

AskALibrarian.org

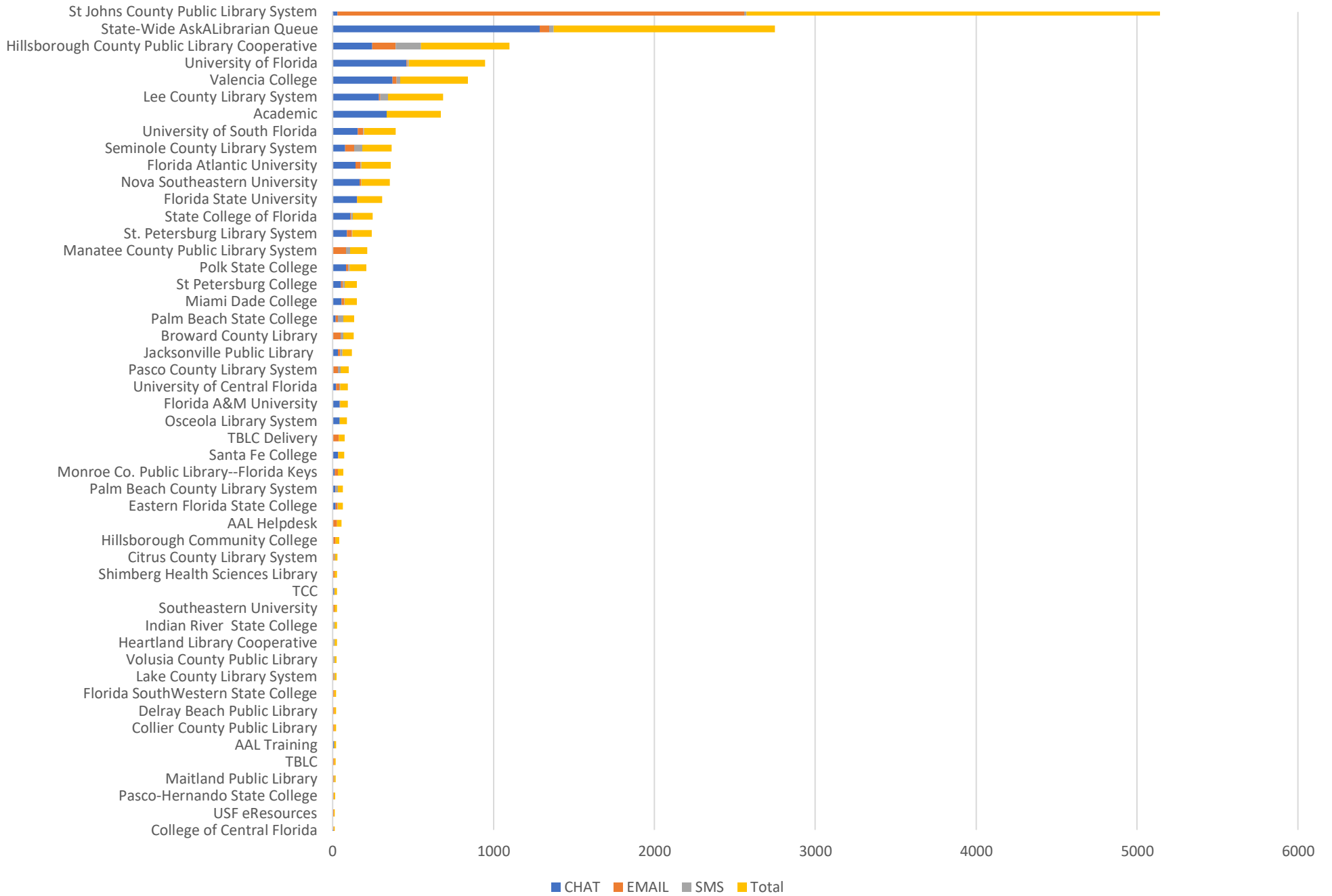
the Human Search Engine



June 2022 Statistics

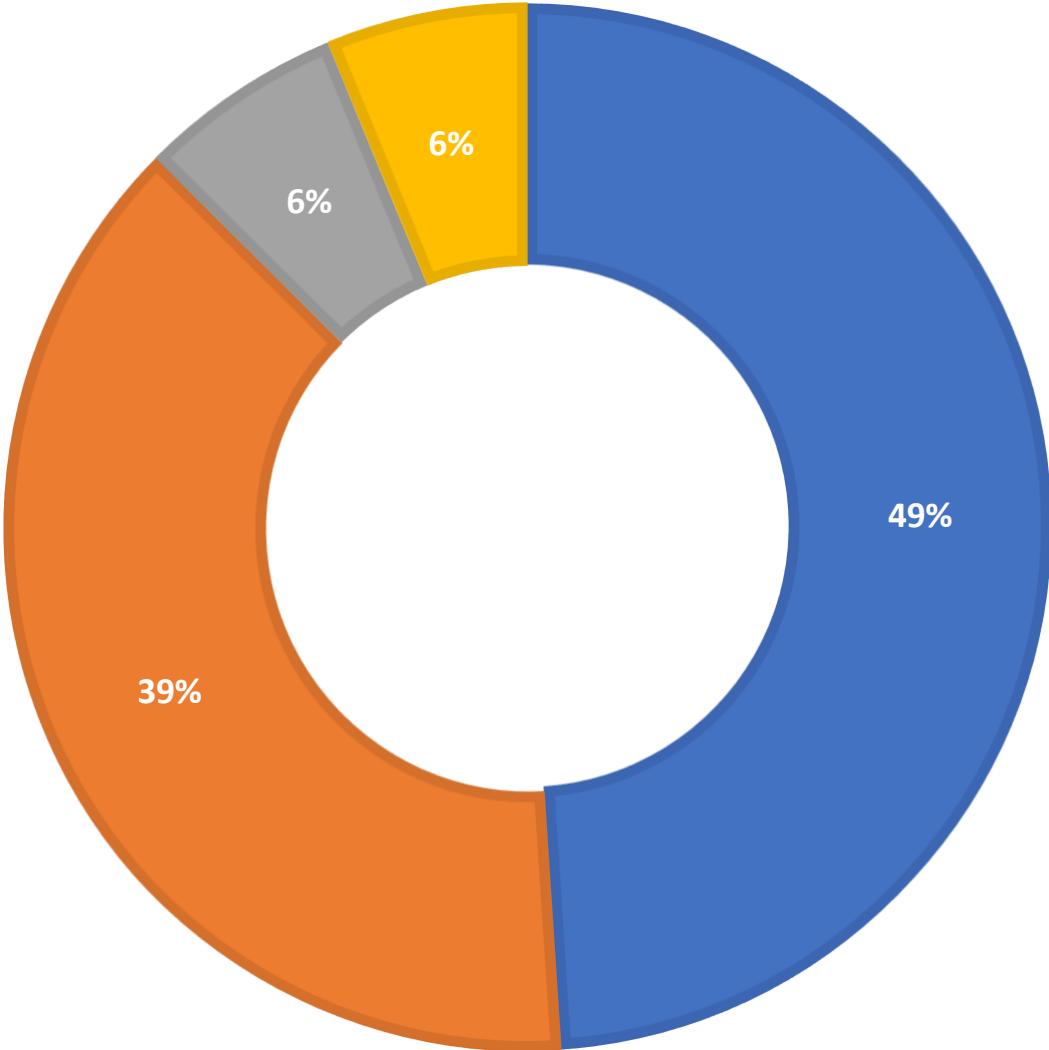
Question Type	
SMS	570
Chat	4,406
FAQ Views	558
Email	3,465
Total	8,999

Total Transactions by Entry Point (Top 49)



