

# AskALibrarian.org

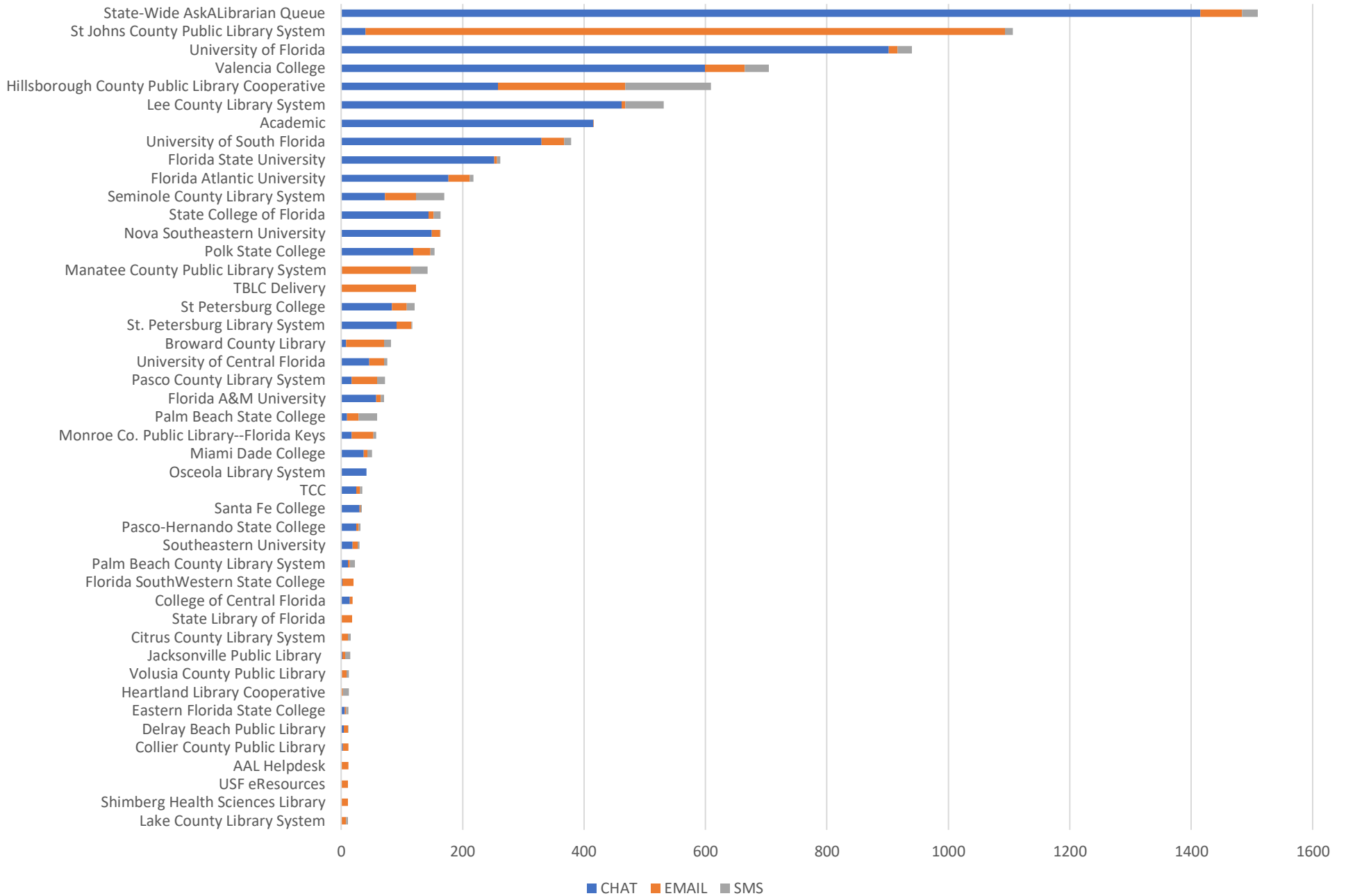
the Human Search Engine



## January 2022 Statistics

