

AskALibrarian.org

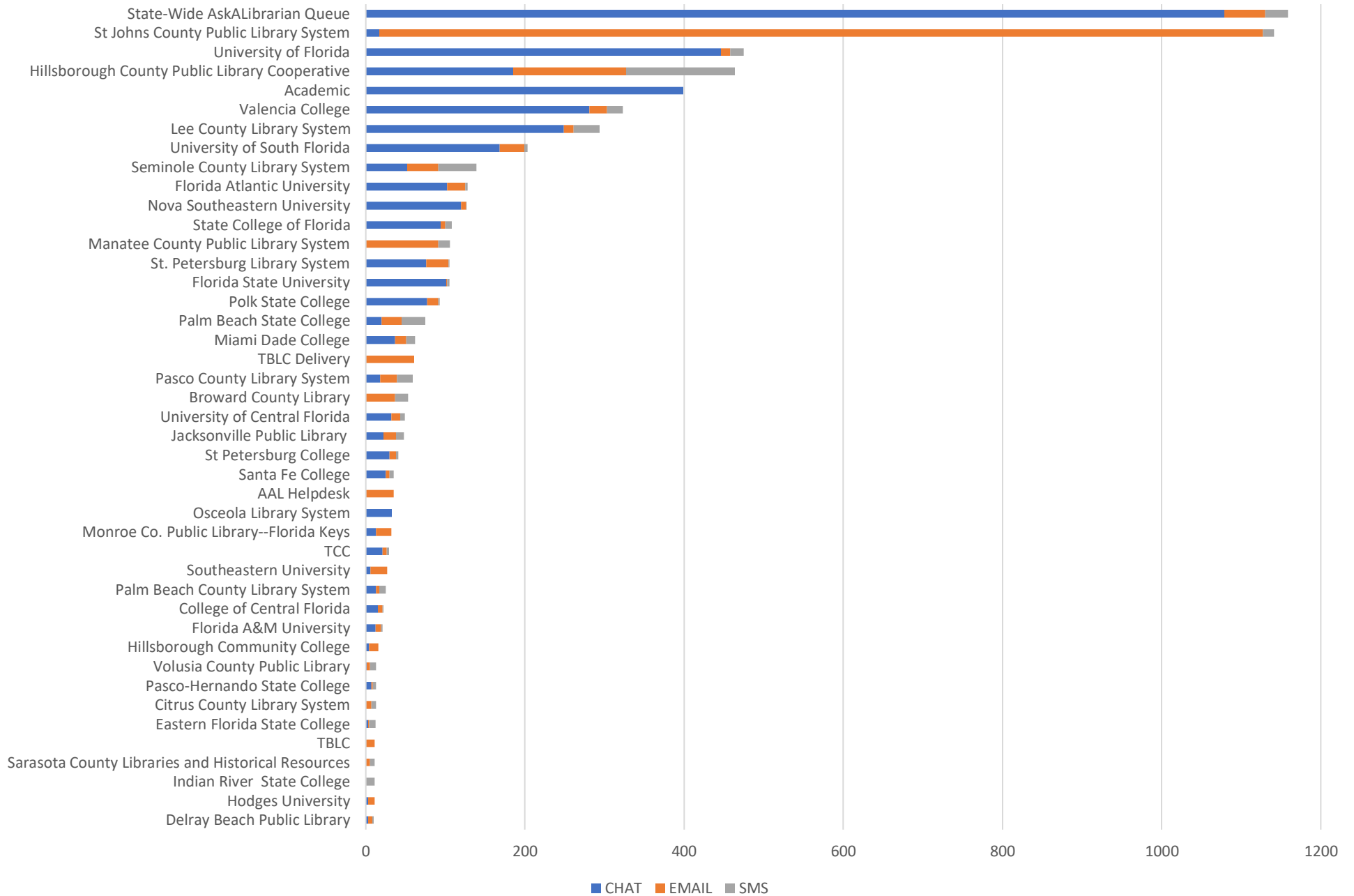
the Human Search Engine



May 2022 Statistics

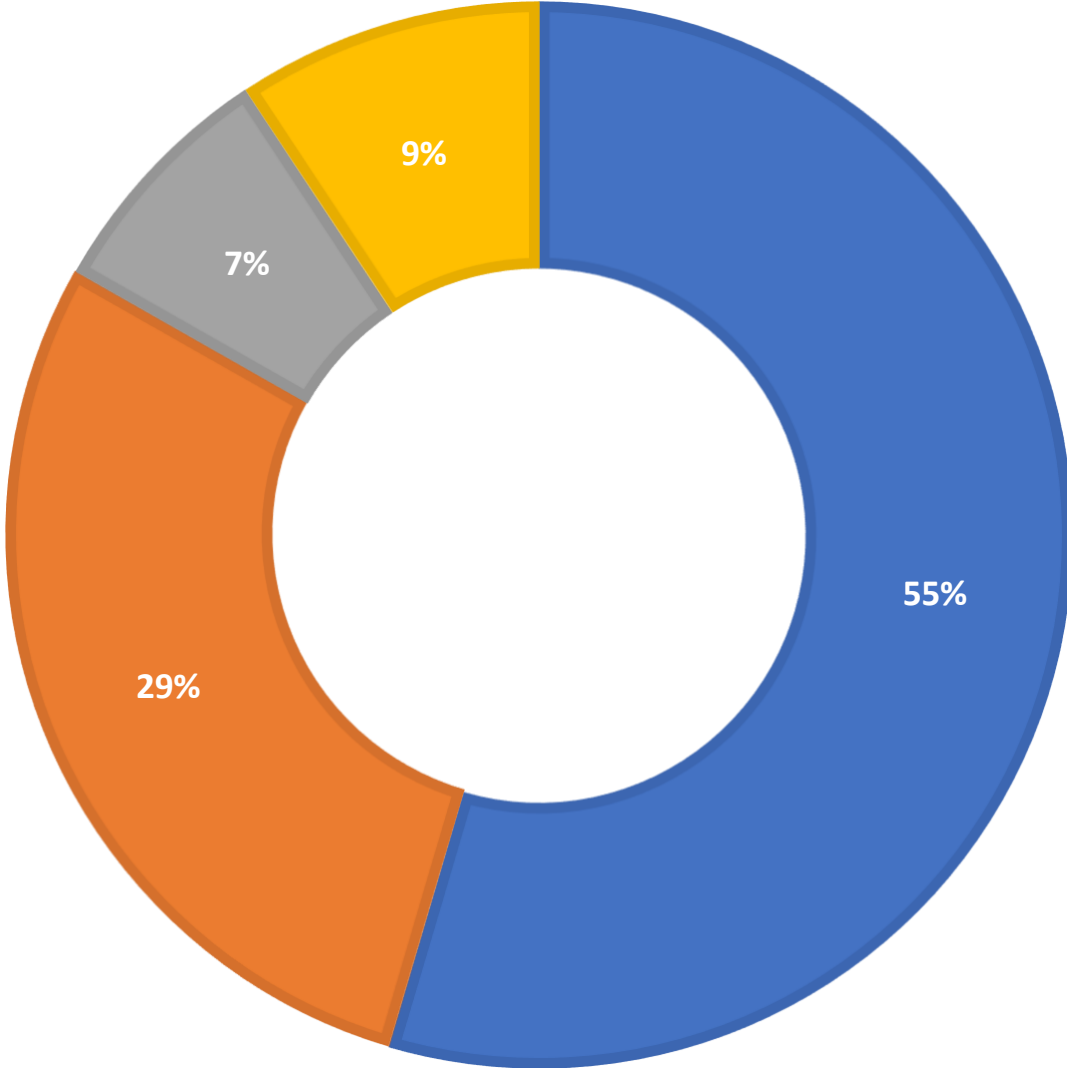
Question Type	
SMS	519
Chat	3,782
FAQ Views	644
Email	1,988
Total	6,933

Total Transactions by Entry Point (Top 43)



