

AskALibrarian.org

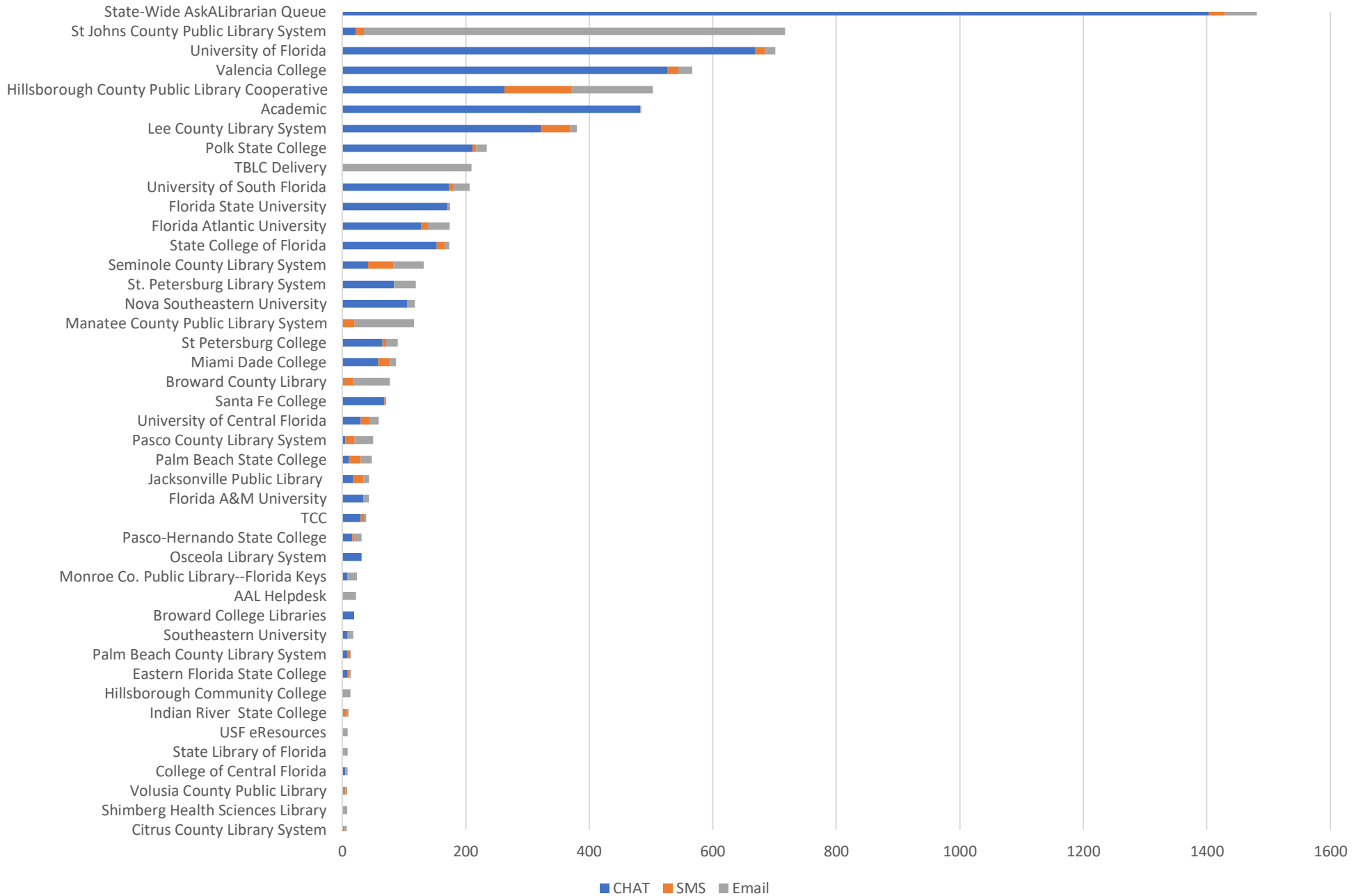
the Human Search Engine



April 2022 Statistics

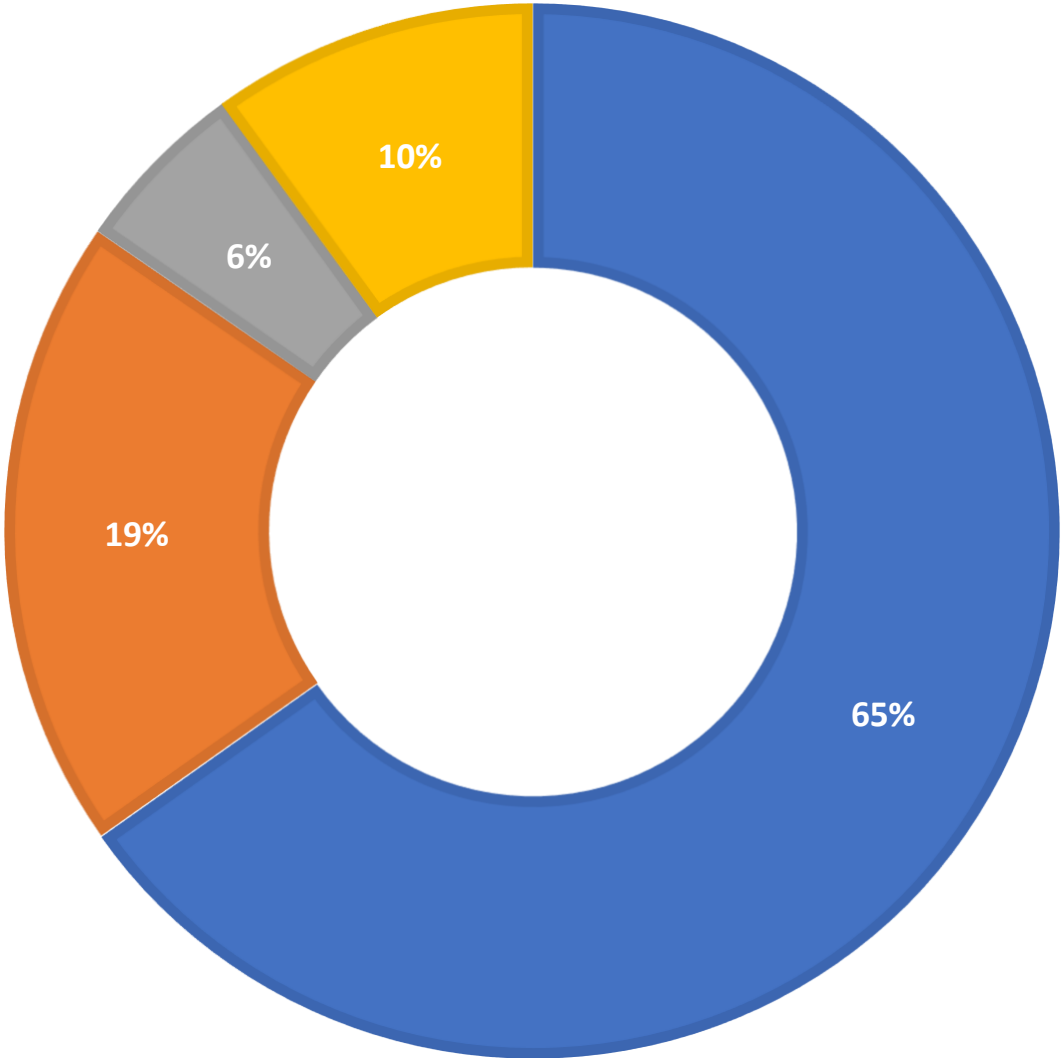
Question Type	
SMS	485
Chat	5,854
FAQ Views	897
Email	1,741
Total	8,977

Total Transactions by Entry Point (Top 43)



