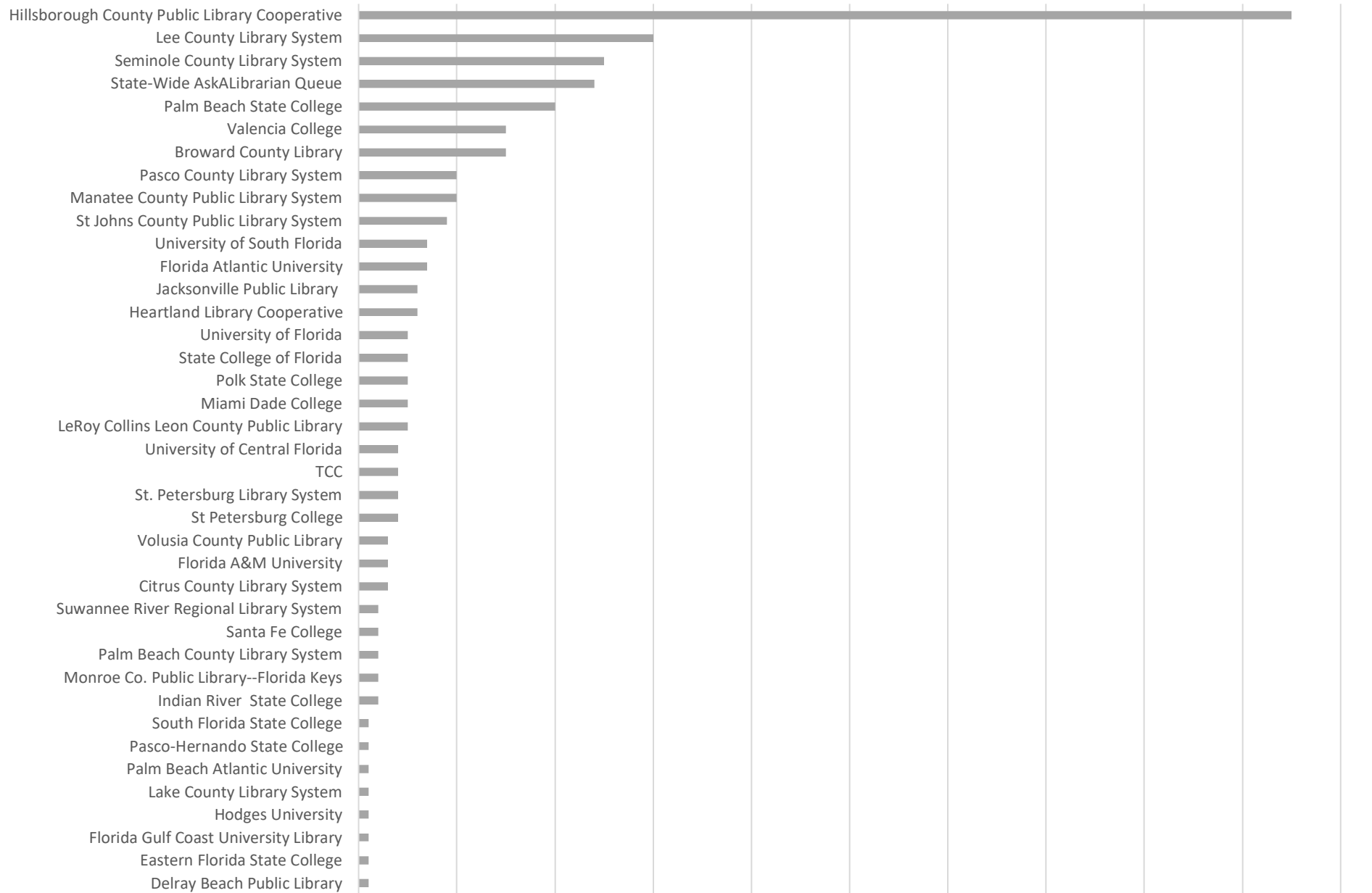
■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