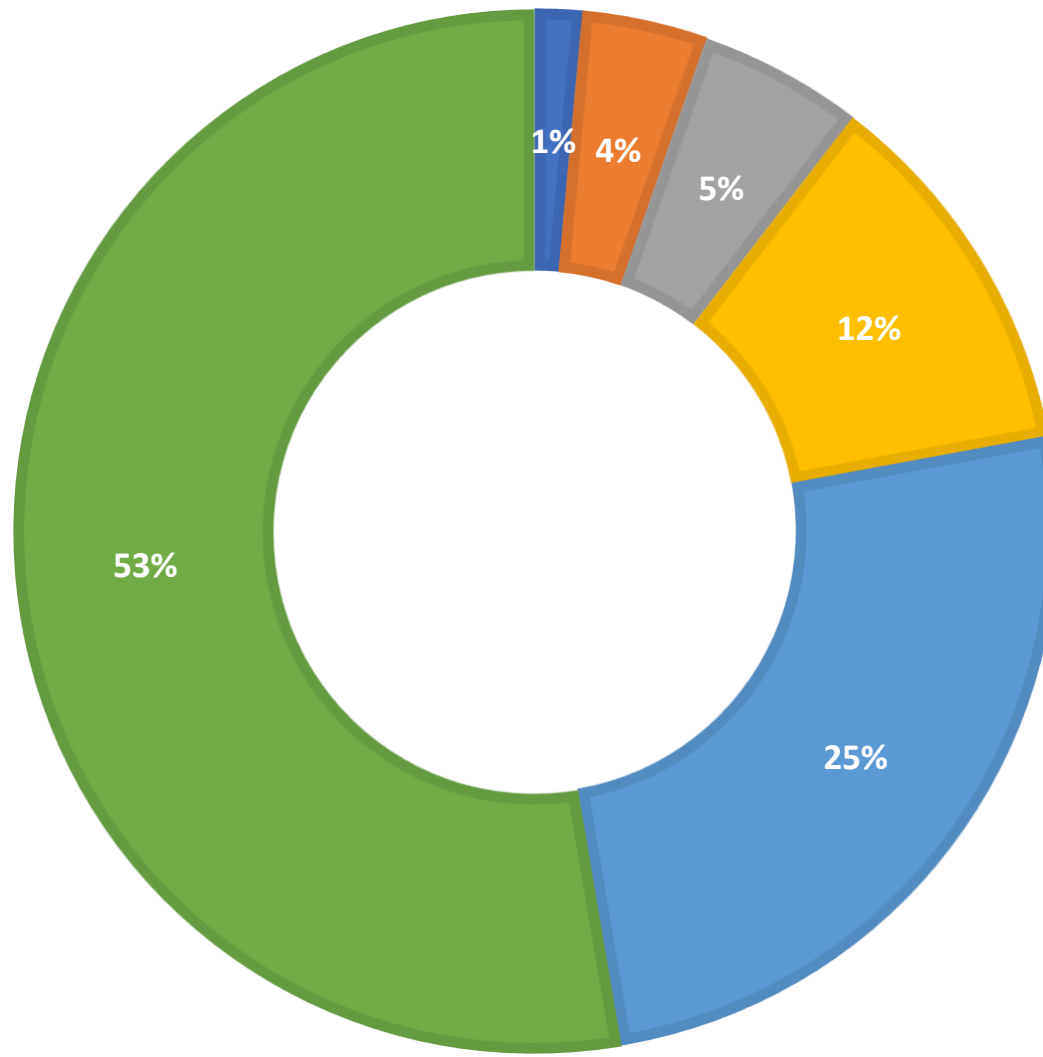
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