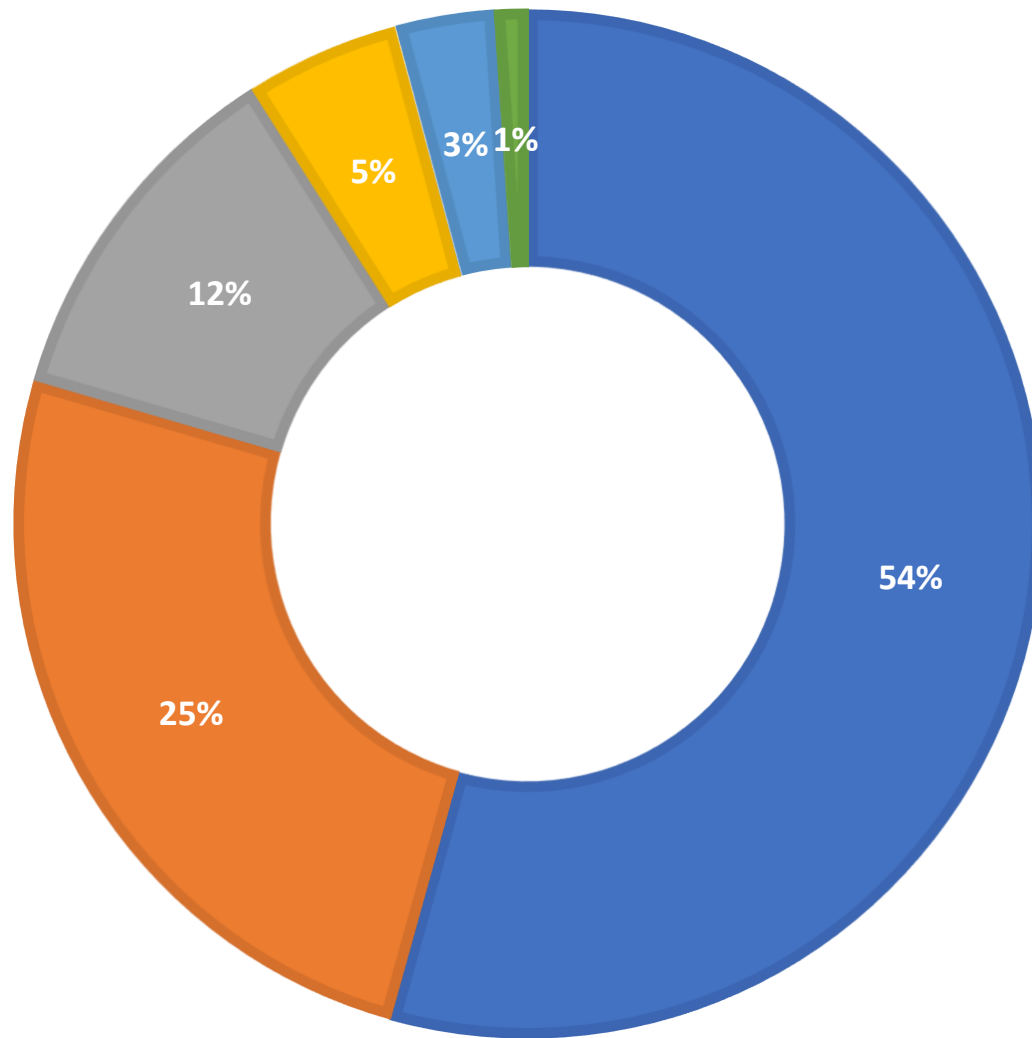
What's the Breakdown of Questions by Source?