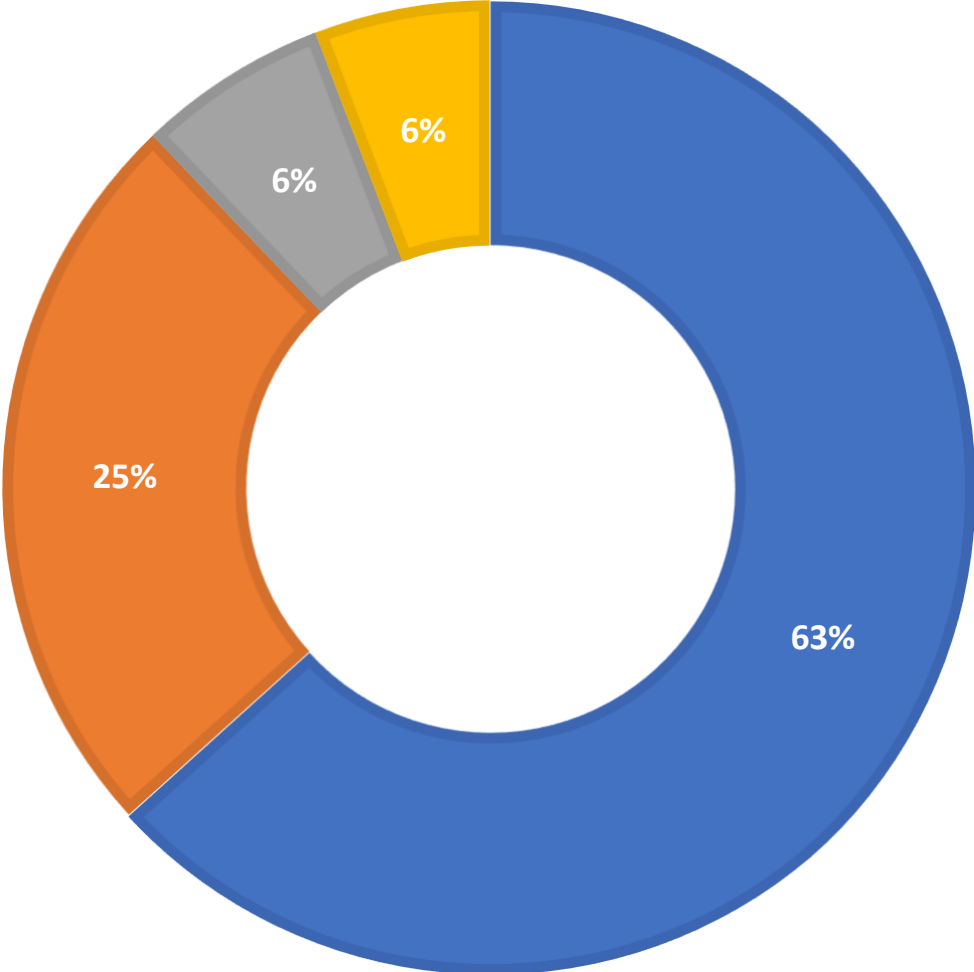
Question Type	
SMS	592
Chat	5,909
FAQ Views	542
Email	2,295
Total	9,338

