

AskALibrarian.org

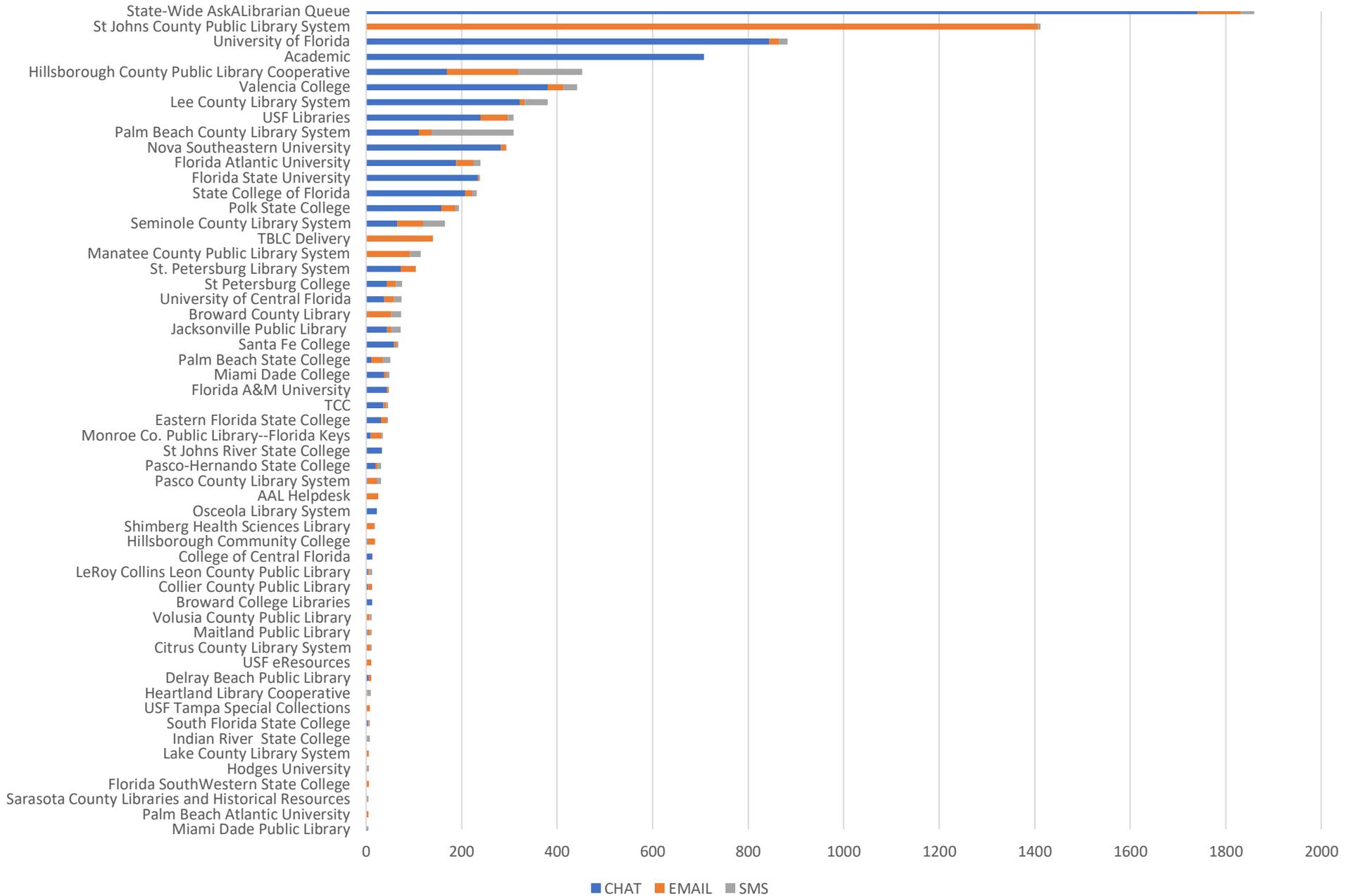
the Human Search Engine



September 2022 Statistics

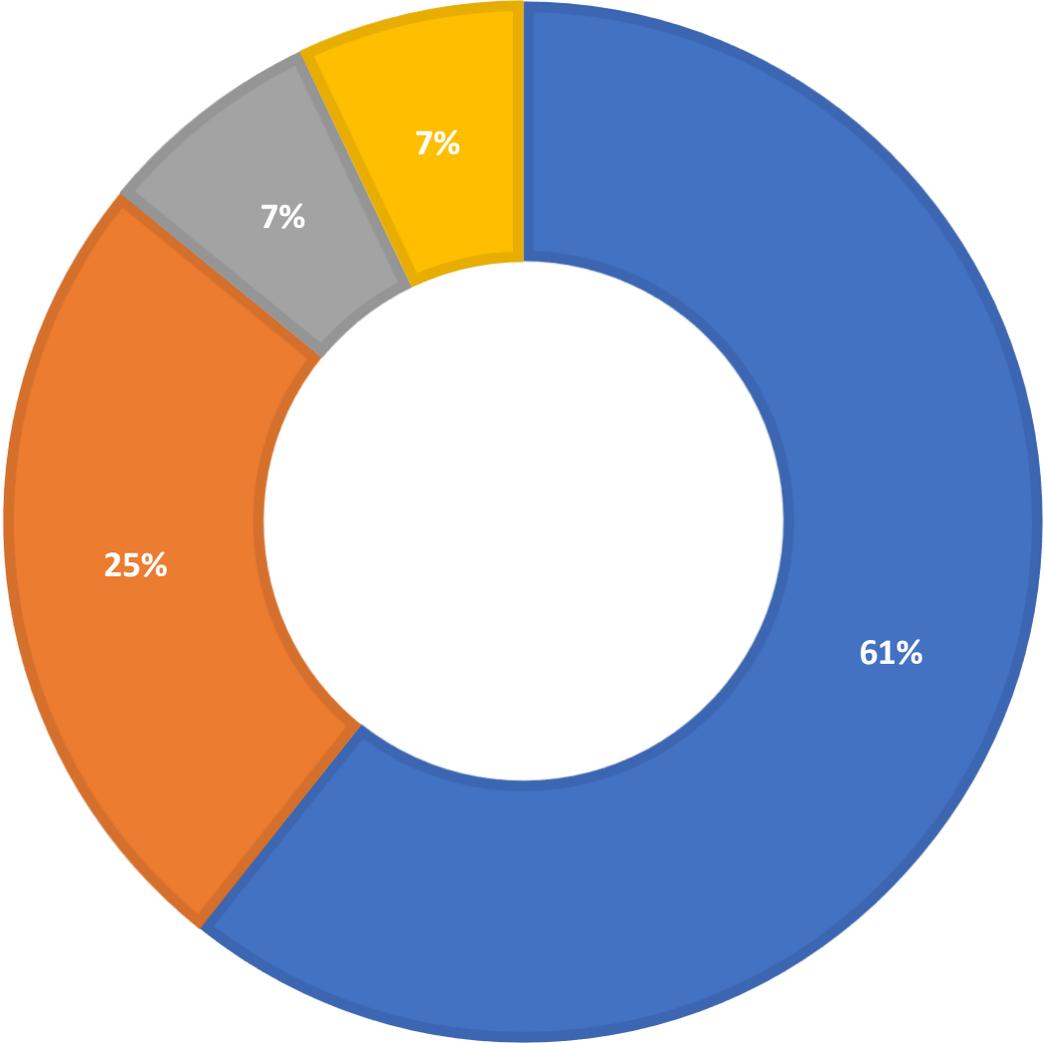
Question Type	
SMS	720
Chat	6,206
FAQ Views	722
Email	2,574
Total	10,222

Total Transactions by Entry Point (Top 55)