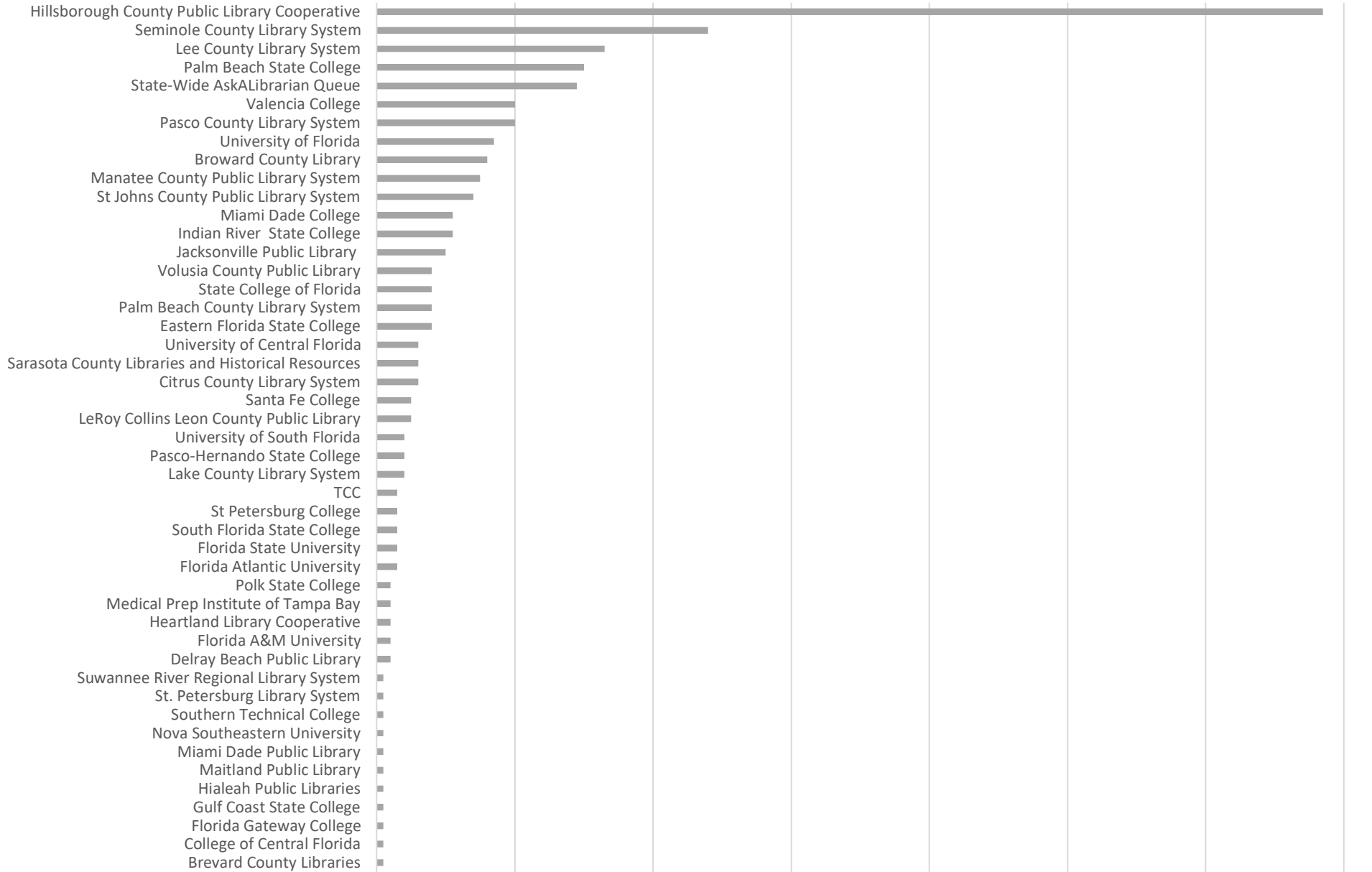
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