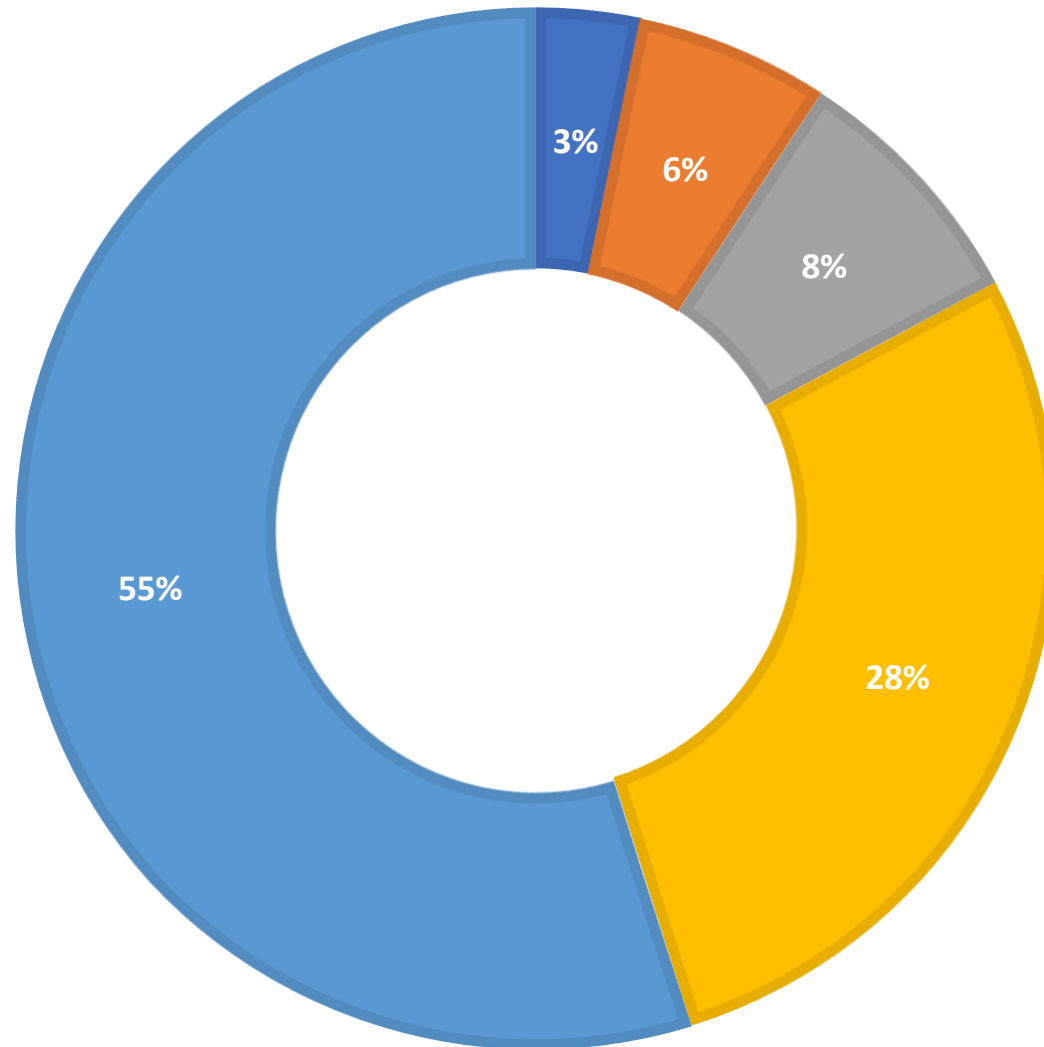
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