# SMS



# Total SMS by Library



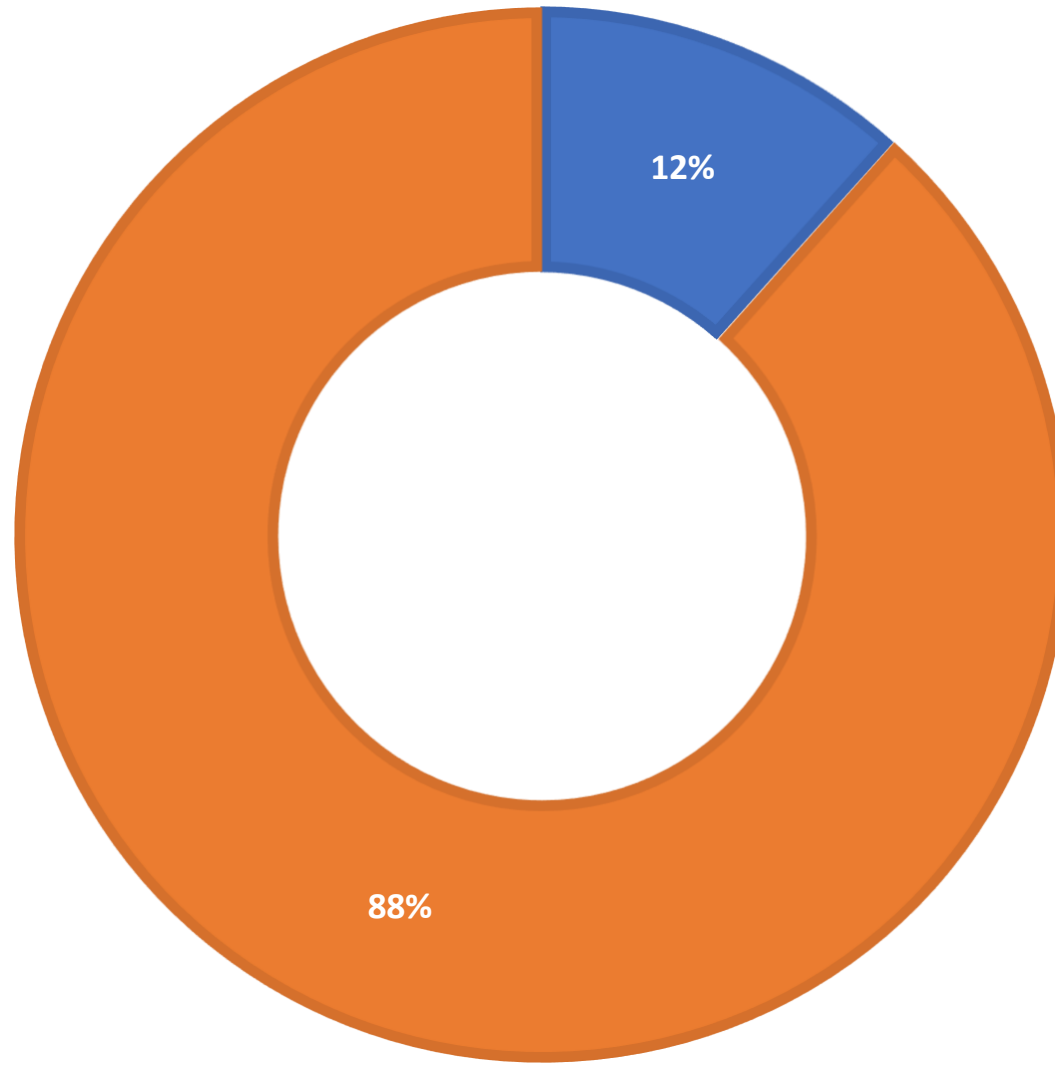
# Chat





# What