■ Chat ■ Email ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

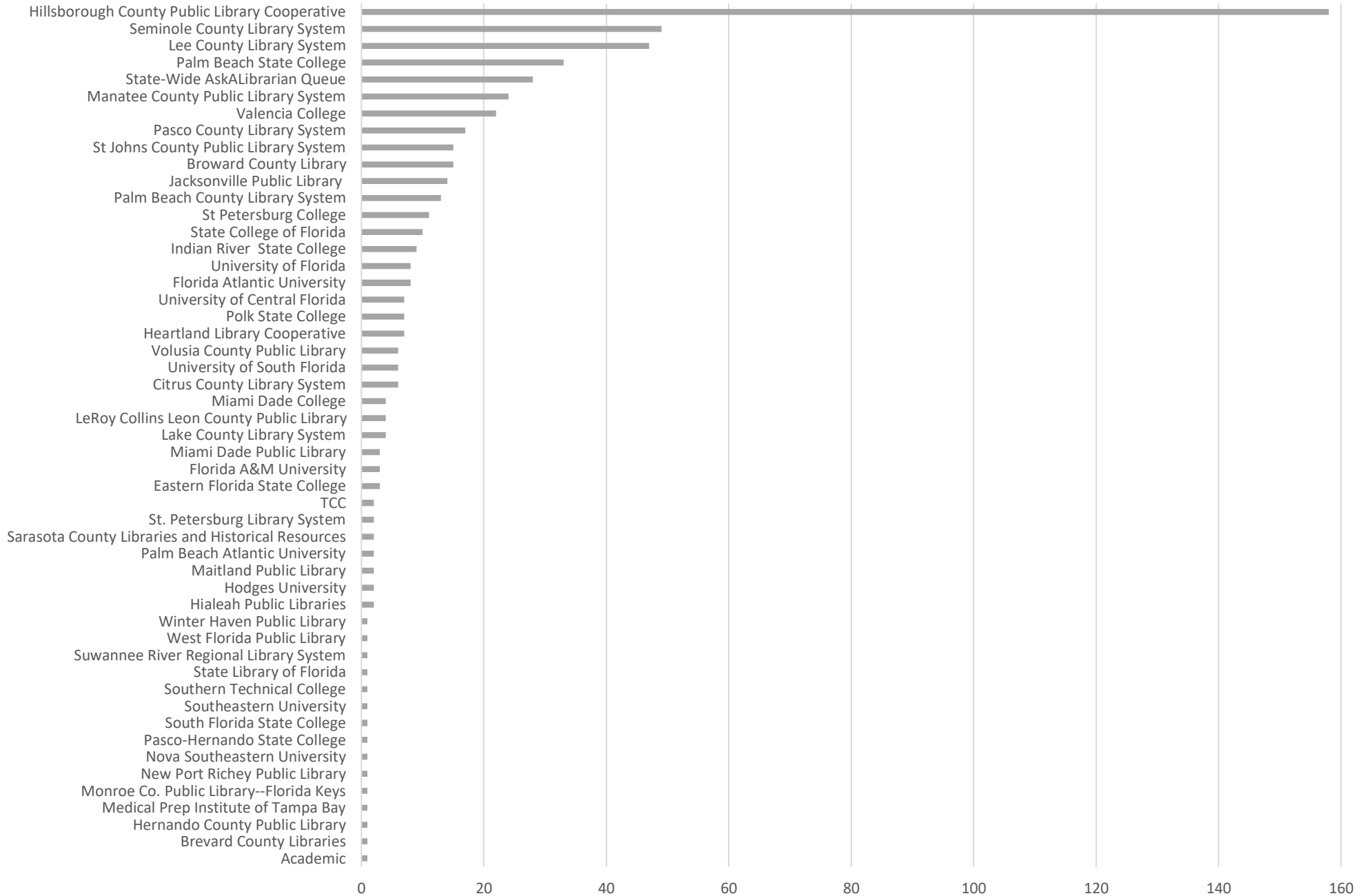
■ Windows ■ Macintosh ■ iPhone ■ Android ■ Chrome OS ■ iPad