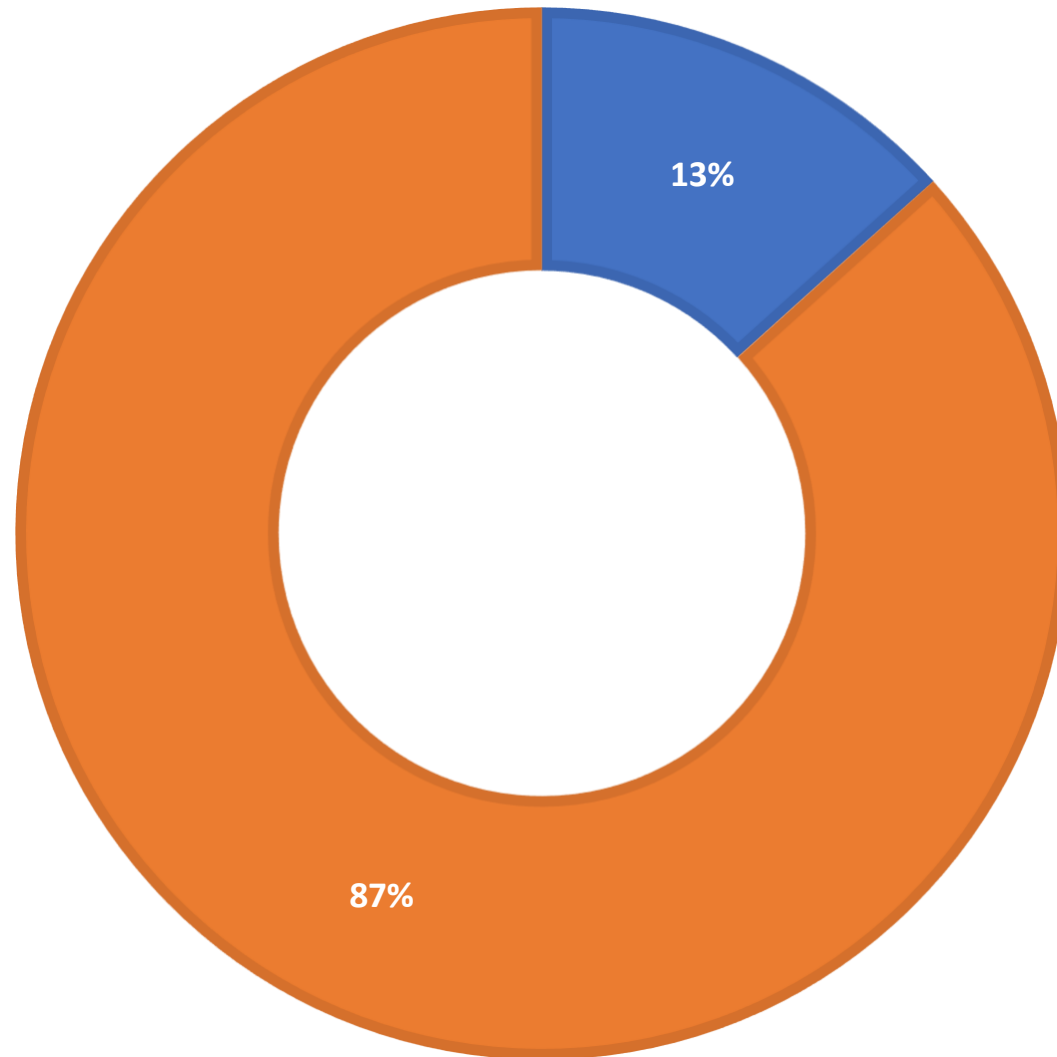


Chat



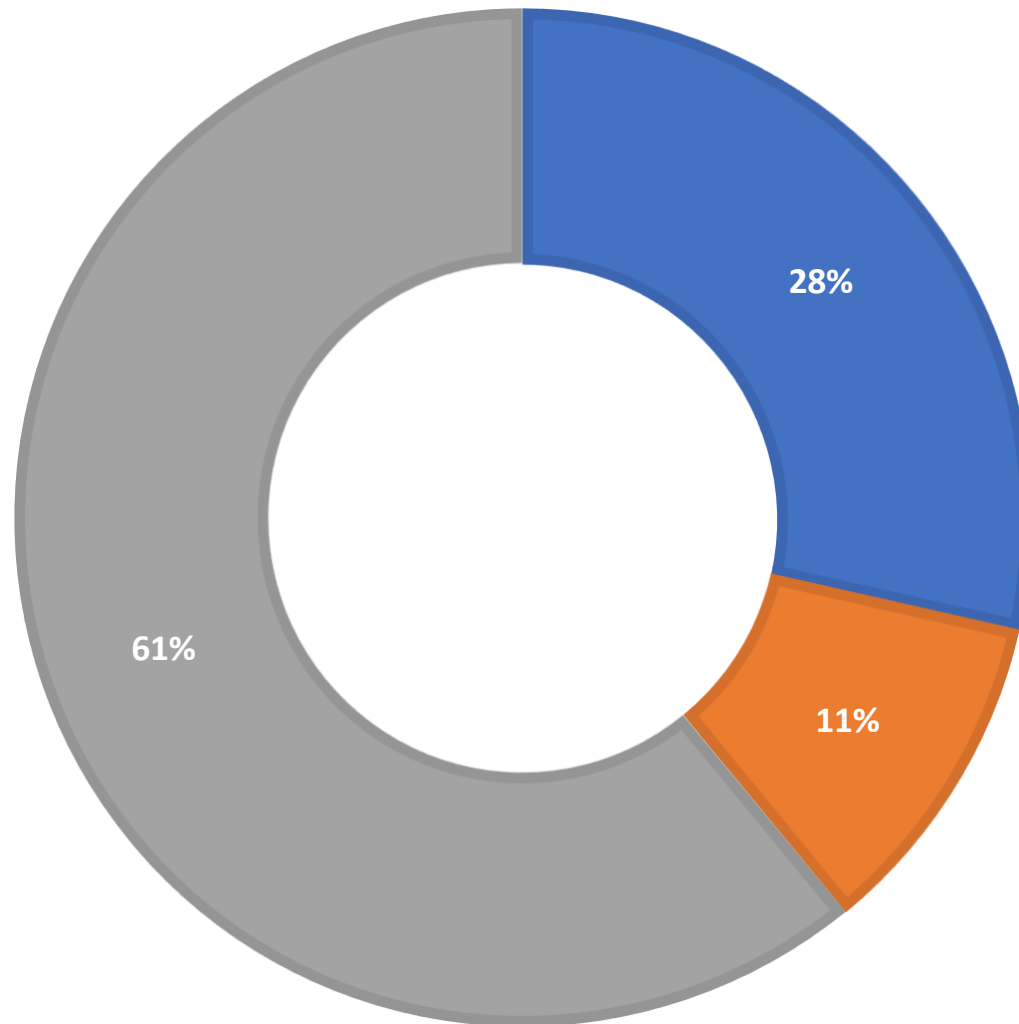
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