Percent of Chats Were Answered/Missed?

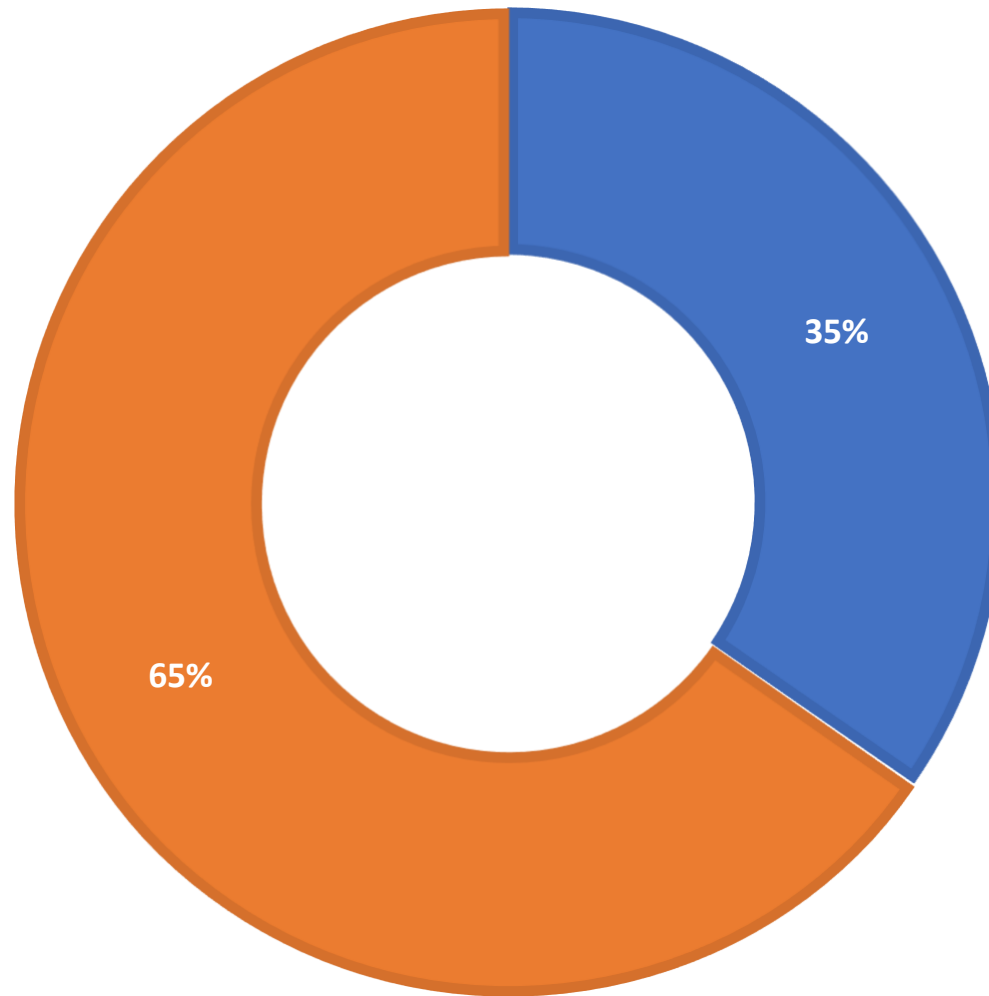
■ MISSED ■ ANSWERED