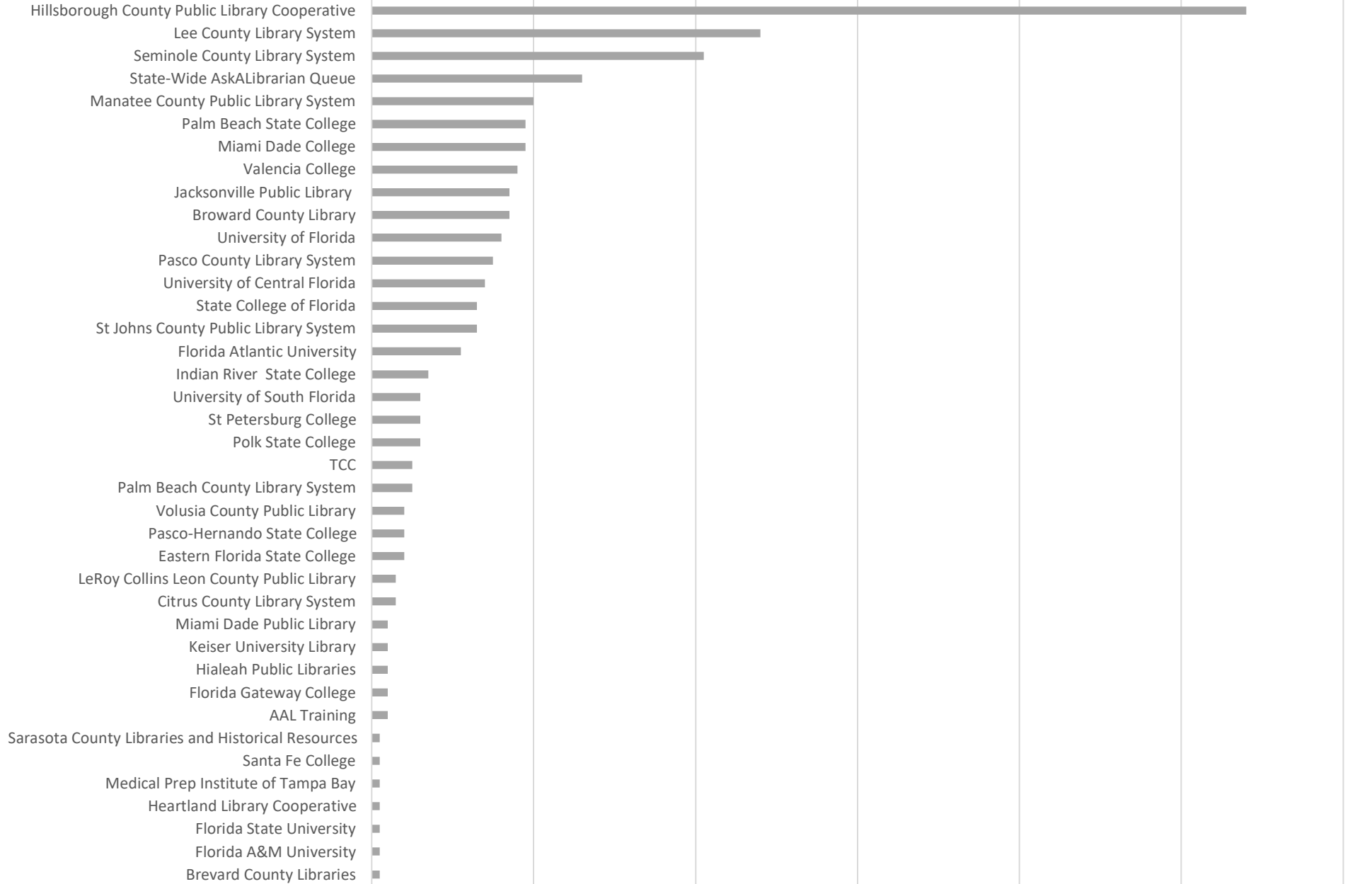
■ Android ■ Chrome OS ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

