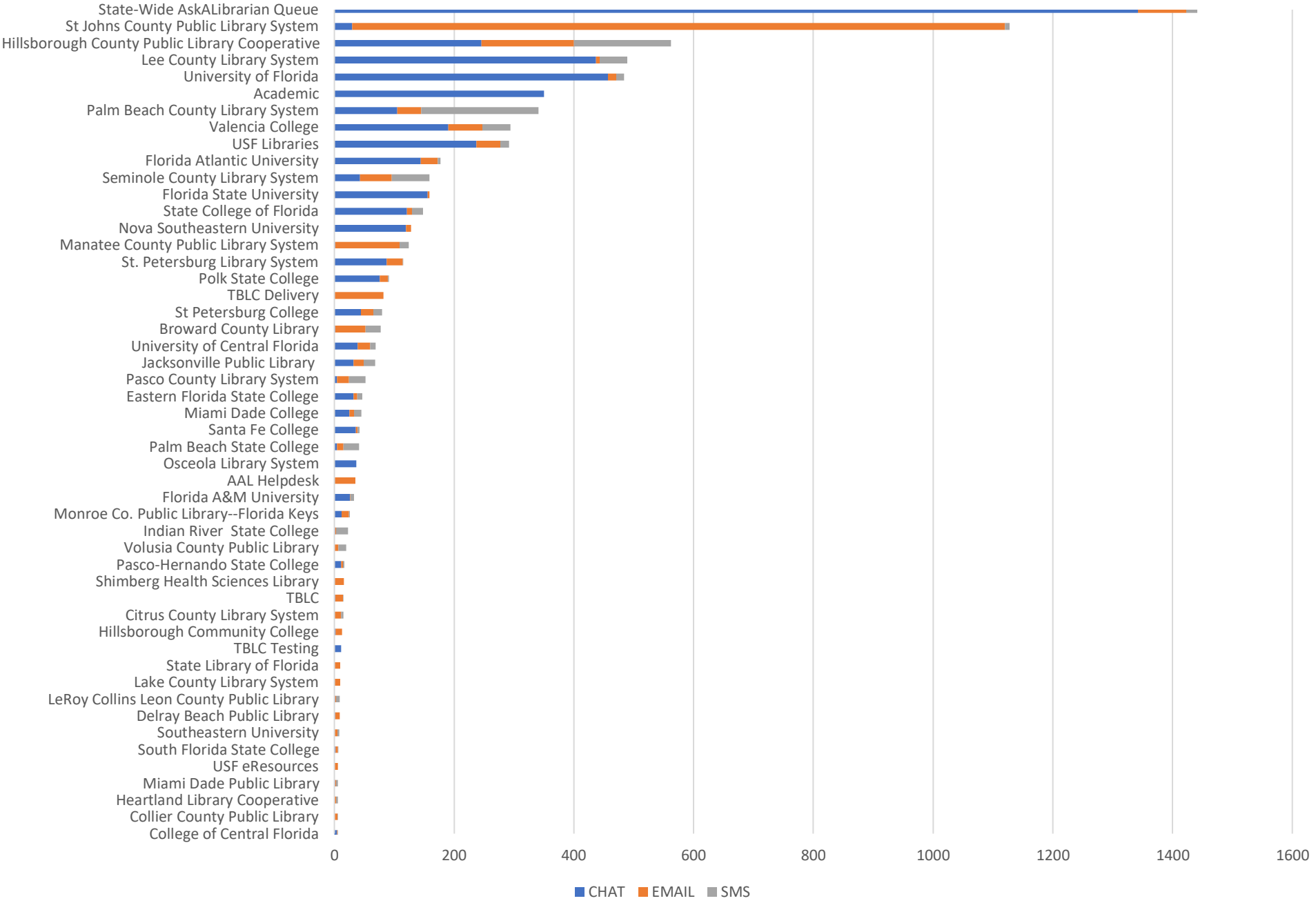
AskALibrarian.org

the Human Search Engine

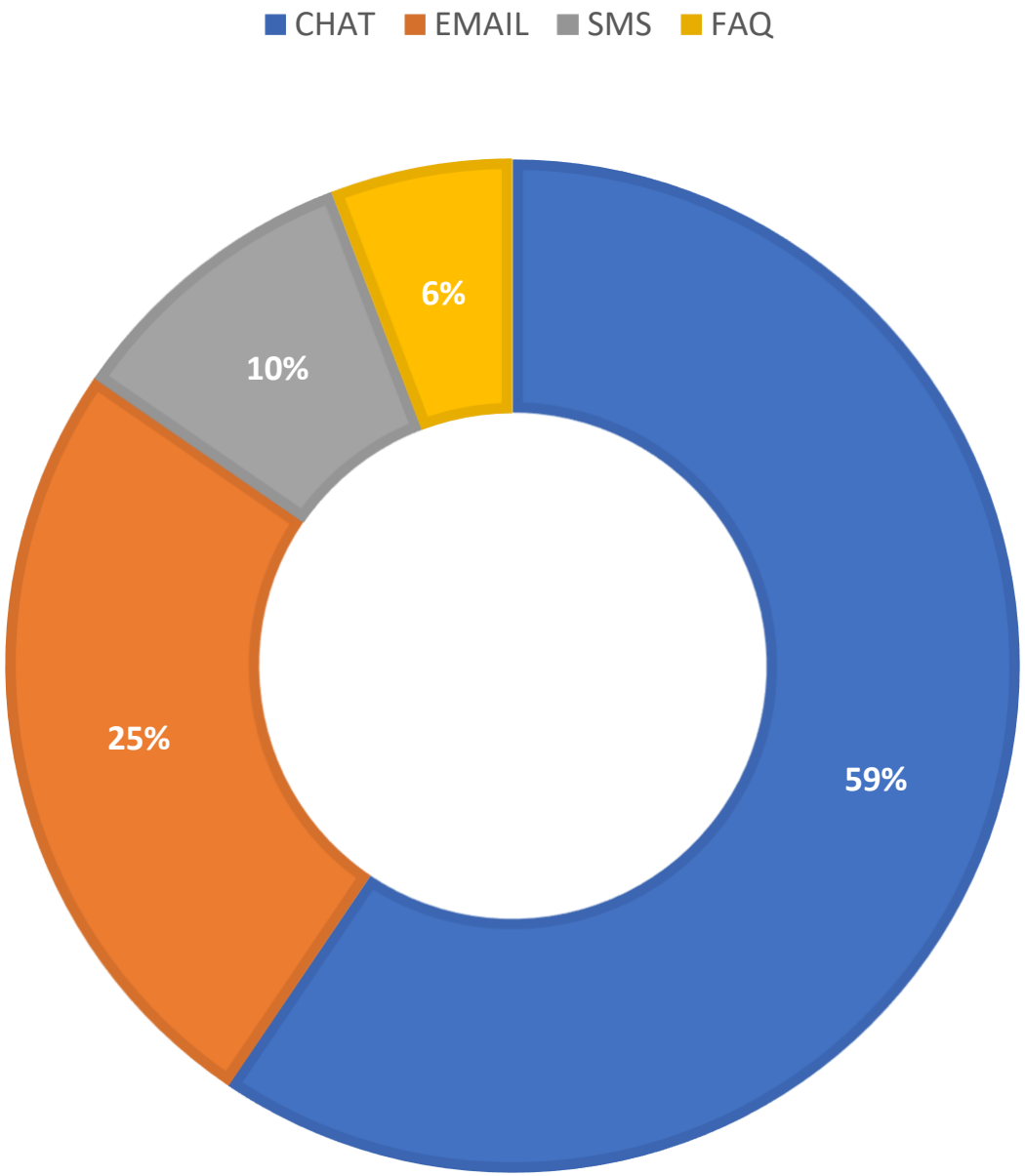