# Total Transactions by Entry Point (Top 45)



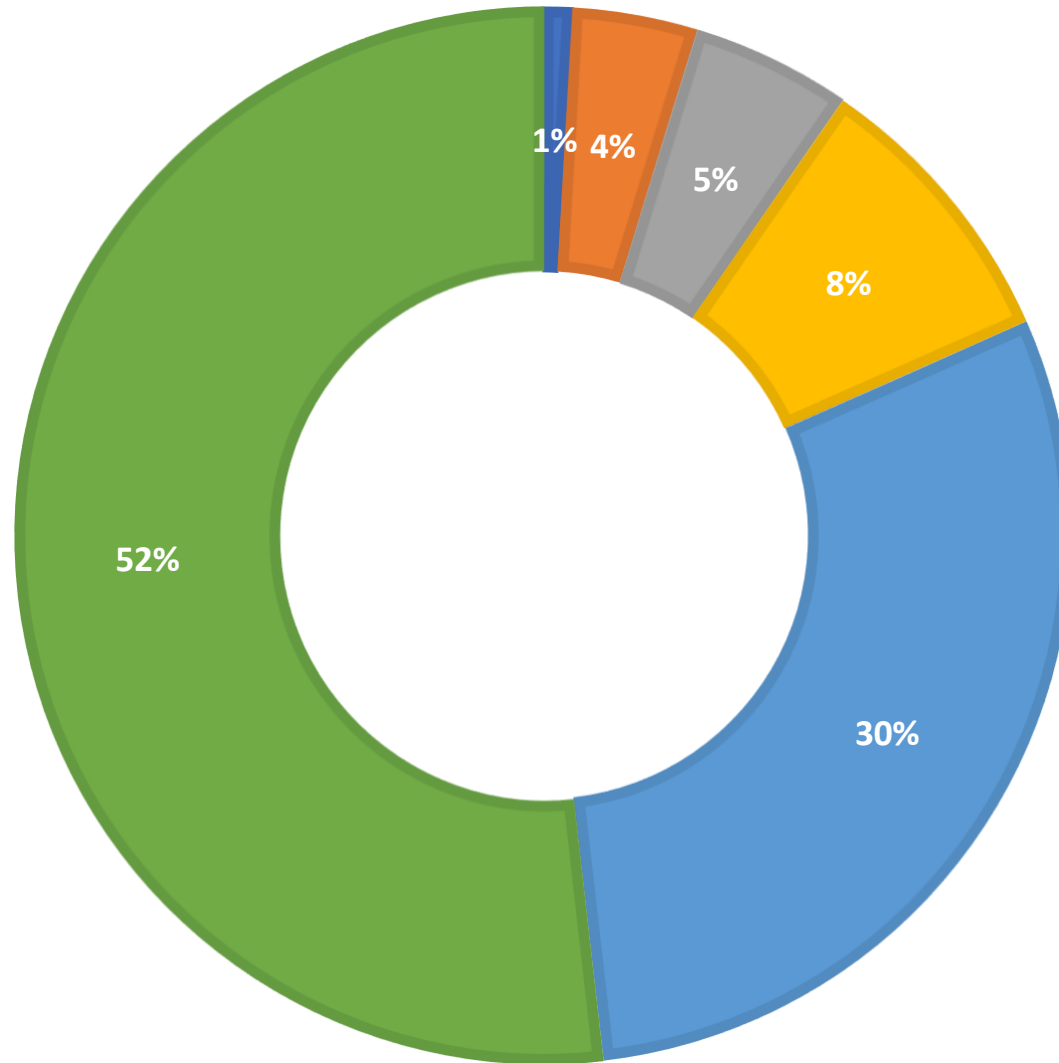
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