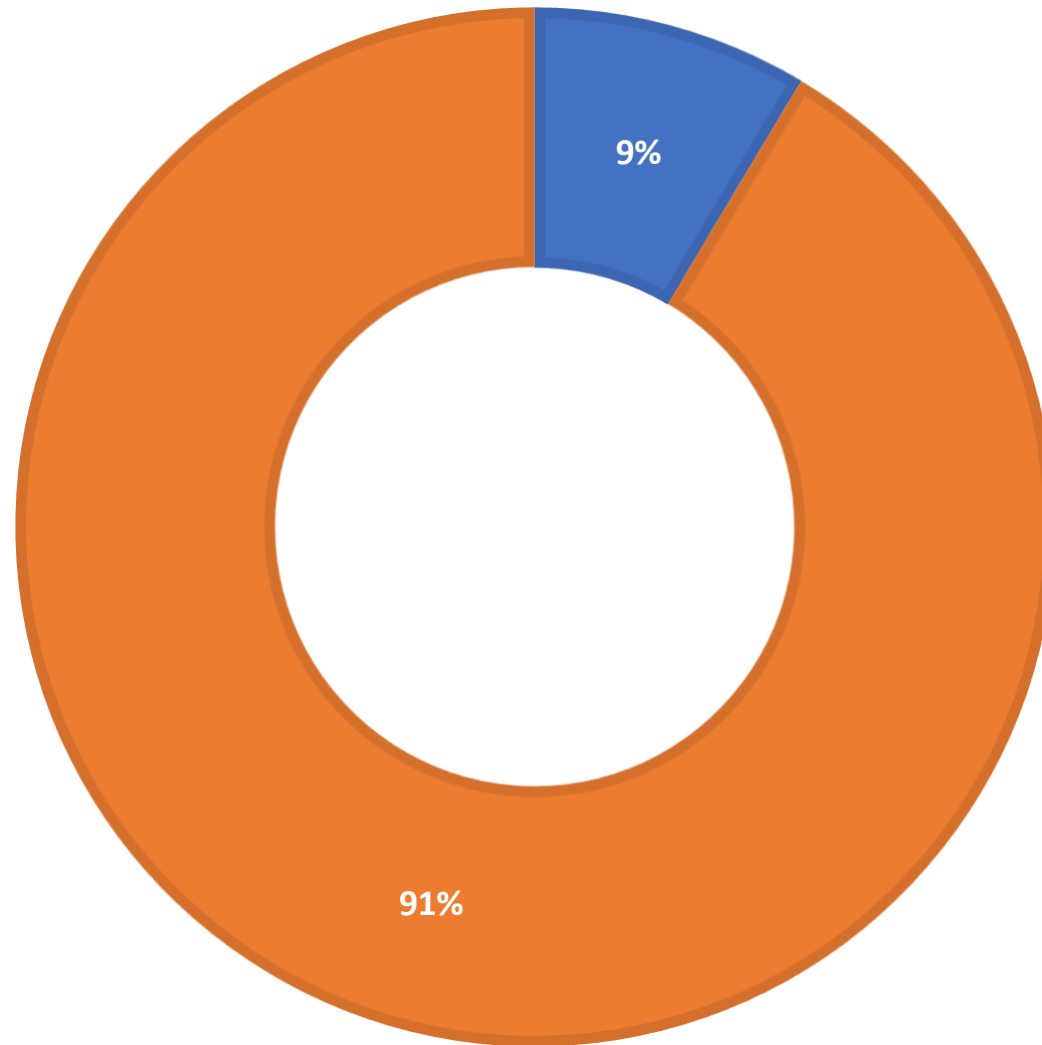


Chat



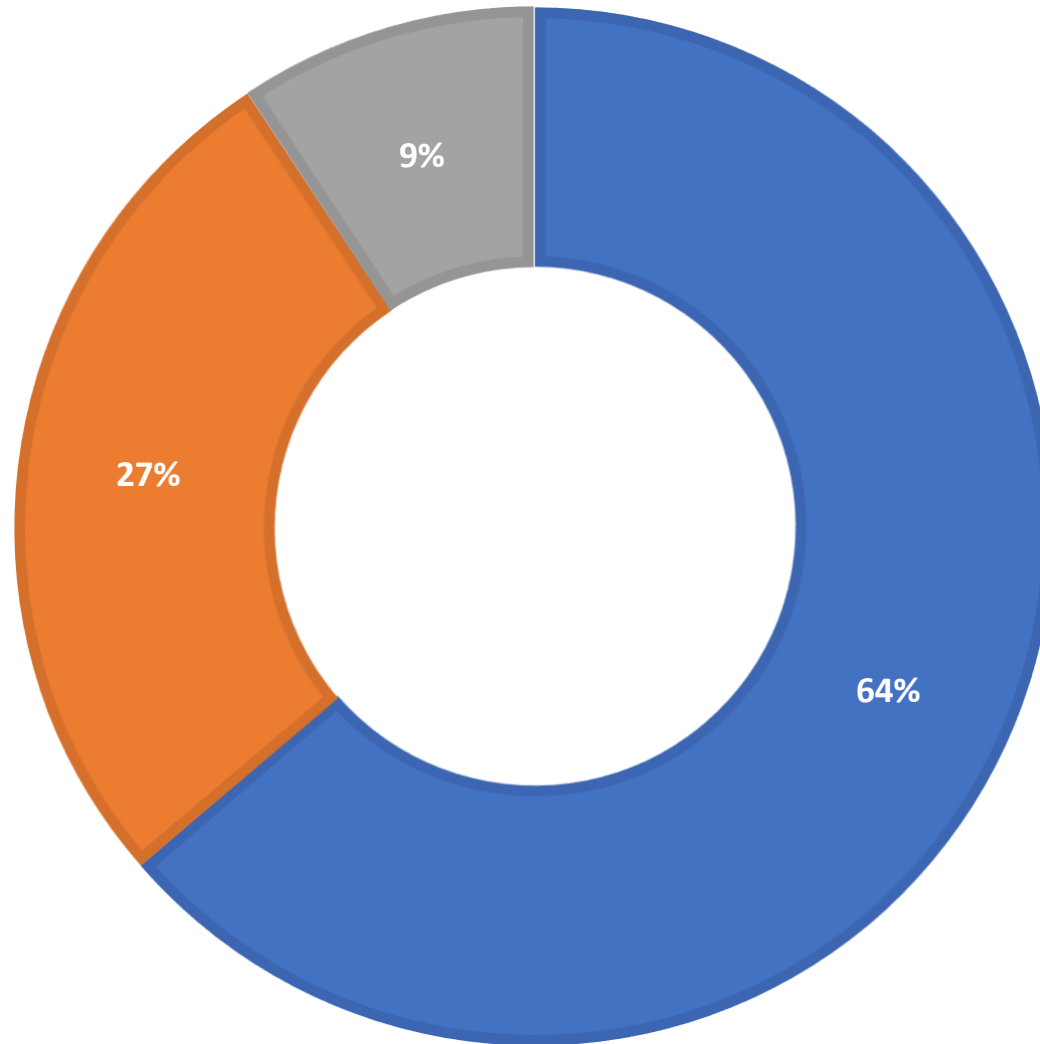
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