August 2022 Statistics

Question Type	
SMS	832
Chat	5,157
FAQ Views	503
Email	2,180
Total	8,672

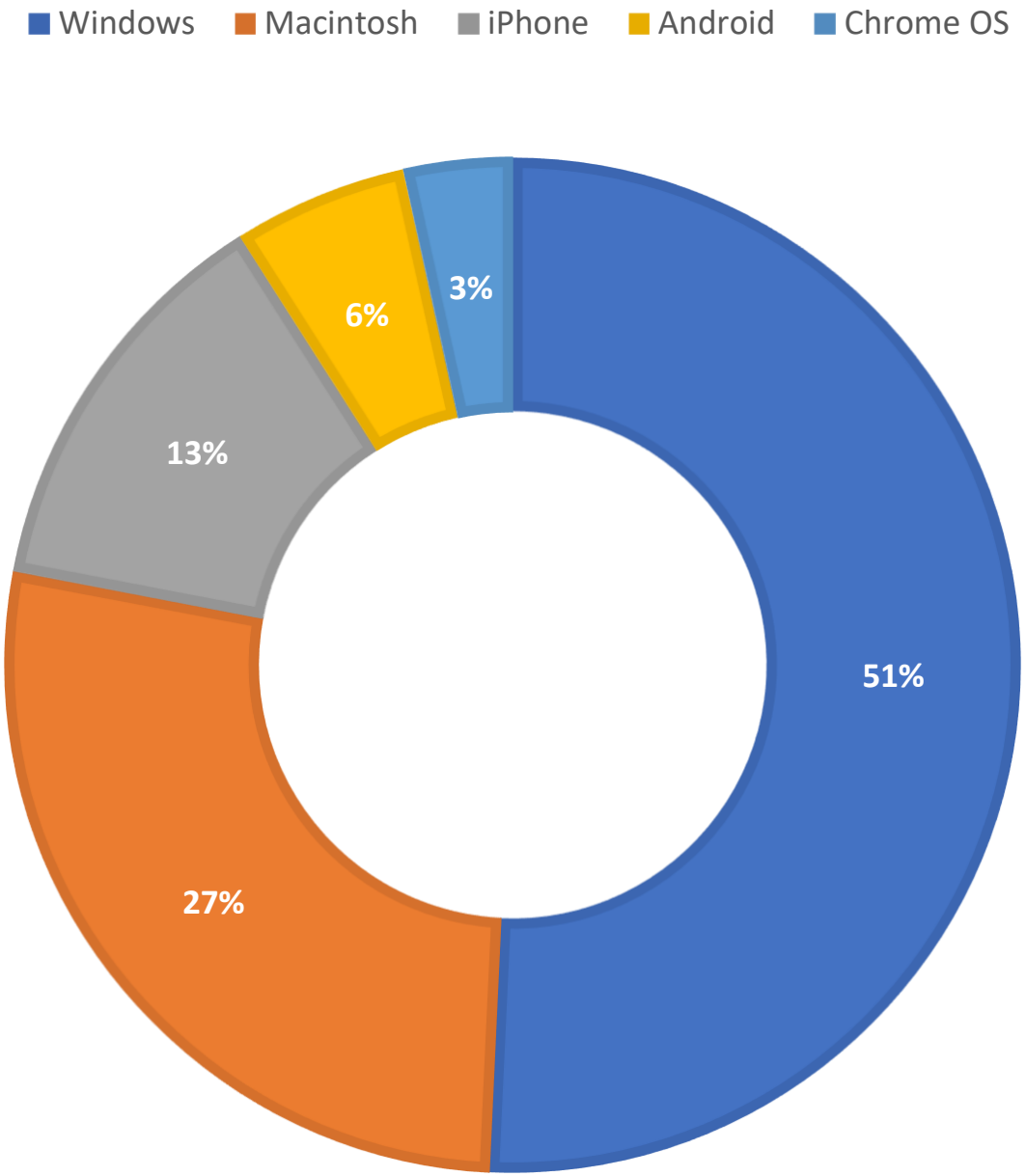
Total Transactions by Entry Point (Top 50)



What’s the Breakdown of Questions by Source?