SMS



Total SMS by Library

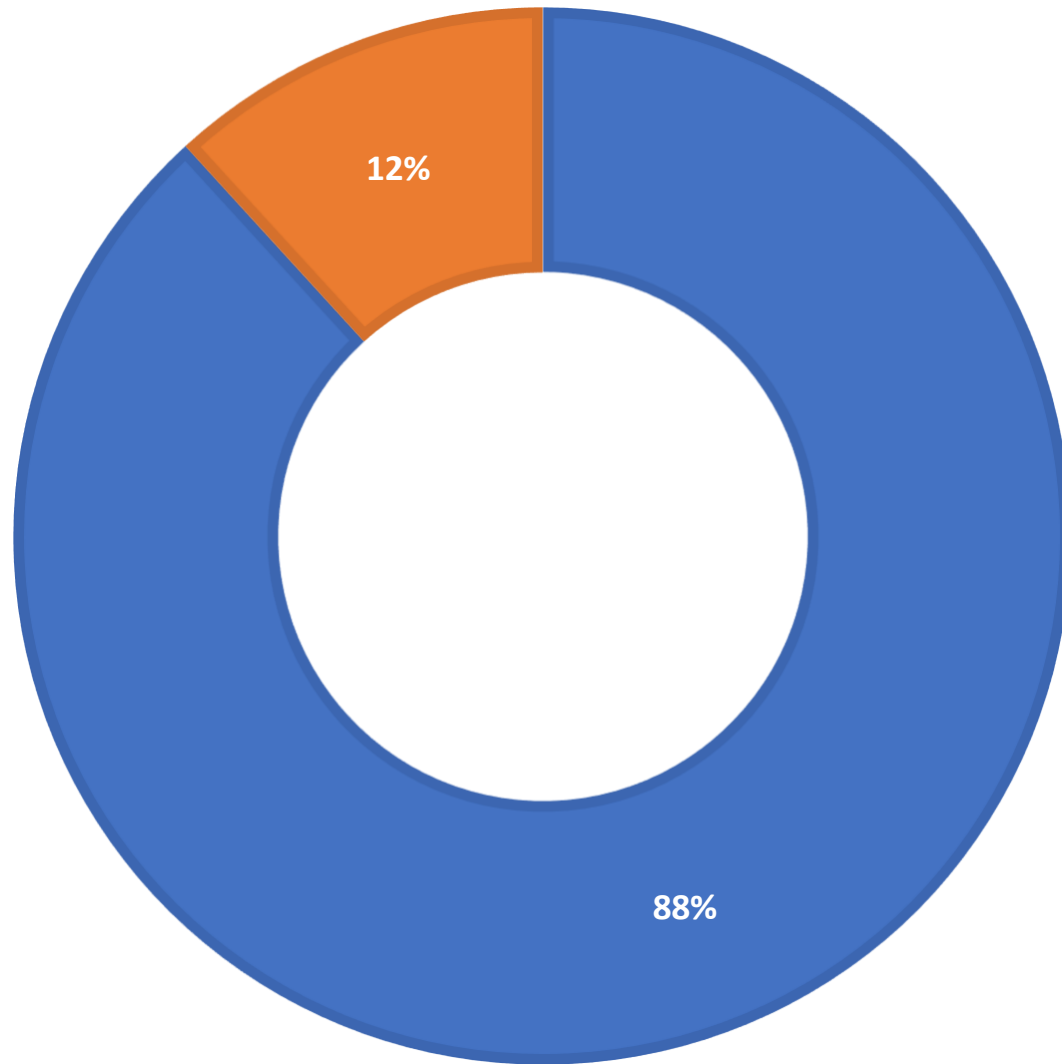


Chat



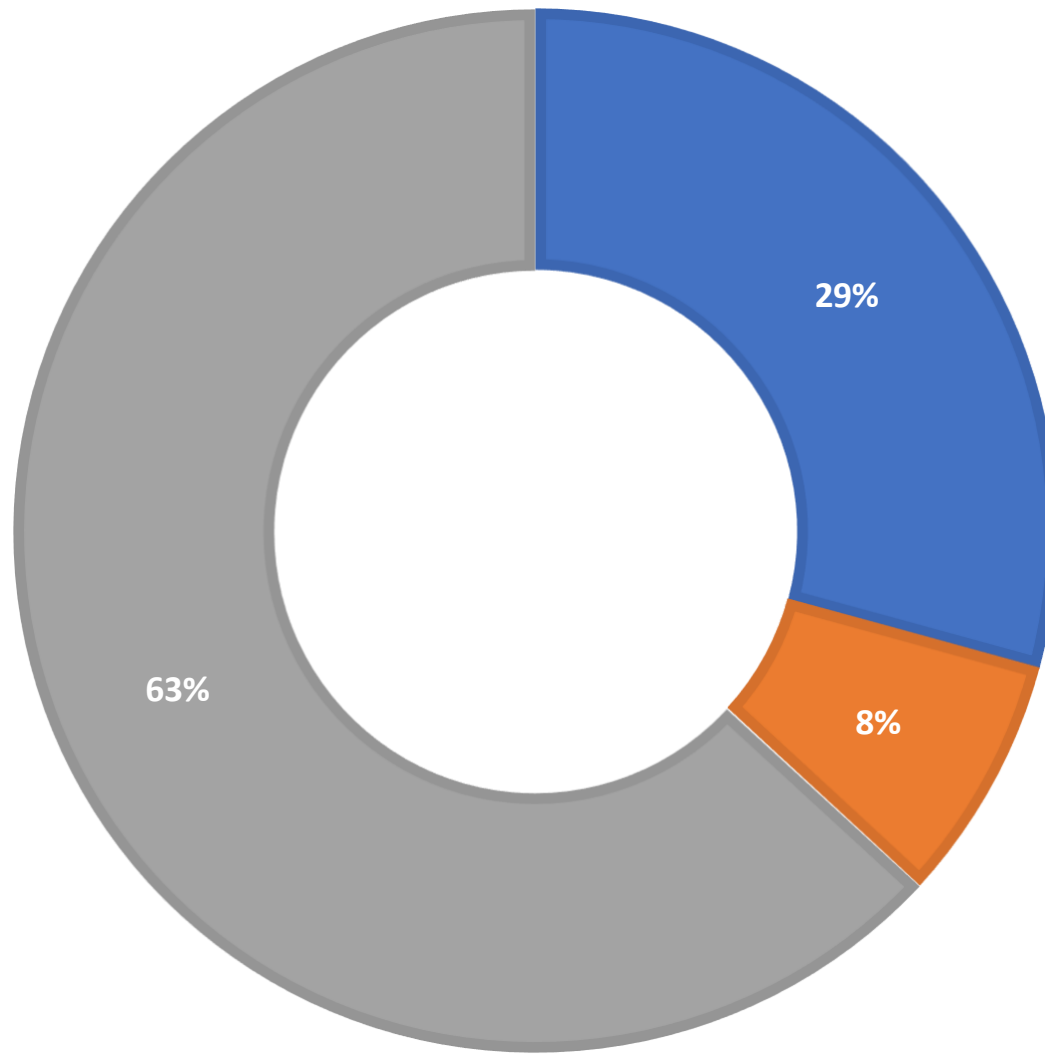
What Percent of Chats Were Answered/Missed?