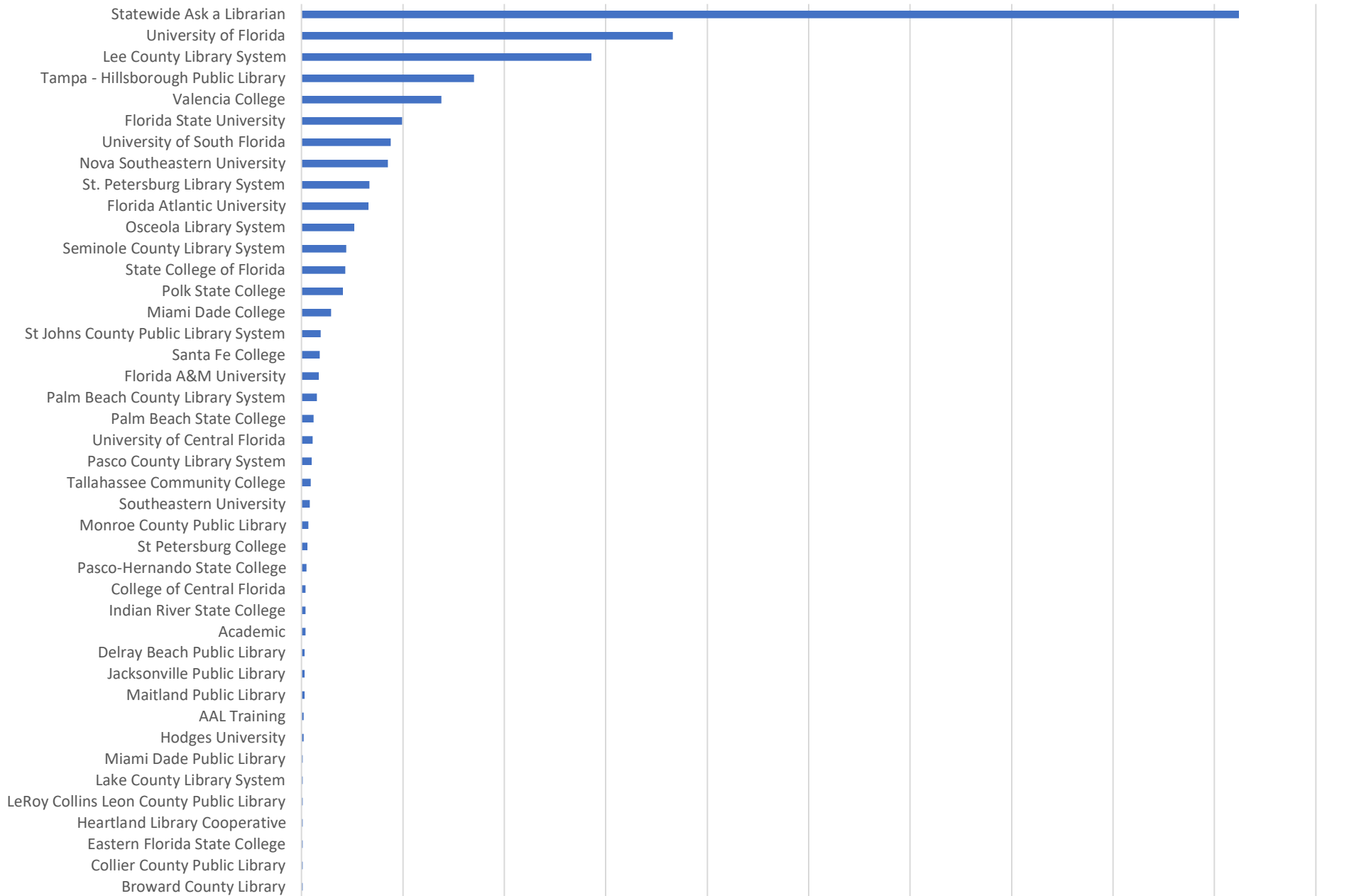
# Which Departments Answered Chats (by type)?