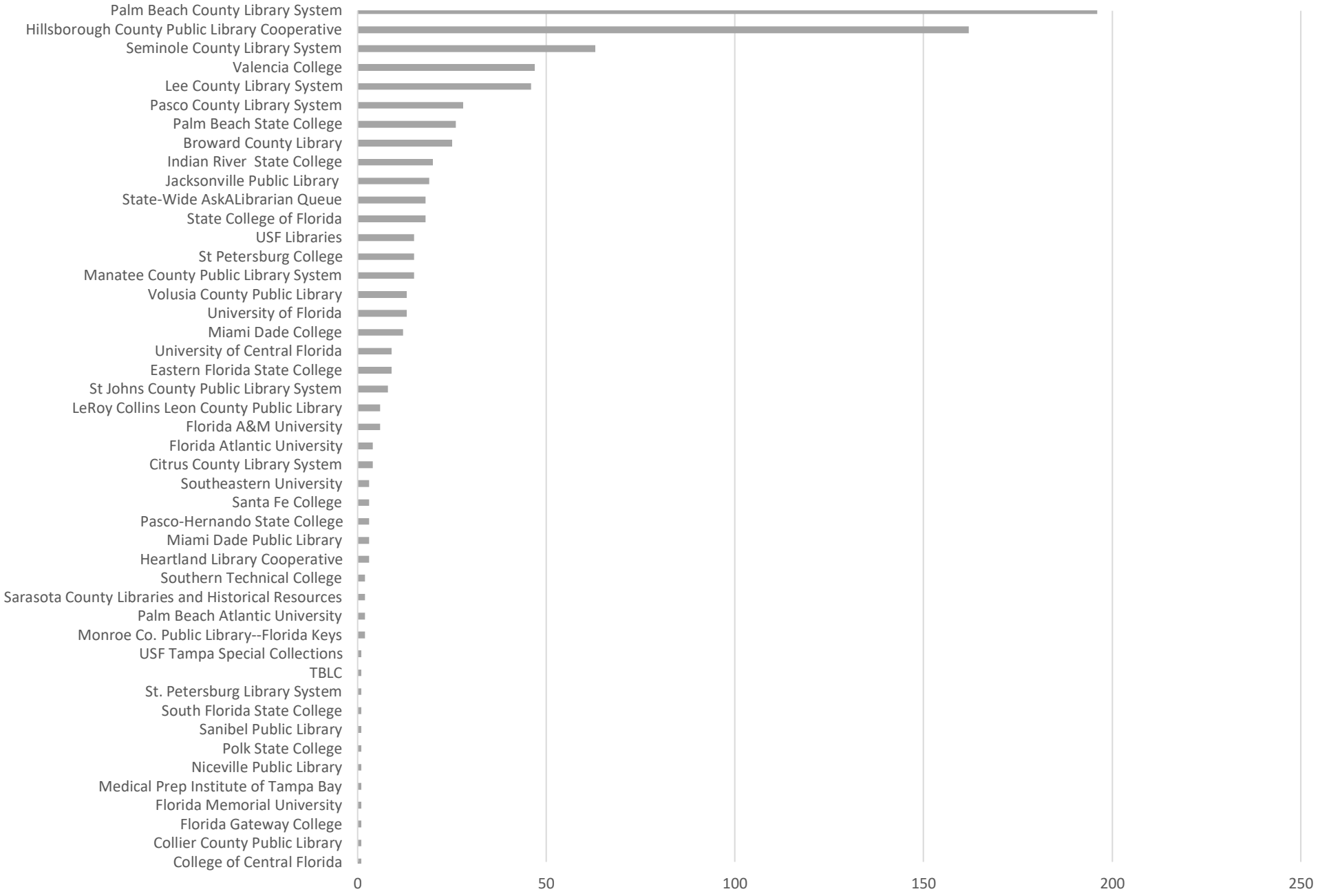


What Devices are Patrons Using to Ask Questions?