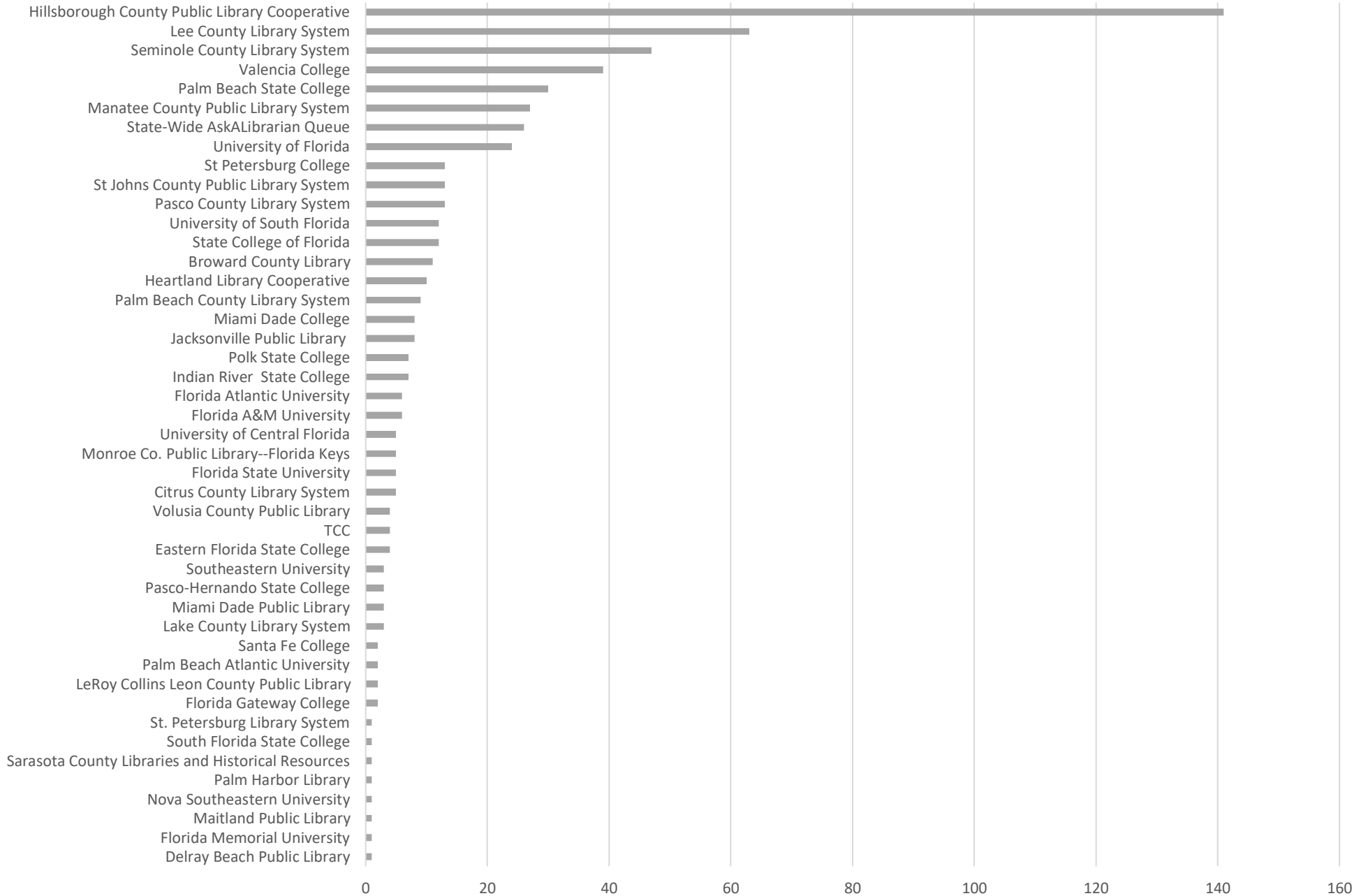
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



