July 2022 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS</td>
<td>492</td>
</tr>
<tr>
<td>Chat</td>
<td>4,259</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>478</td>
</tr>
<tr>
<td>Email</td>
<td>2,602</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,831</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- Chat: 55%
- Email: 33%
- SMS: 6%
- FAQ: 6%
What Devices are Patrons Using to Ask Questions?

- iPad: 52%
- Chrome OS: 1%
- Android: 3%
- iPhone: 6%
- Macintosh: 12%
- Windows: 26%
What Percent of Chats Were Answered/Missed?

- Answered: 91%
- Missed: 9%
Which Departments Answered Chats (by type)?

- Statewide: 63%
- Academic: 7%
- Local: 30%
Which Widgets Brought in the Most Chats (Top 25)?

1. University of Florida Slide
2. Hillsborough County Public Library Cooperative local page
3. Valencia College Catalog Slide-out
4. BC Libraries Chat (Slide Out)
5. Lee County Library System - AAL-Slide-Out-Chat
6. St. Petersburg Library Local Chat
7. Florida Atlantic University - Slideout
8. SCF slide-out
9. Polk State College Slideout (copy)
10. Nova Southeastern Slideout
11. USF Libraries AaL Widget (TEST)
12. Lee County Library System AAL-In-Page-Chat
13. Primo Slideout
14. Valencia College local page 2
15. Seminole County local page
16. Statewide askalibrarian.org (on main page)
17. All website pages
18. Osceola Library pop-out widget
19. BC Libraries Chat (Embedded)
20. Palm Beach State College local page
21. University of South Florida local page
22. Hillsborough Community College local page
23. Broward County Local Page
24. Miami Dade College AaL widget
25. Jacksonville Public Library local page