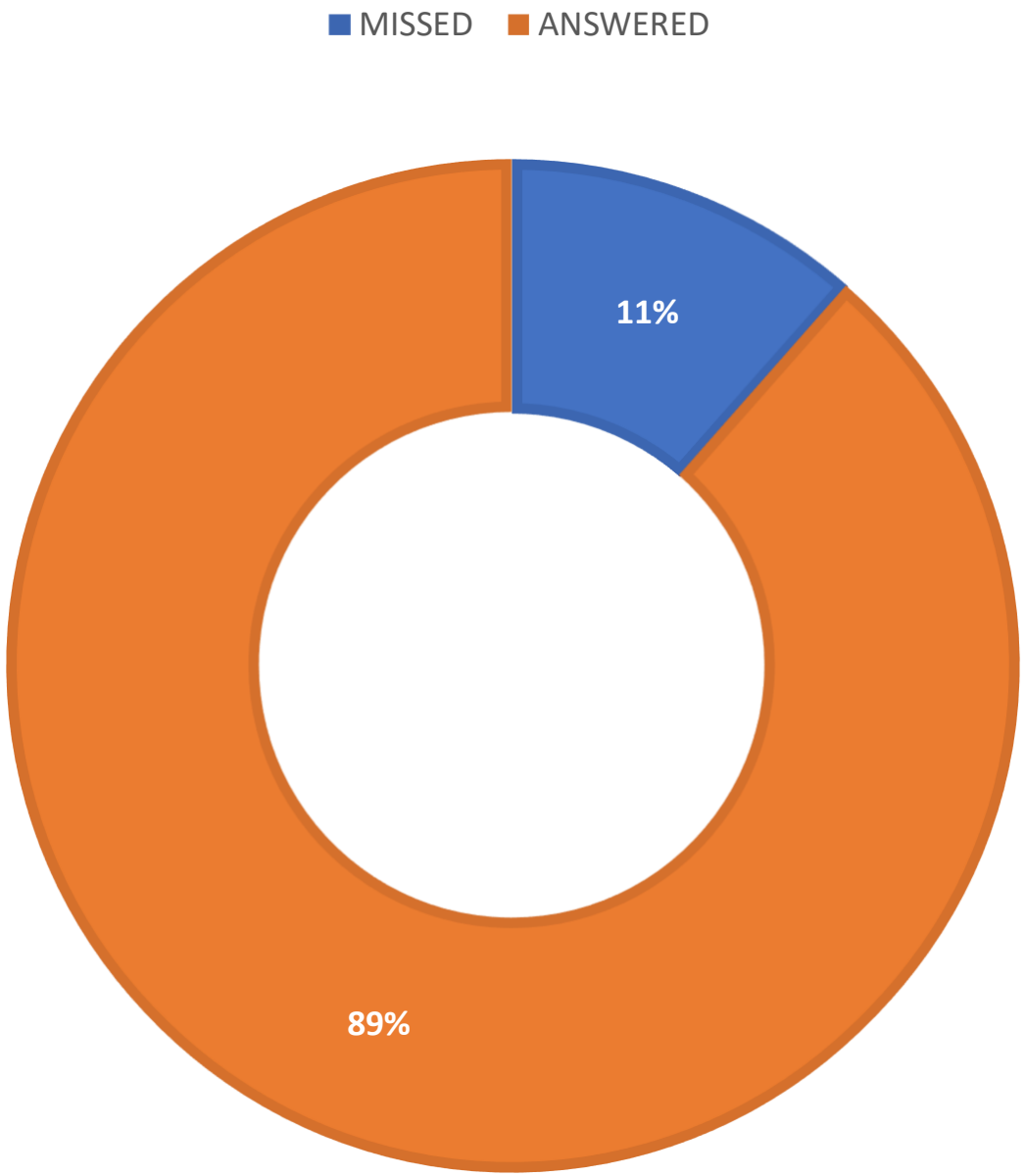
SMS

Total SMS by Library

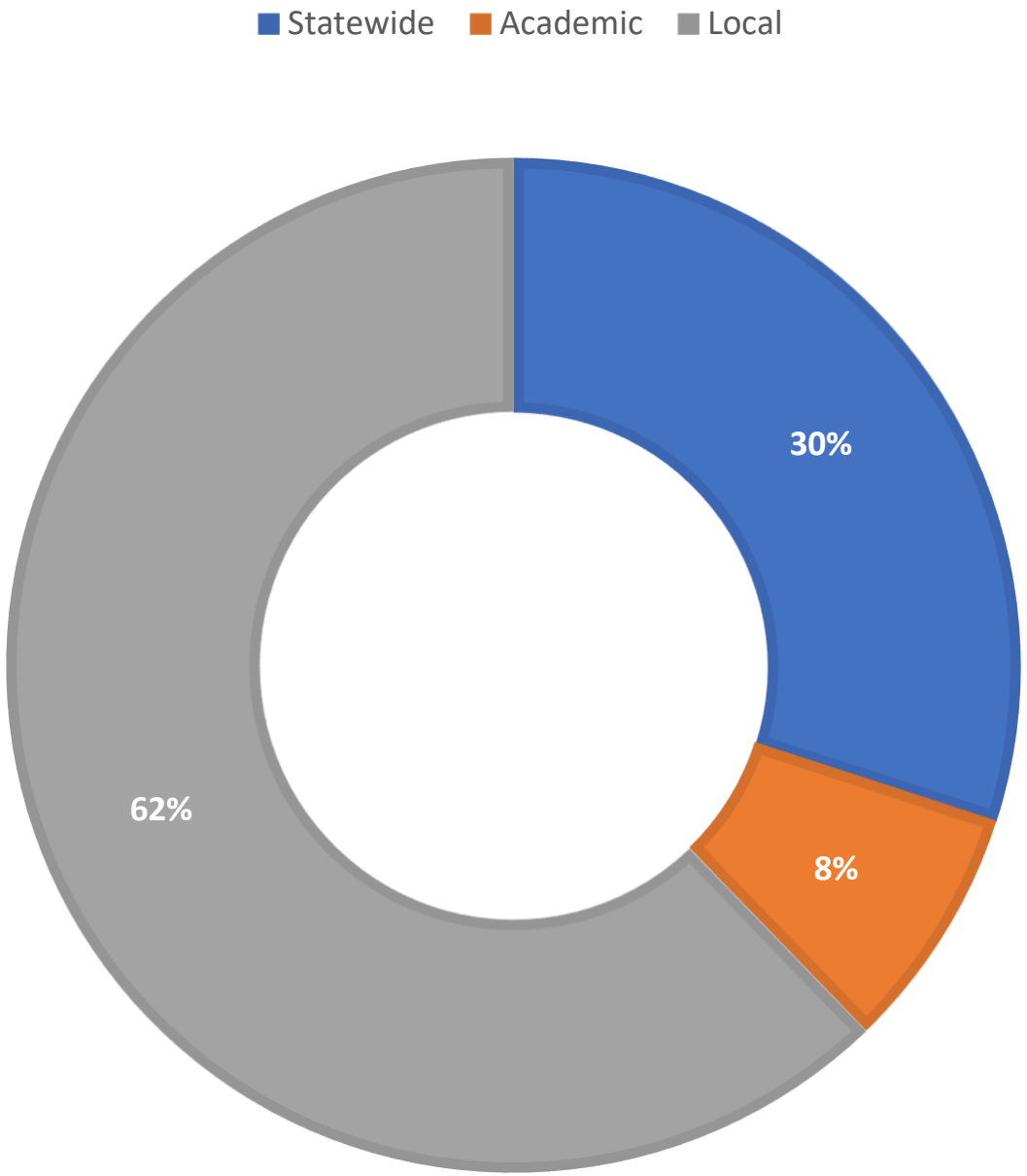