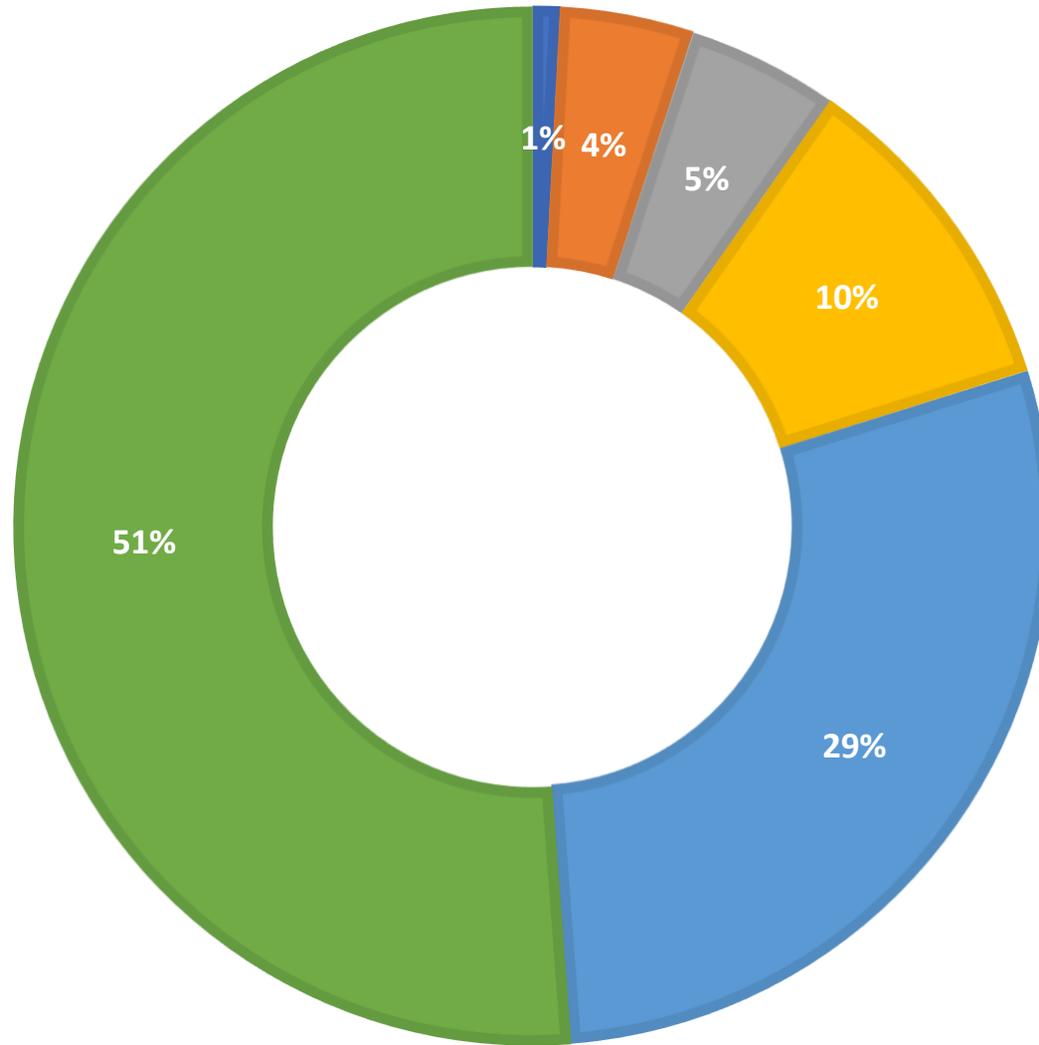
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

