May 2022 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS</td>
<td>519</td>
</tr>
<tr>
<td>Chat</td>
<td>3,782</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>644</td>
</tr>
<tr>
<td>Email</td>
<td>1,988</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>6,933</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- CHAT: 55%
- EMAIL: 29%
- SMS: 7%
- FAQ: 9%
What Devices are Patrons Using to Ask Questions?

- iPad: 53%
- Windows: 25%
- iPhone: 12%
- Chrome OS: 4%
- Android: 5%
- Macintosh: 1%
Chat
What Percent of Chats Were Answered/Missed?

- Answered: 87%
- Missed: 13%
Which Departments Answered Chats (by type)?

- Statewide: 61%
- Academic: 28%
- Local: 11%
Which Widgets Brought in the Most Chats (Top 26)?

- University of Florida Slide
- Hillsborough County Public Library Cooperative local page
- Valencia College Catalog Slide-out
- Lee County Library System -AAL-Slide-Out-Chat
- St. Petersburg Library Local Chat
- SCF slide-out
- Florida Atlantic University - Slideout
- BC Libraries Chat (Slide Out)
- Polk State College Slideout (copy)
- USF Libraries AaL Widget (TEST)
- Nova Southeastern Slideout
- Statewide askalibrarian.org (on main page)
- Valencia College local page 2
- Palm Beach State College local page
- Lee County Library System AAL-In-Page-Chat
- Seminole County local page
- All website pages
- Nova Southeastern University Widget 1
- library webpages slide out
- Primo Slideout
- University of South Florida local page
- Pasco County Local Page
- Florida Atlantic University local page
- Miami Dade College AaL widget
- Broward County Local Page
- University of Central Florida local page
Email
Top 10 FAQ Search Terms (Queries)

<table>
<thead>
<tr>
<th>Term</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>type</td>
<td>85</td>
</tr>
<tr>
<td>your</td>
<td>85</td>
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<tr>
<td>question</td>
<td>65</td>
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<tr>
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<td>library</td>
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<td>available</td>
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<tr>
<td>help</td>
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