Chat

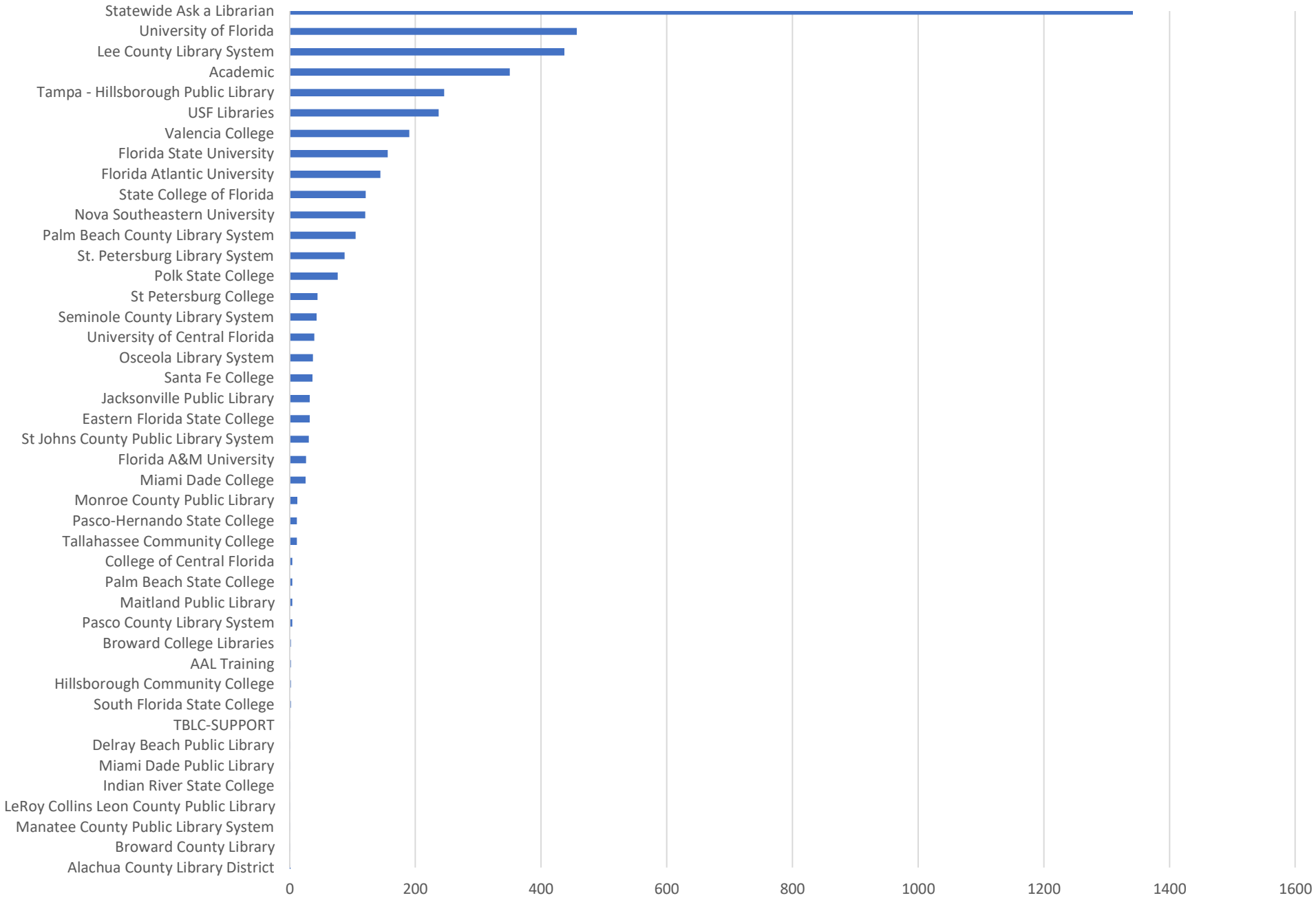
What Percent of Chats Were Answered/Missed?