# SMS



# Total SMS by Library



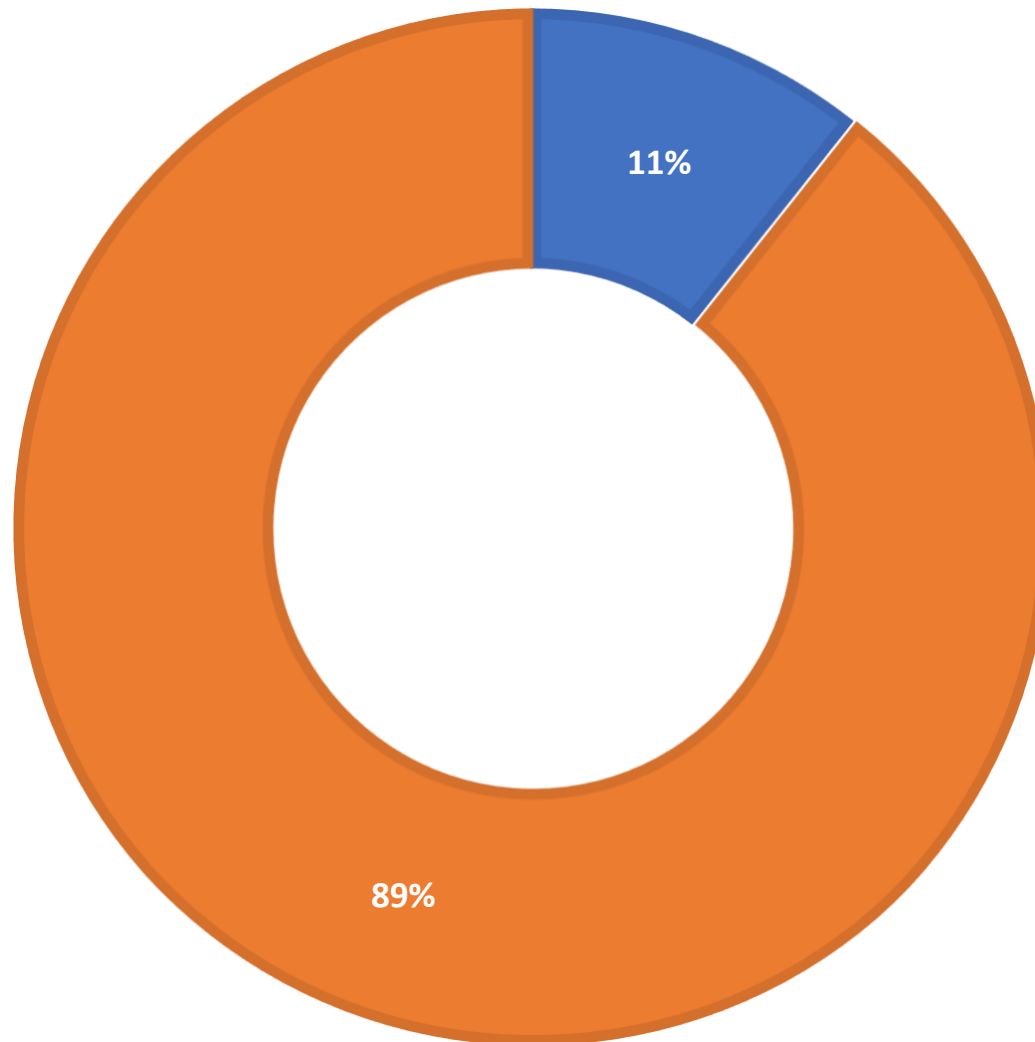
# Chat





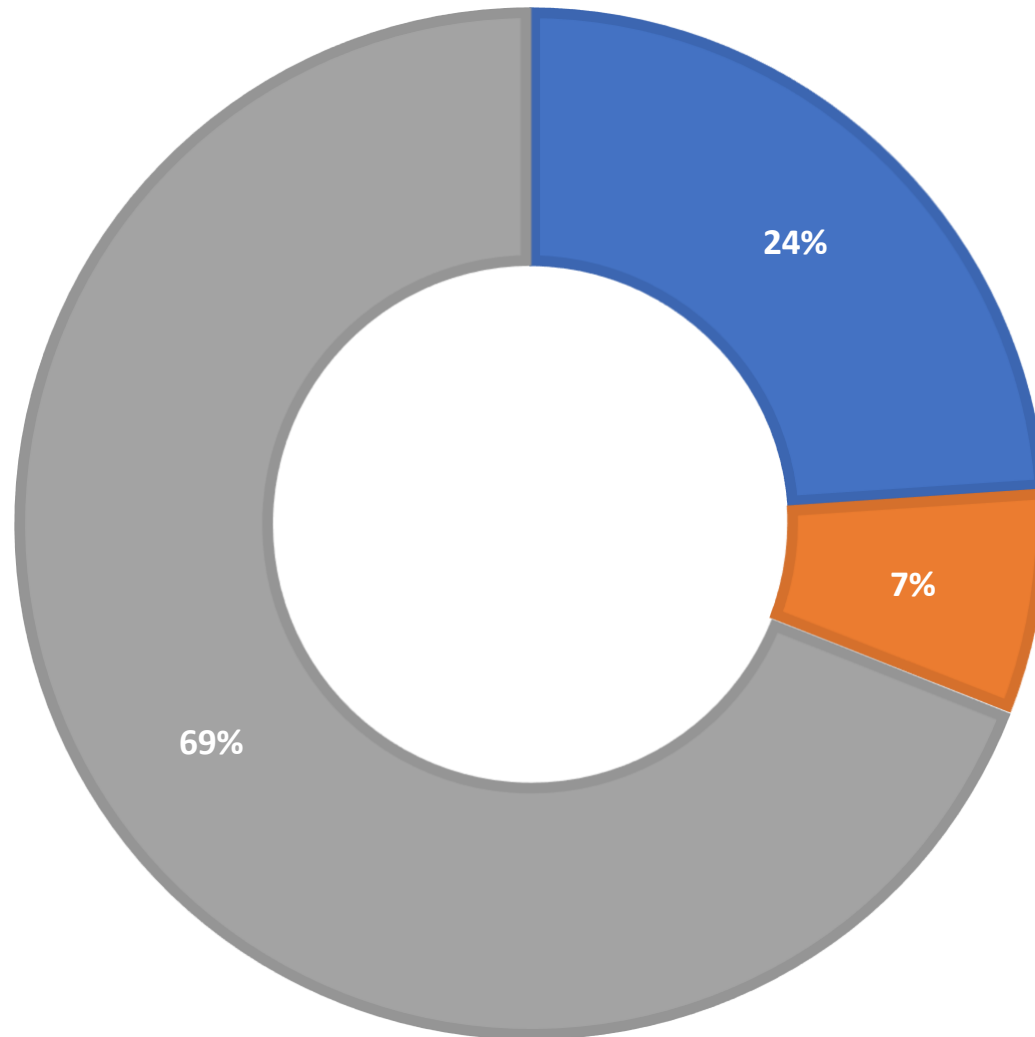
# What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