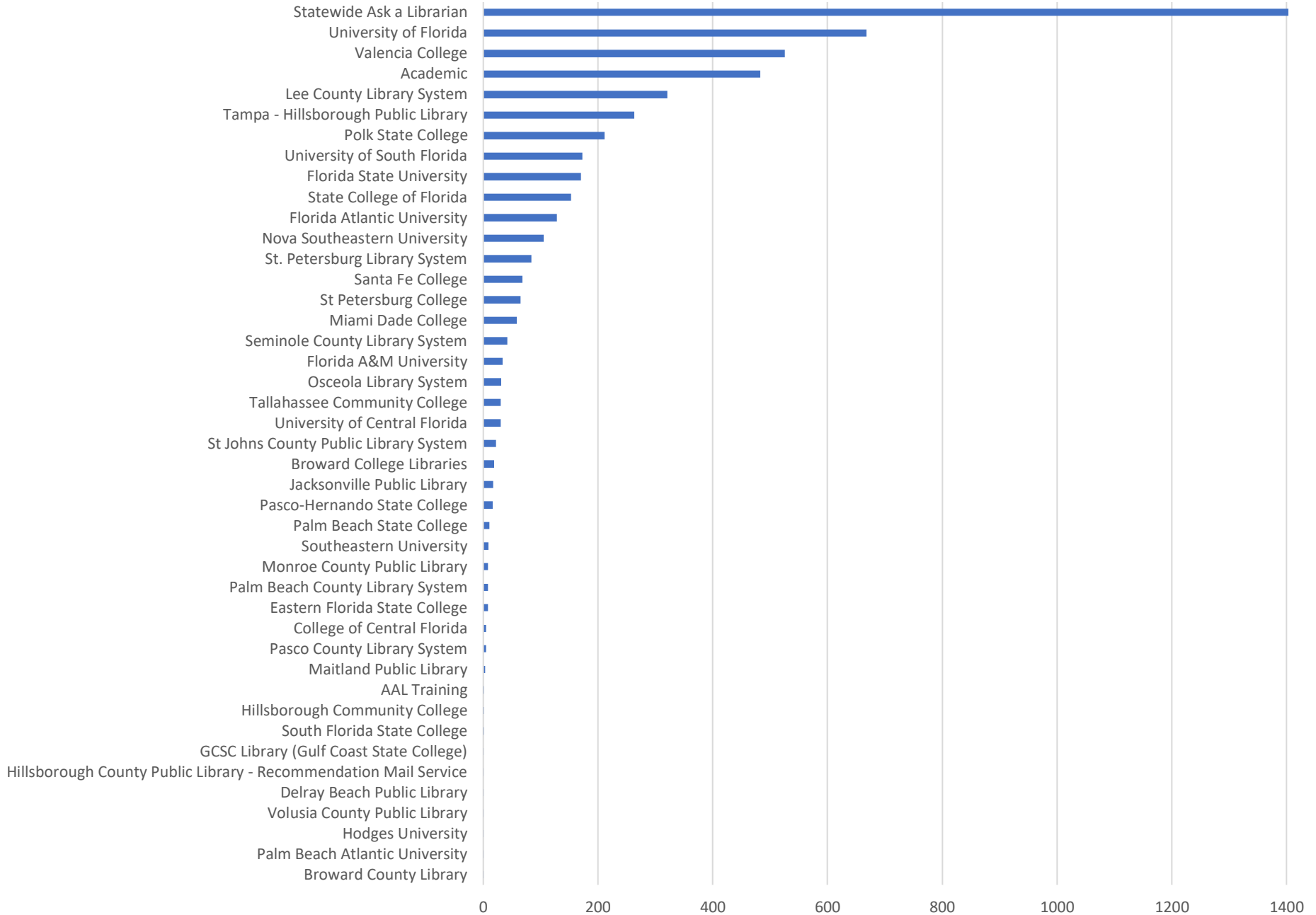


Which Departments Answered Chats (by type)?