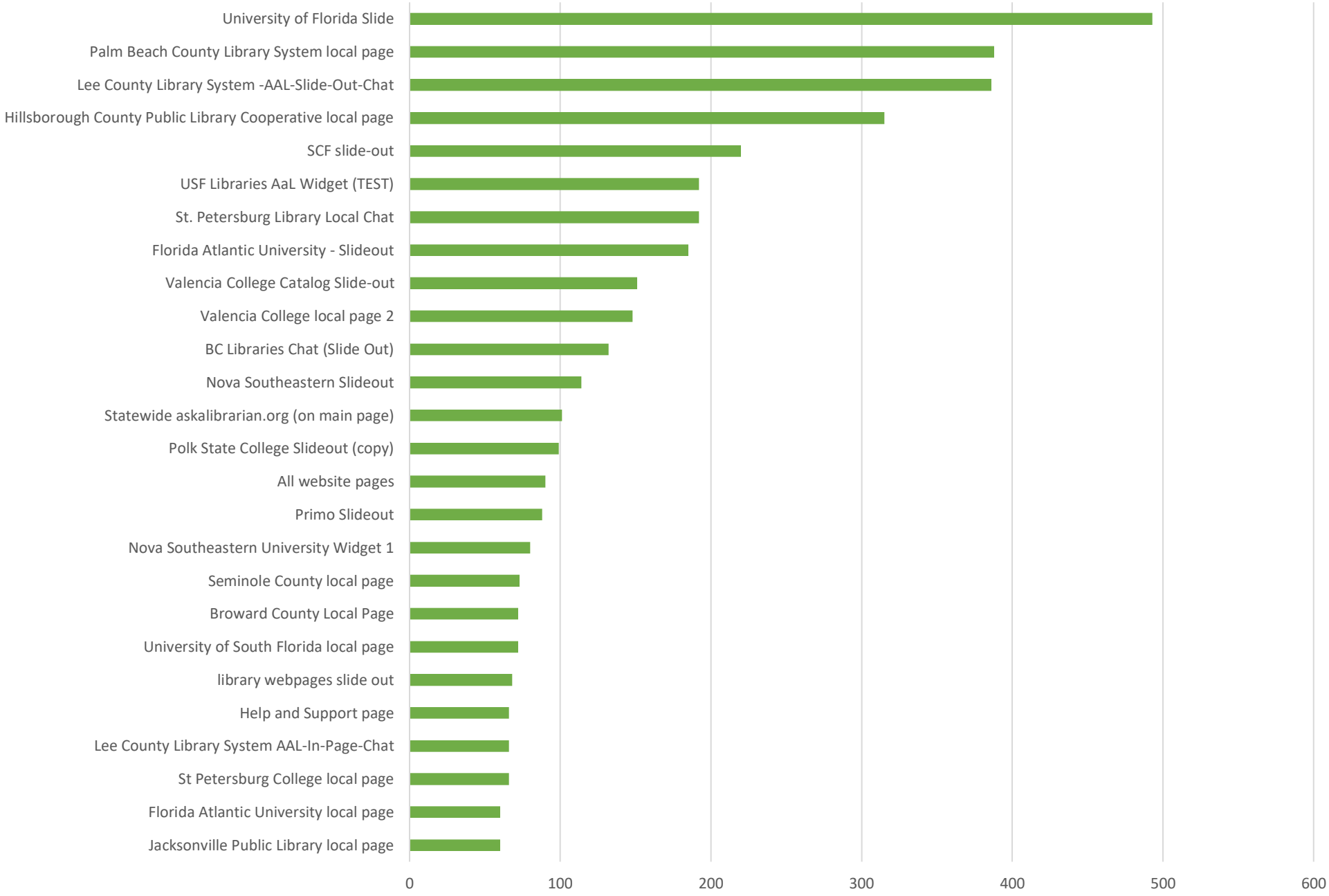
Which Departments Answered Chats (by type)?