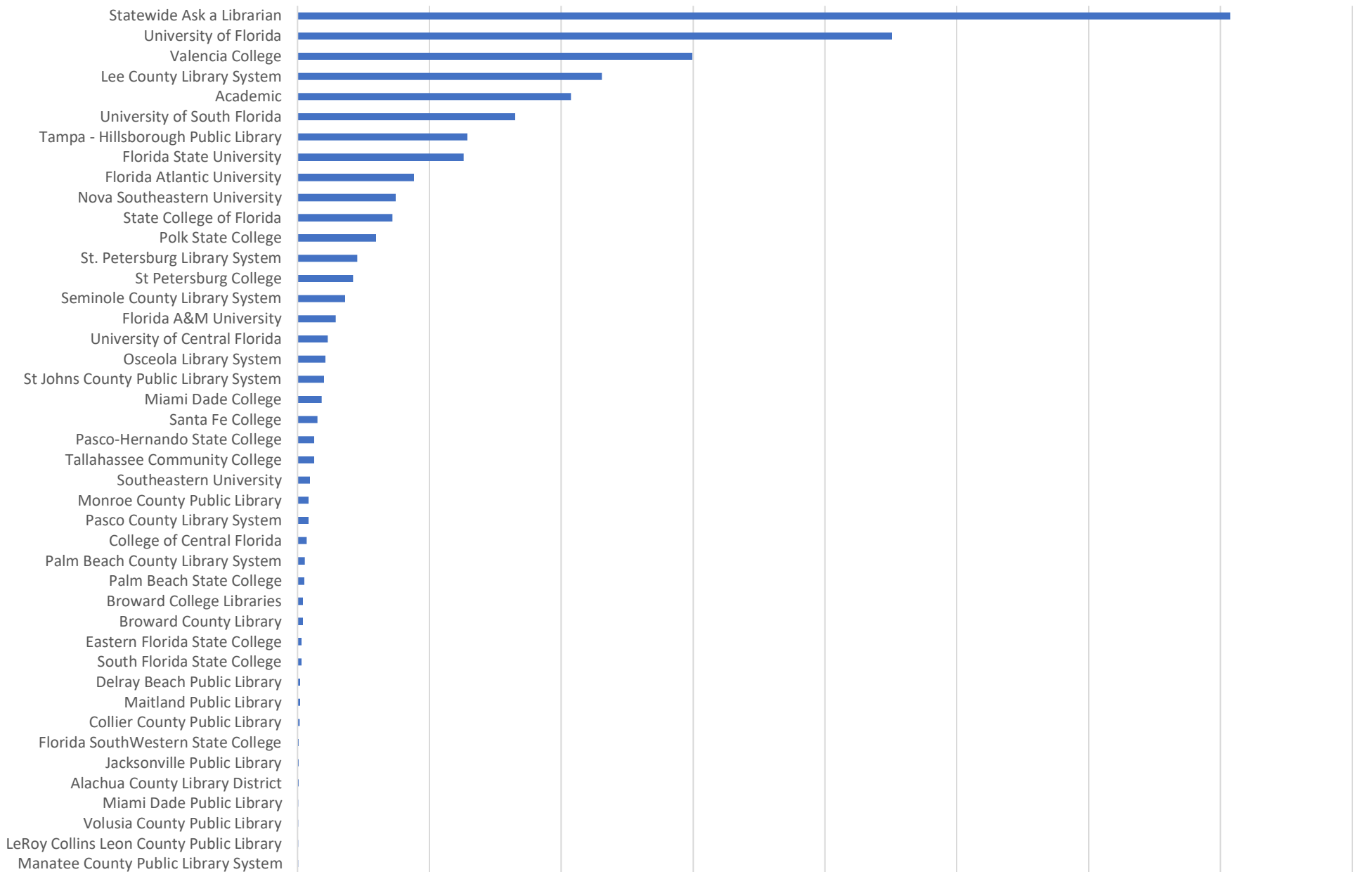


# Which Departments Answered Chats (by type)?

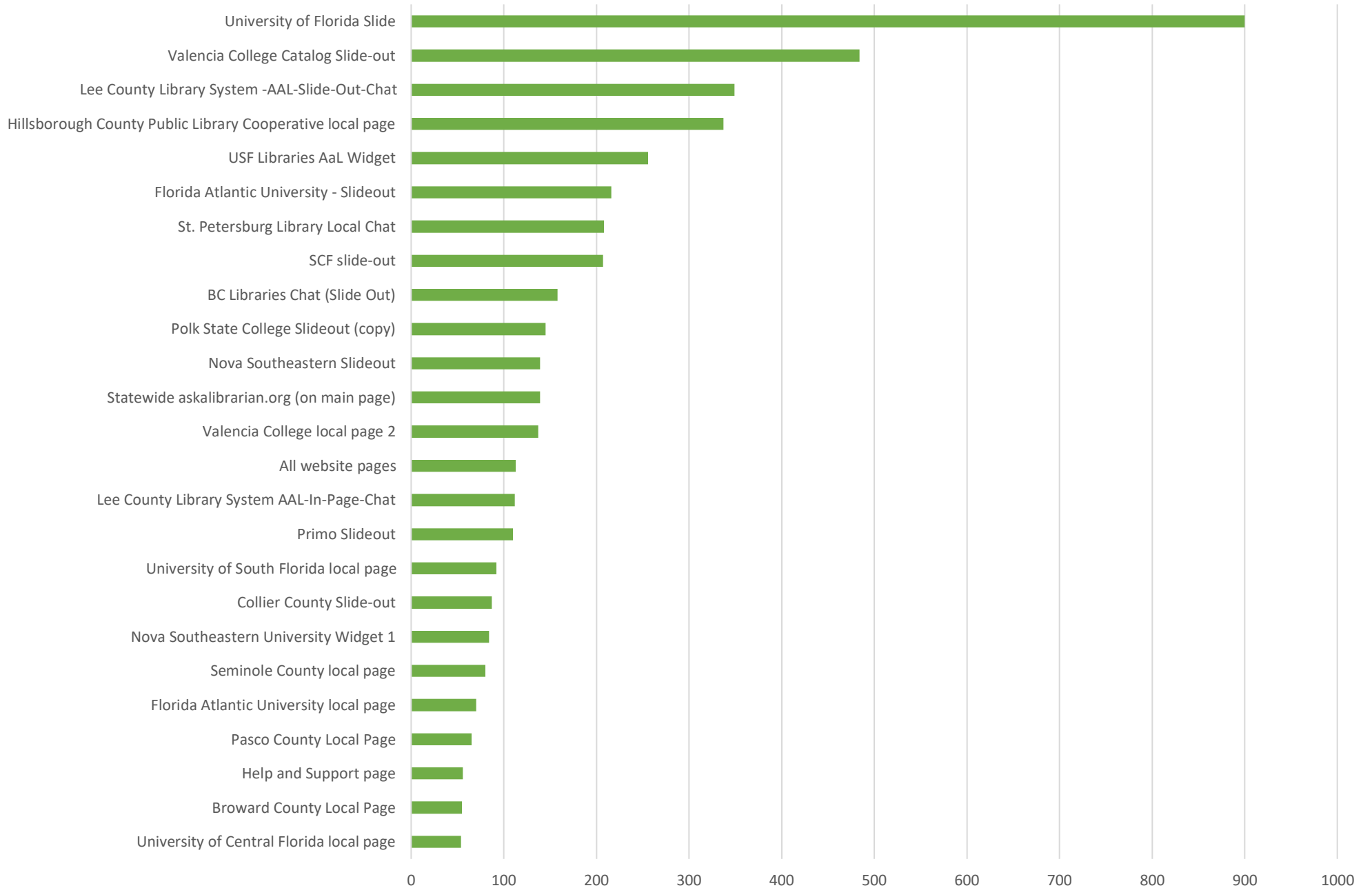
■ Statewide ■ Academic ■ Local



# Which Department Answered Chats (by local library)?