■ Answered ■ Missed

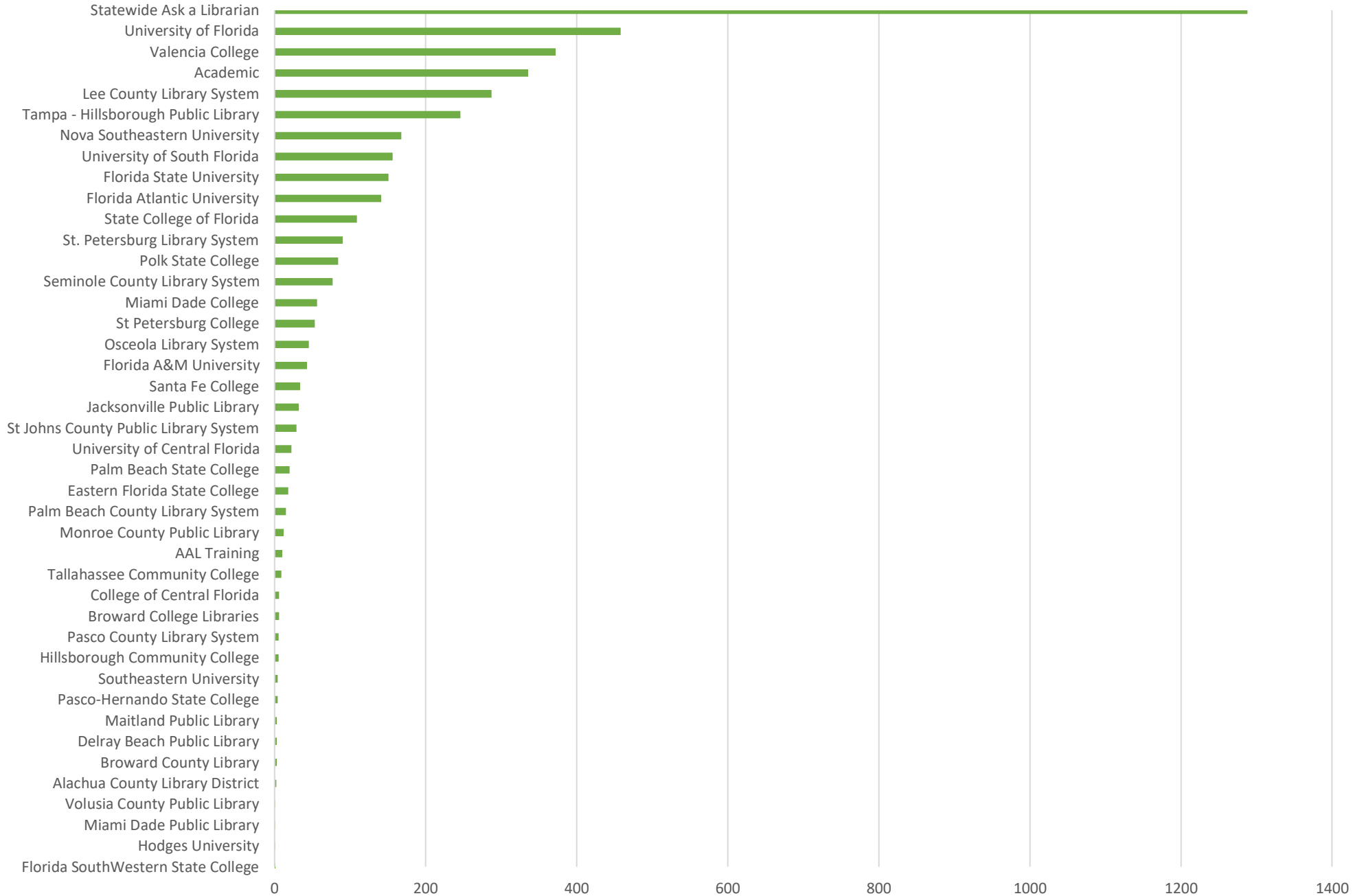


Which Departments Answered Chats (by type)?