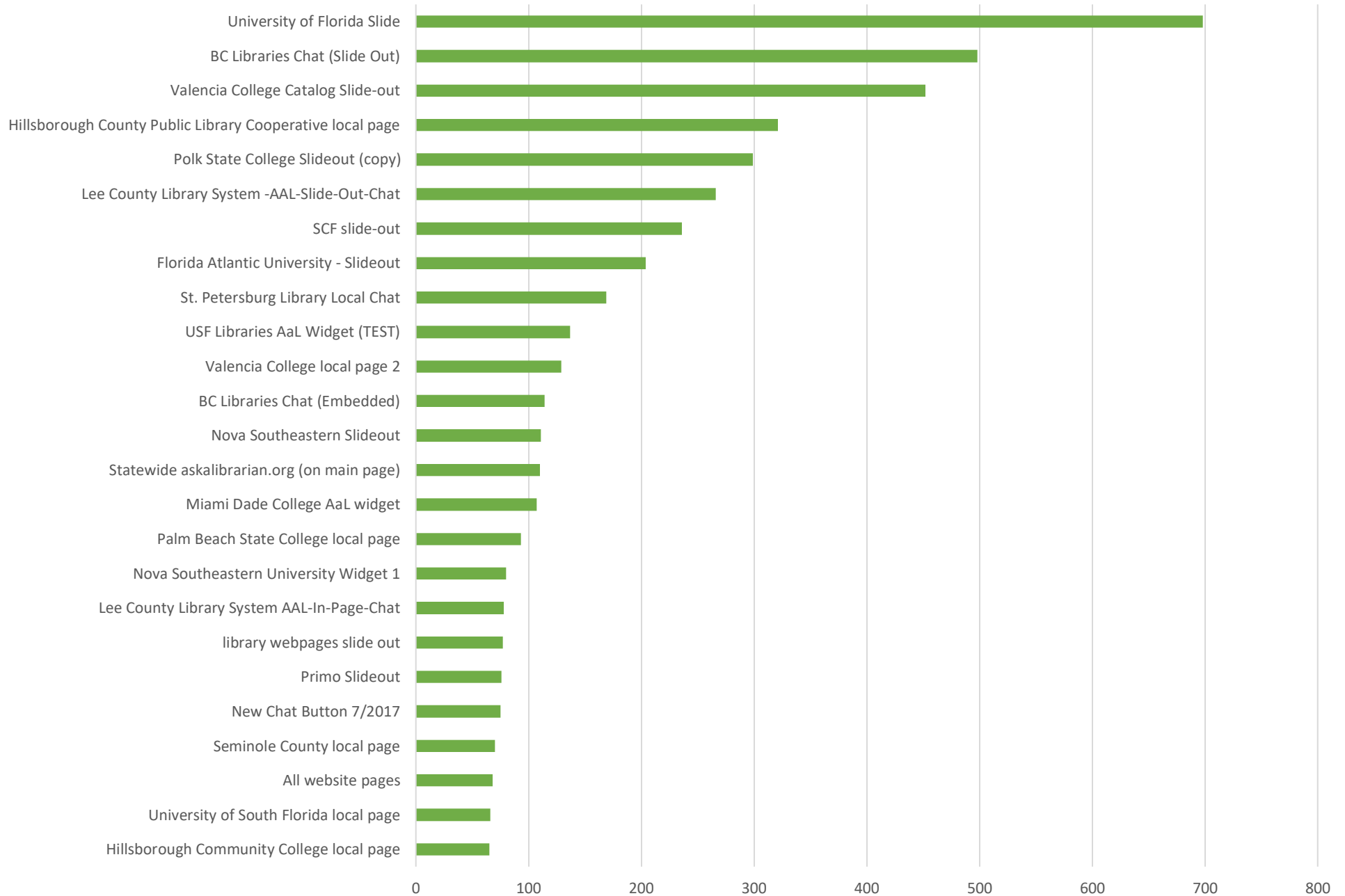
■ Local ■ Statewide ■ Academic



Which Department Answered Chats (by local library)?