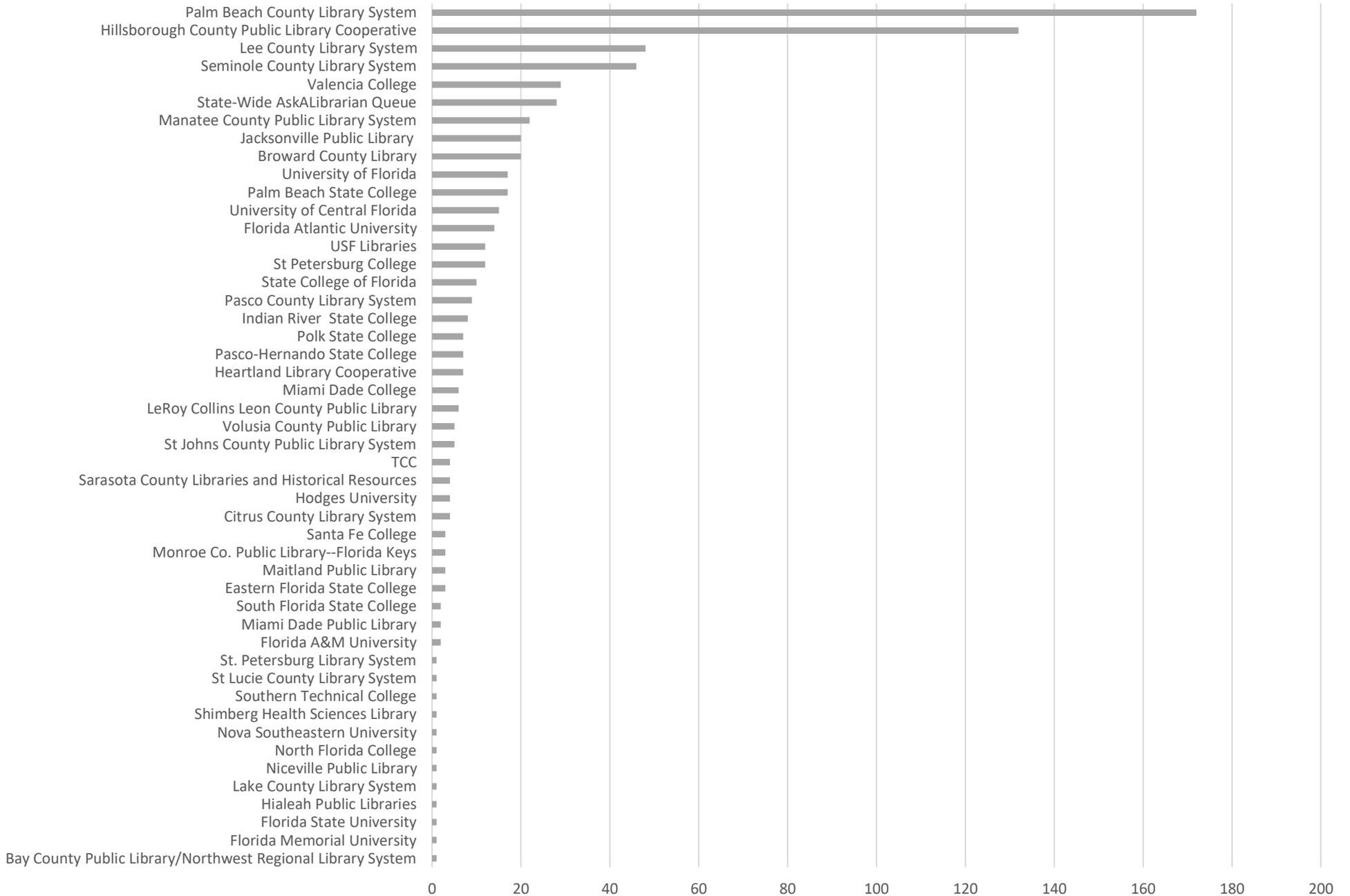
■ iPad ■ Android ■ Chrome OS ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