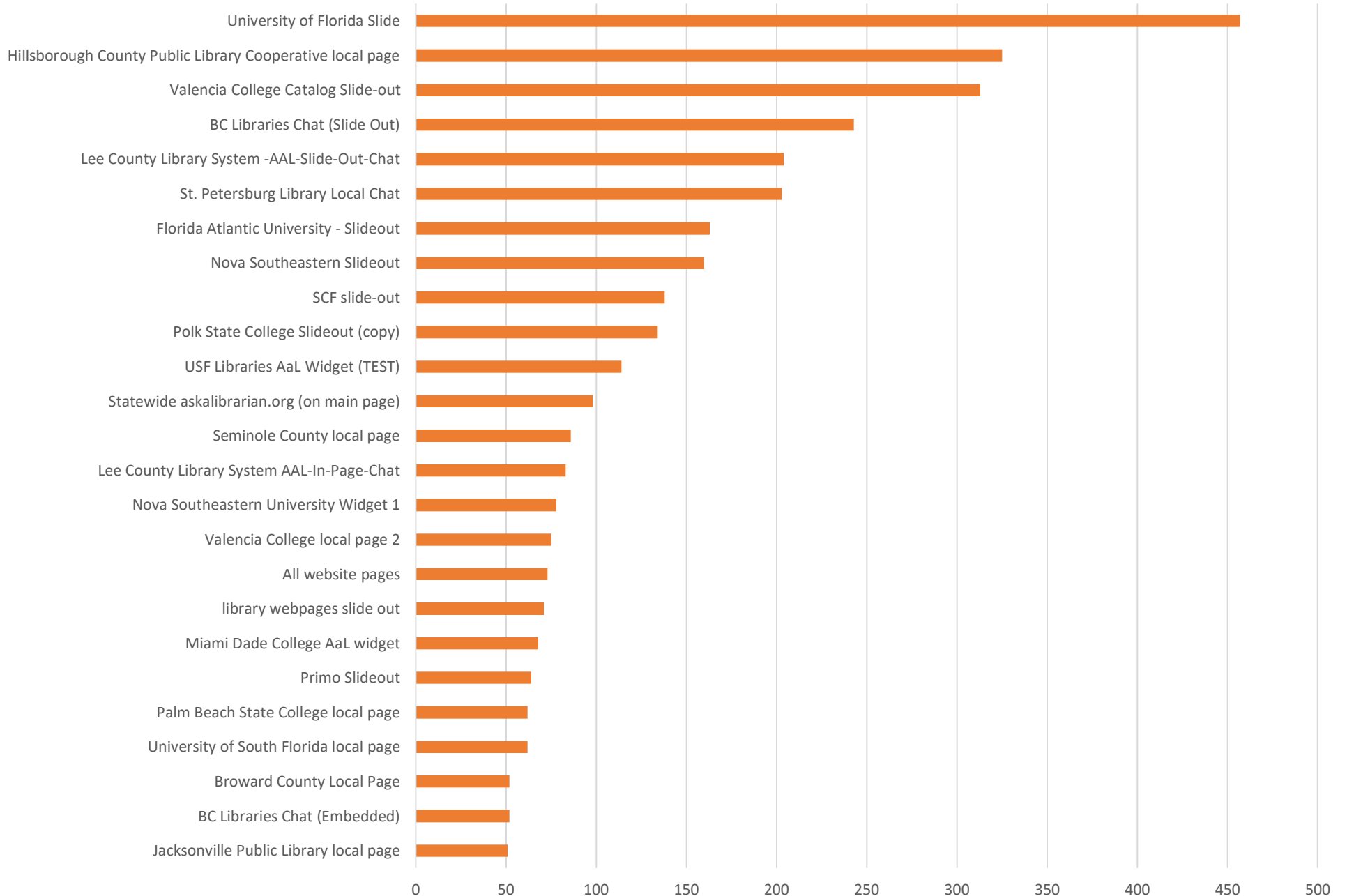
Statewide Academic Local



Which Department Answered Chats (by local library)?