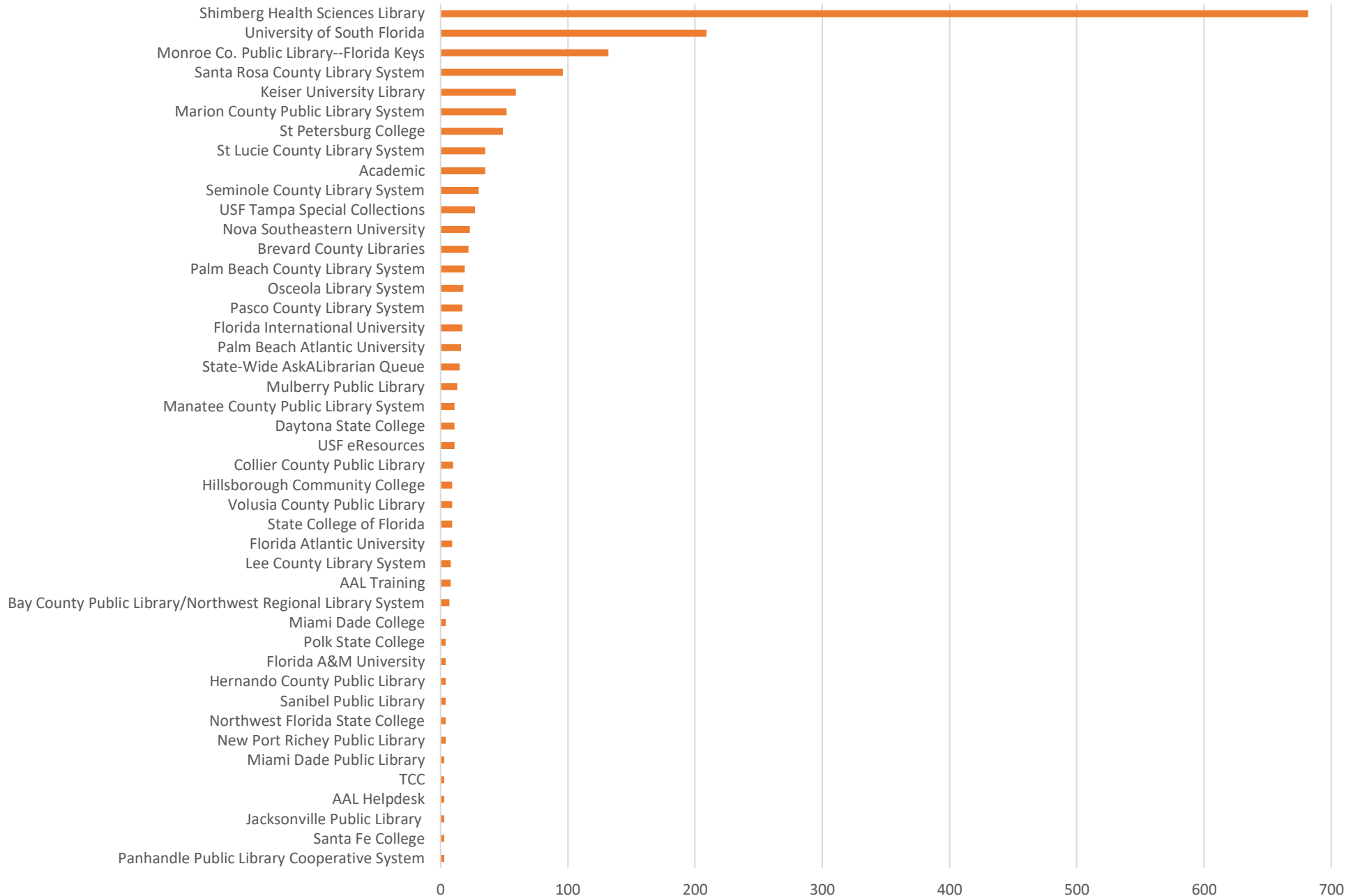
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 44)



Top 25 FAQ Search Terms (Queries)

bags	9	label	2
marriage	6	education	2
need	6	dlli	2
orange	6	sally	2
license	6	dimensions	2
account	5	location	2
fedex	4	gage	2
address	4	card	2
library	3	driver	2
number	3	essay	2
should	3	track	2
weight	3	delivery	1
writing	2		