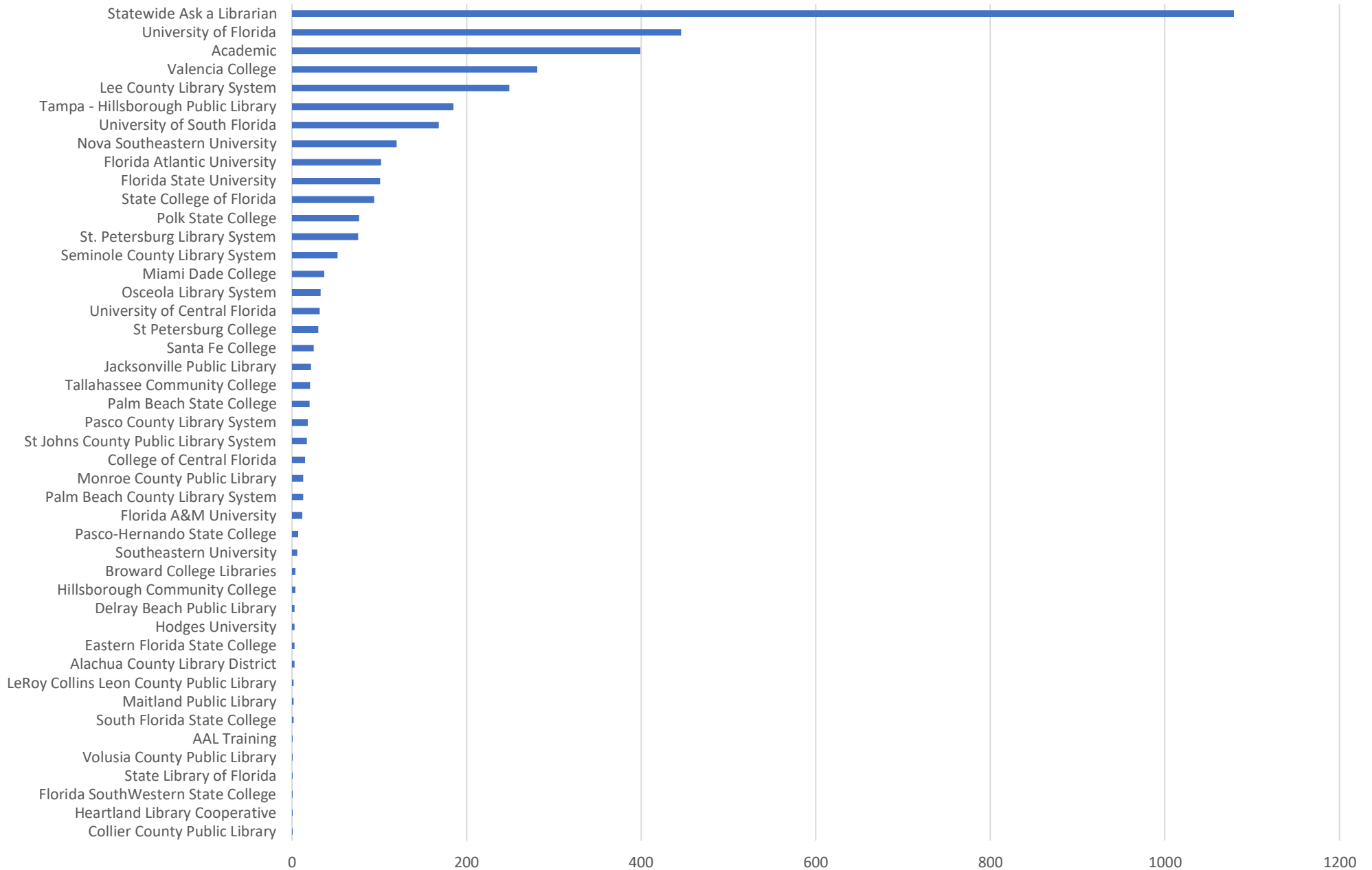


Which Departments Answered Chats (by type)?