*\*The Academic Desk was closed during this time*

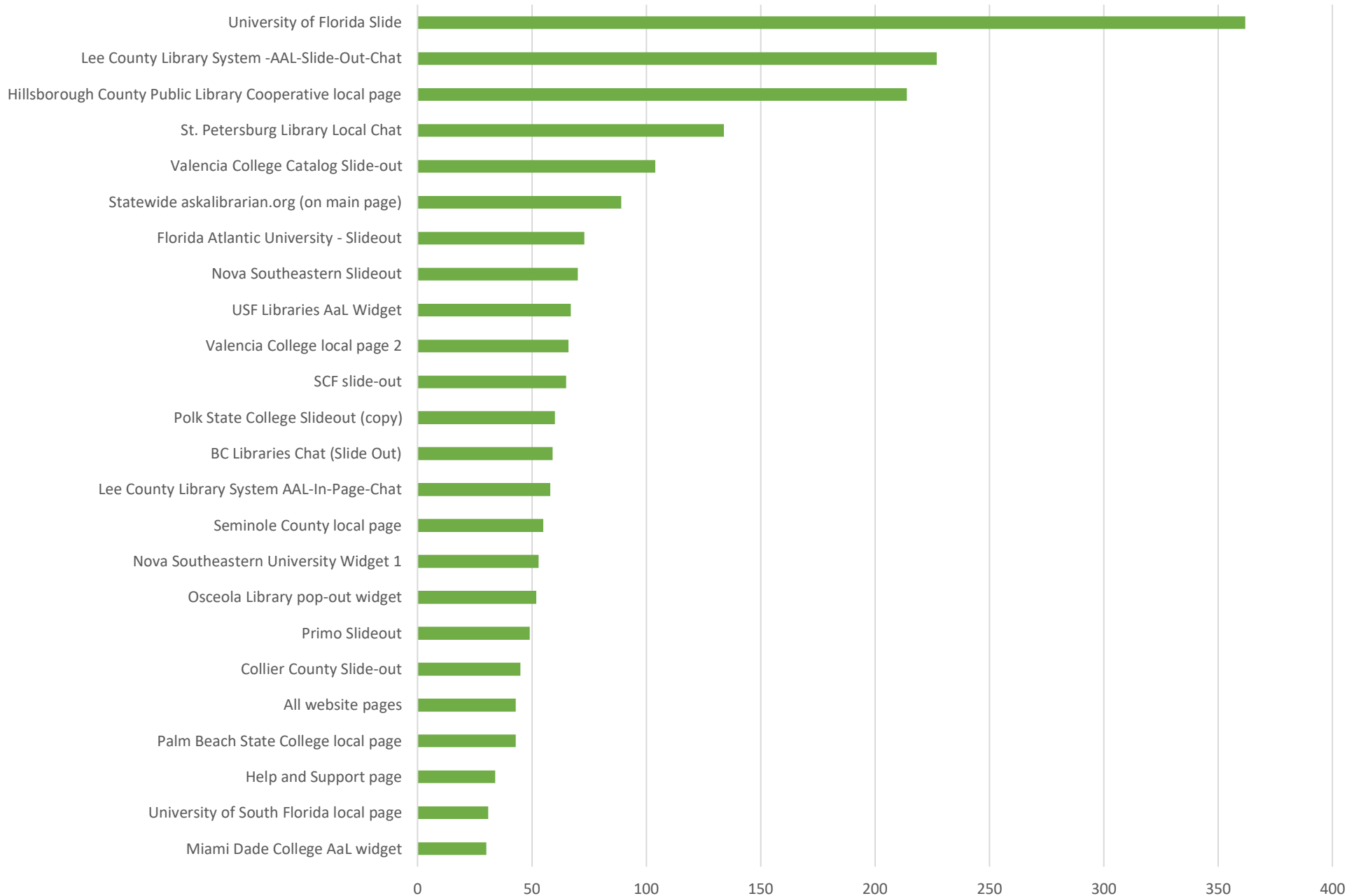
■ Statewide Ask a Librarian ■ Local



# Which Department Answered Chats (by local library)?



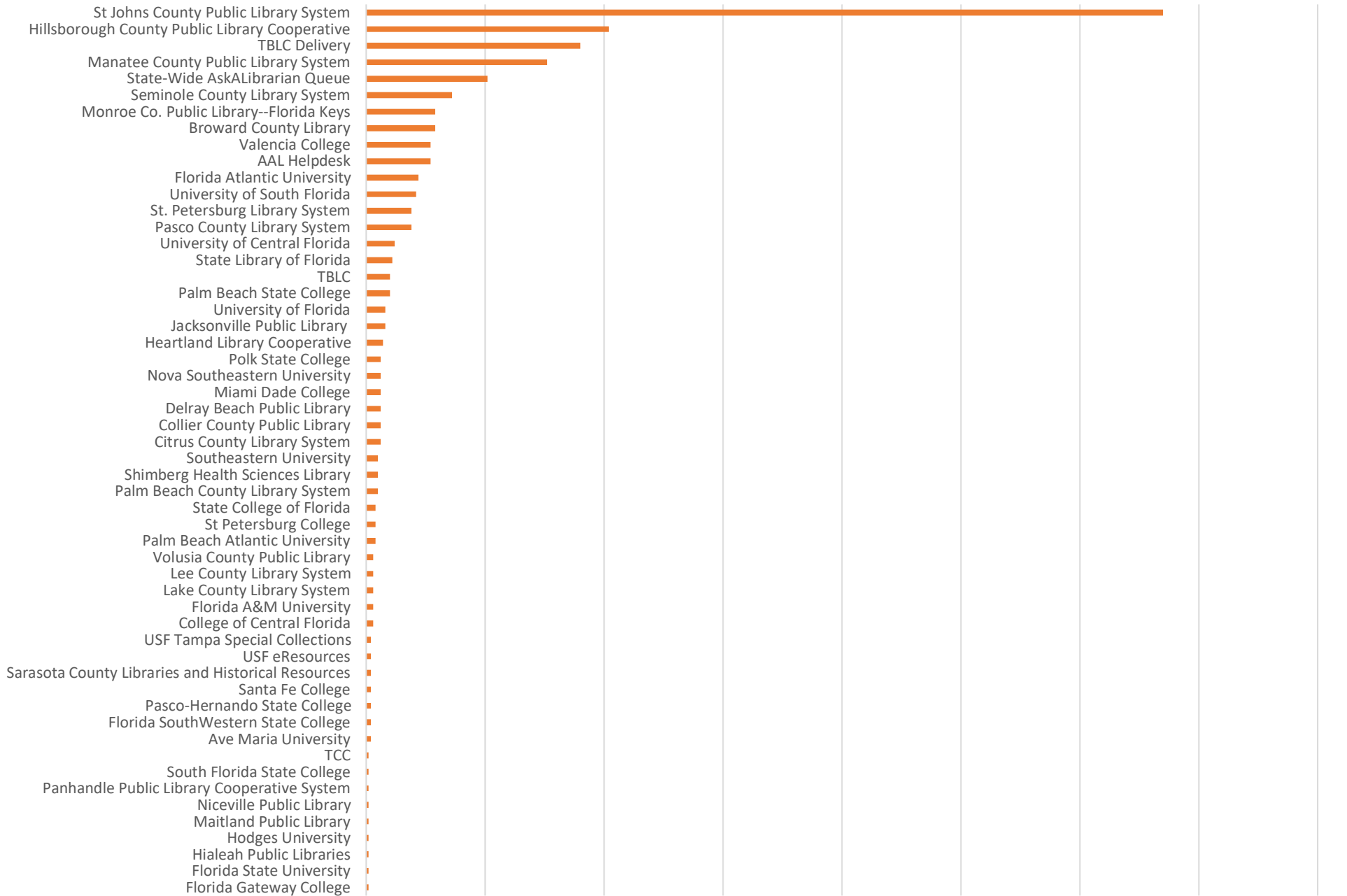
# Which Widgets Brought in the Most Chats (Top 24)?



# Email



# Total Emails by Library



## Top 25 FAQ Search Terms (Queries)

card	7	books	2
library	6	change	2
license	4	journals	2
book	4	drivers	2
renew	3	see	2
reader	2	extension	2
collier	2	expired	2
county	2	back	2
being	2	tattoo	1
request	2	section	1
ebooks	2	start	1
address	2	apply	1
school	2		