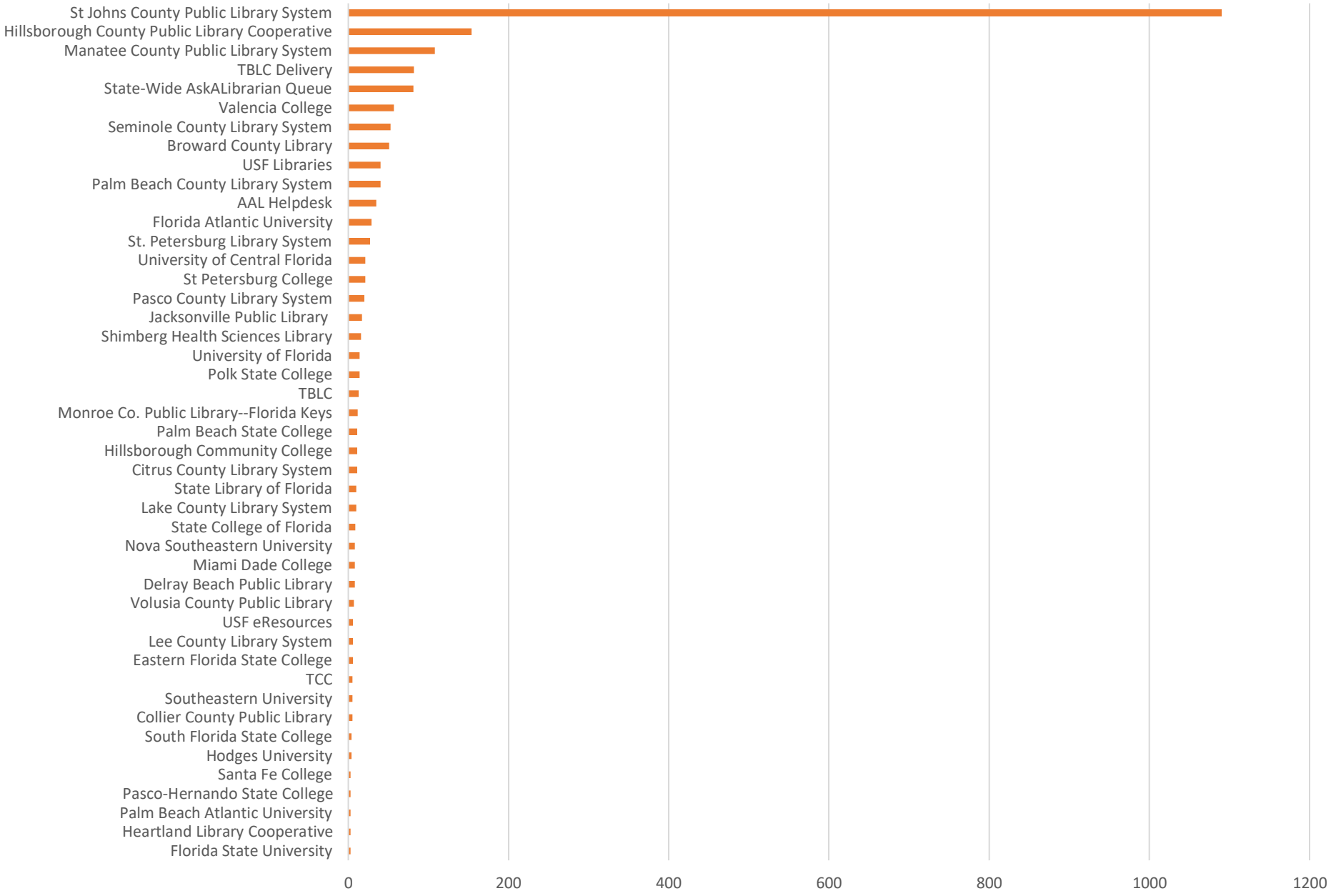


Which Department Answered Chats (by local library)?



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



Email

Total Emails by Library (Top 45)