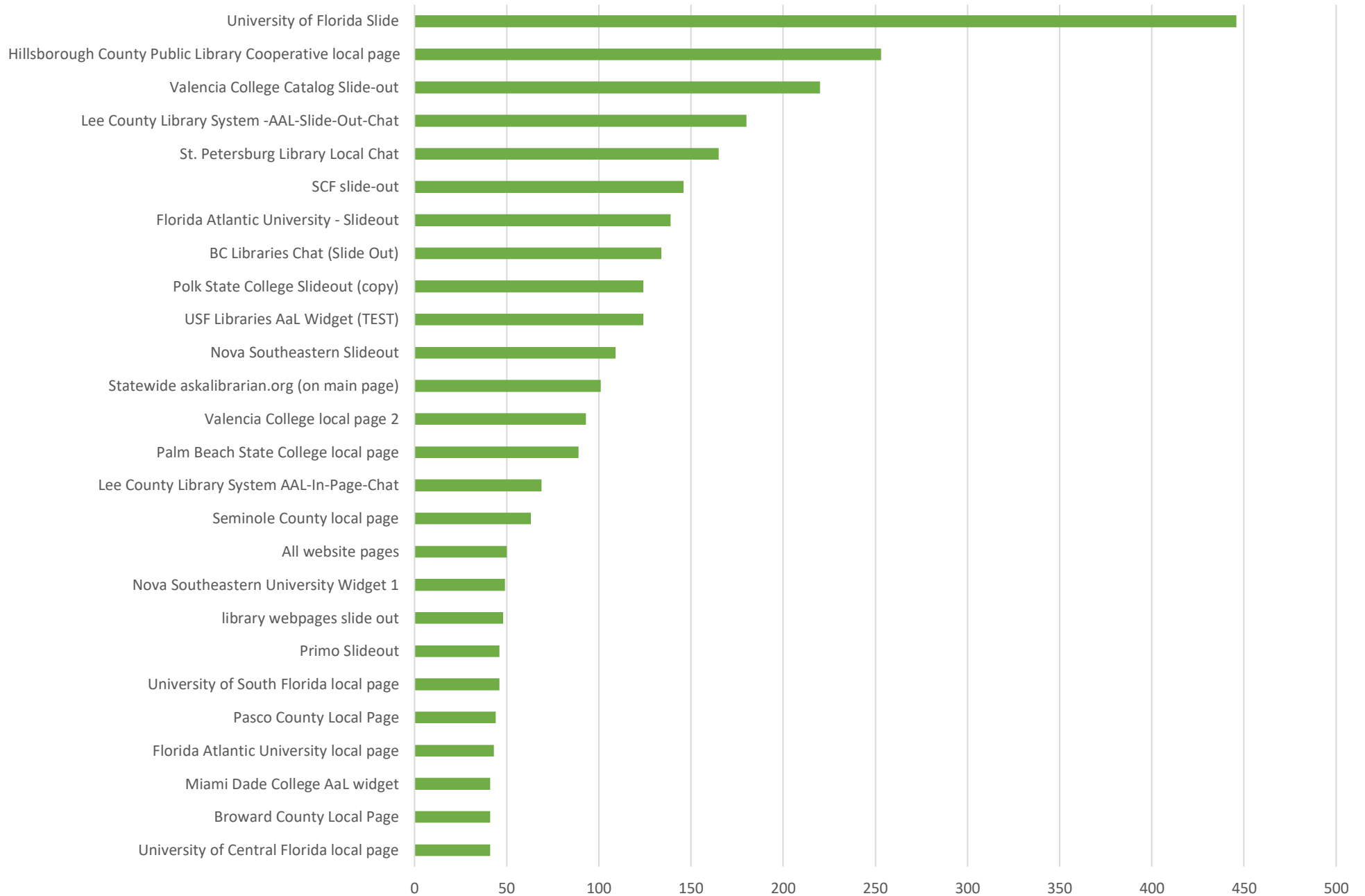
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