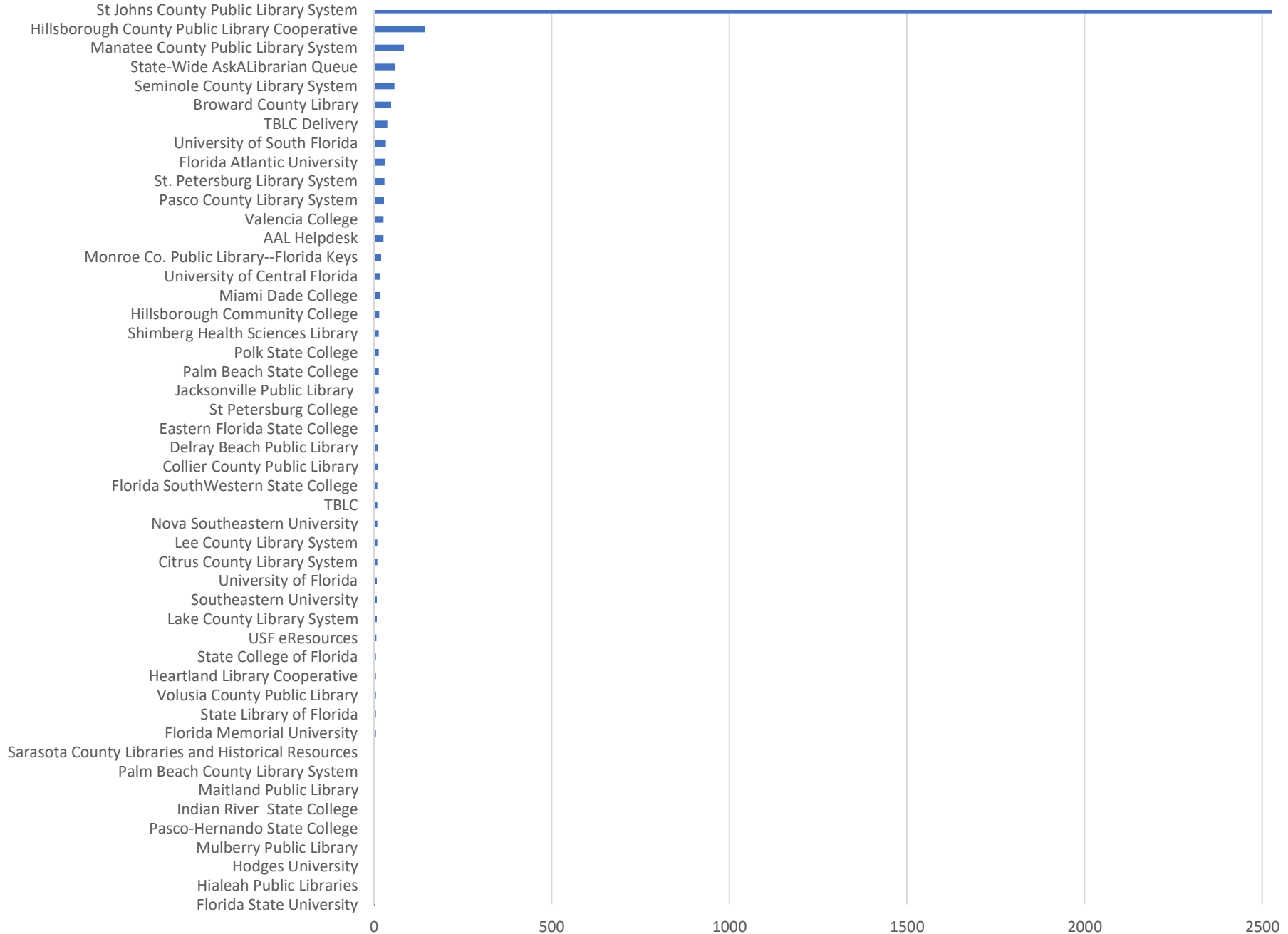
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 48)



Top 20 FAQ Search Terms (Queries)

book	4	copy	2
need	4	libraries	2
find	3	marriage	2
business	3	divorce)	2
children's	2	certificate	2
license	2	(death	2
register	2	old	2
address	2	text	1
articles	2	assisting	1
mobile	2	nutritionists/dieticians	1