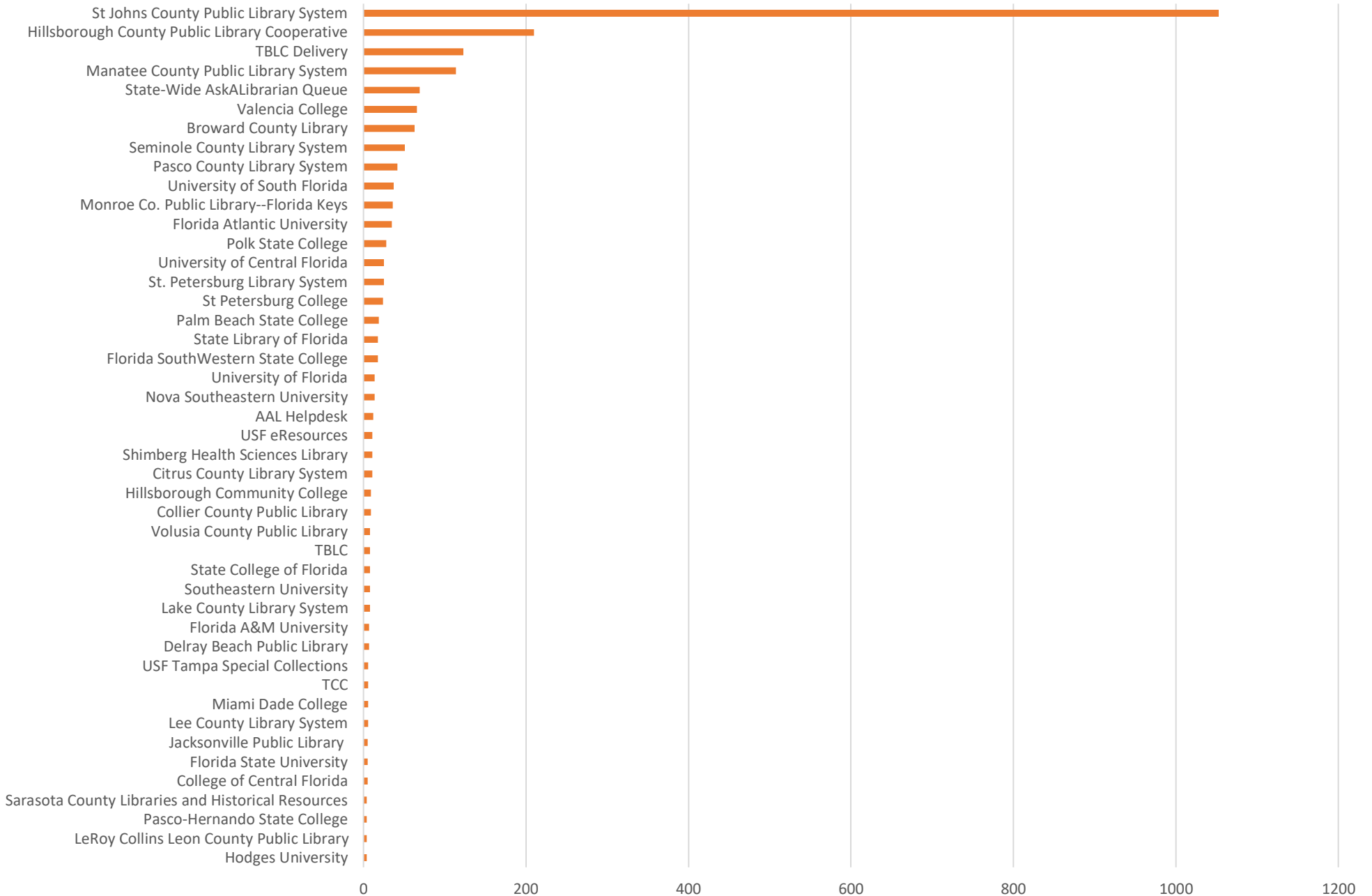
# Which Widgets Brought in the Most Chats (Top 25)?



# Email



# Total Emails by Library (Top 45)



## Top 25 FAQ Search Terms (Queries)

library	7	car	2
card	6	problem	2
number	4	ipad	2
book	3	run	1
license	3	fines	1
renewal	3	replace	1
business	3	sales	1
need	2	tax	1
kindle	2	drivers	1
them	2	lost	1
certificate	2	online	1
wash	2	paperwhite	1
retrieve	2		