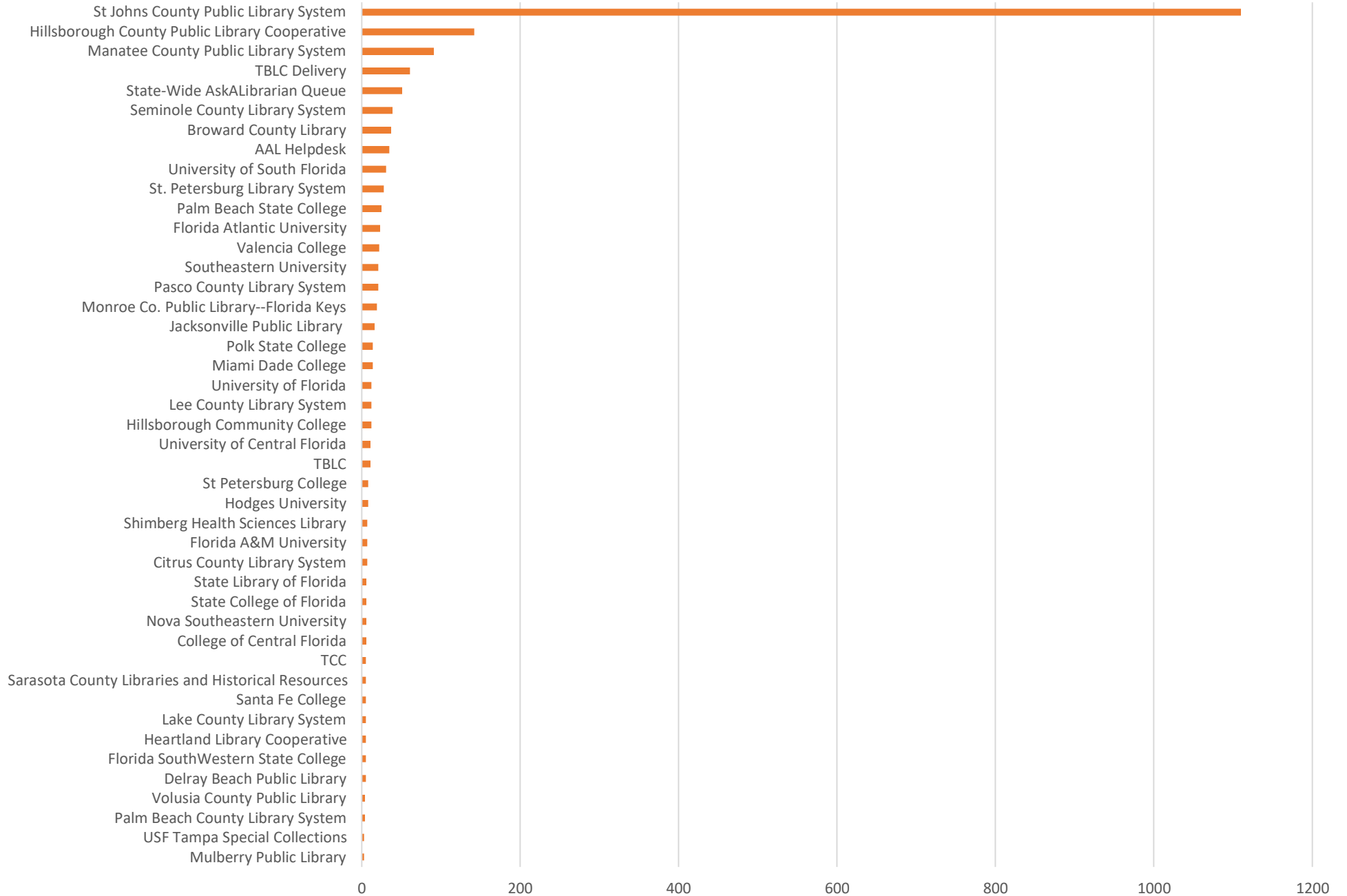
Which Widgets Brought in the Most Chats (Top 26)?



Email



Total Emails by Library (Top 44)



Top 10 FAQ Search Terms (Queries)

type	85
your	85
question	65
order	10
delay	9
card	4
library	4
book	3
available	2
help	2