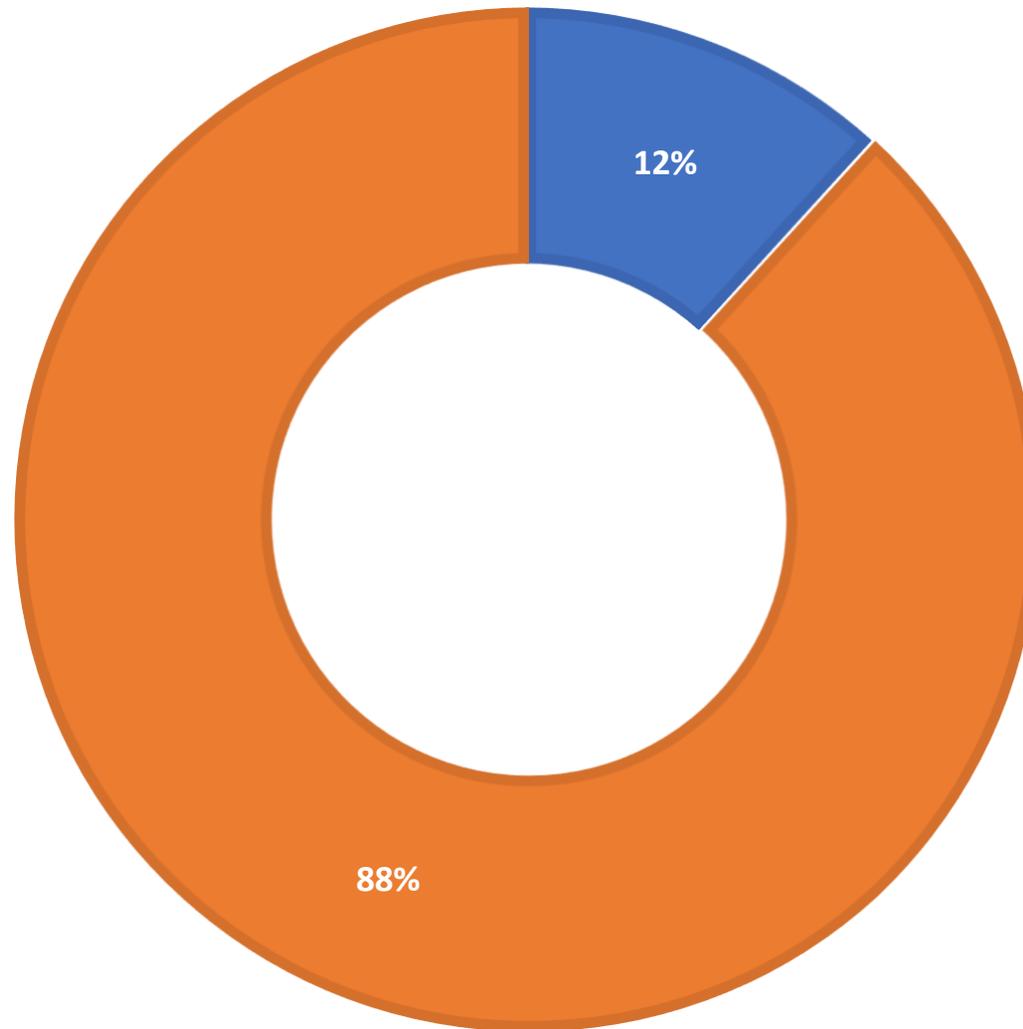


Chat



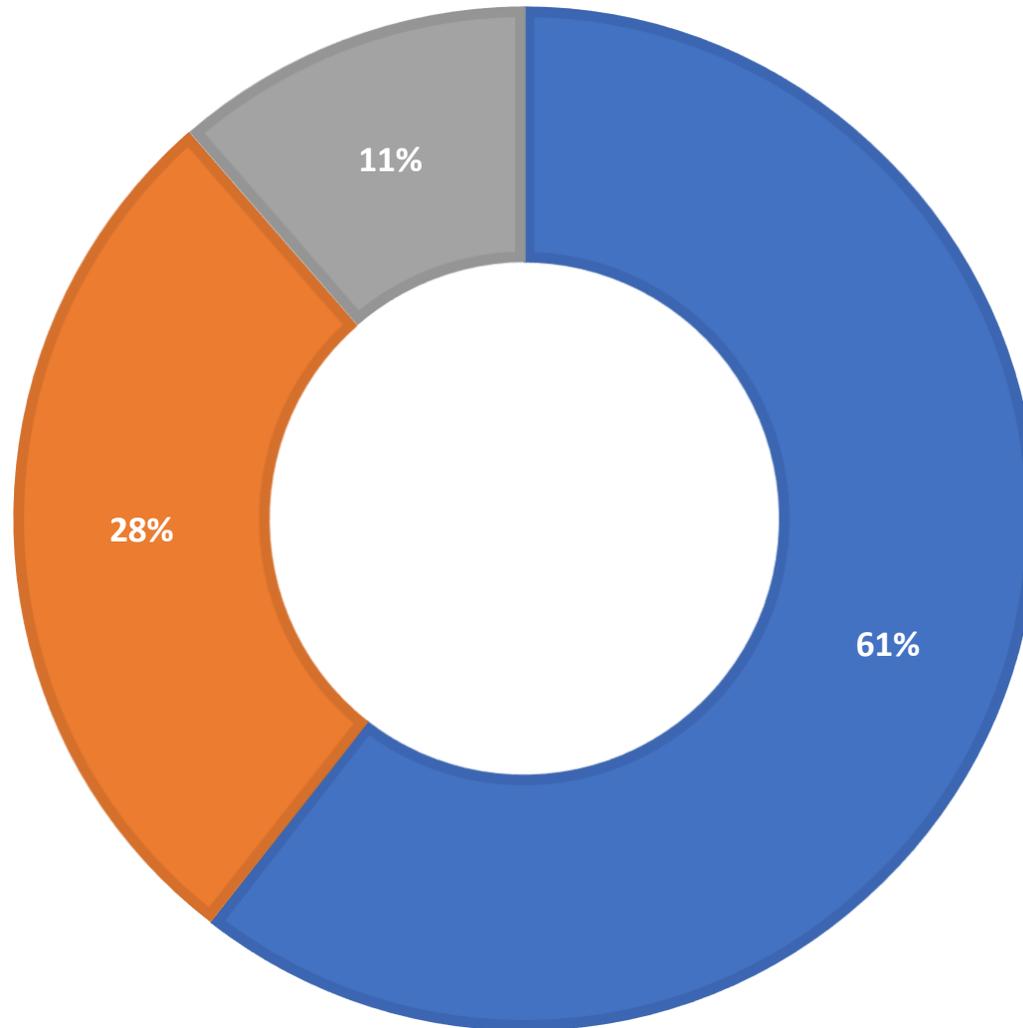
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

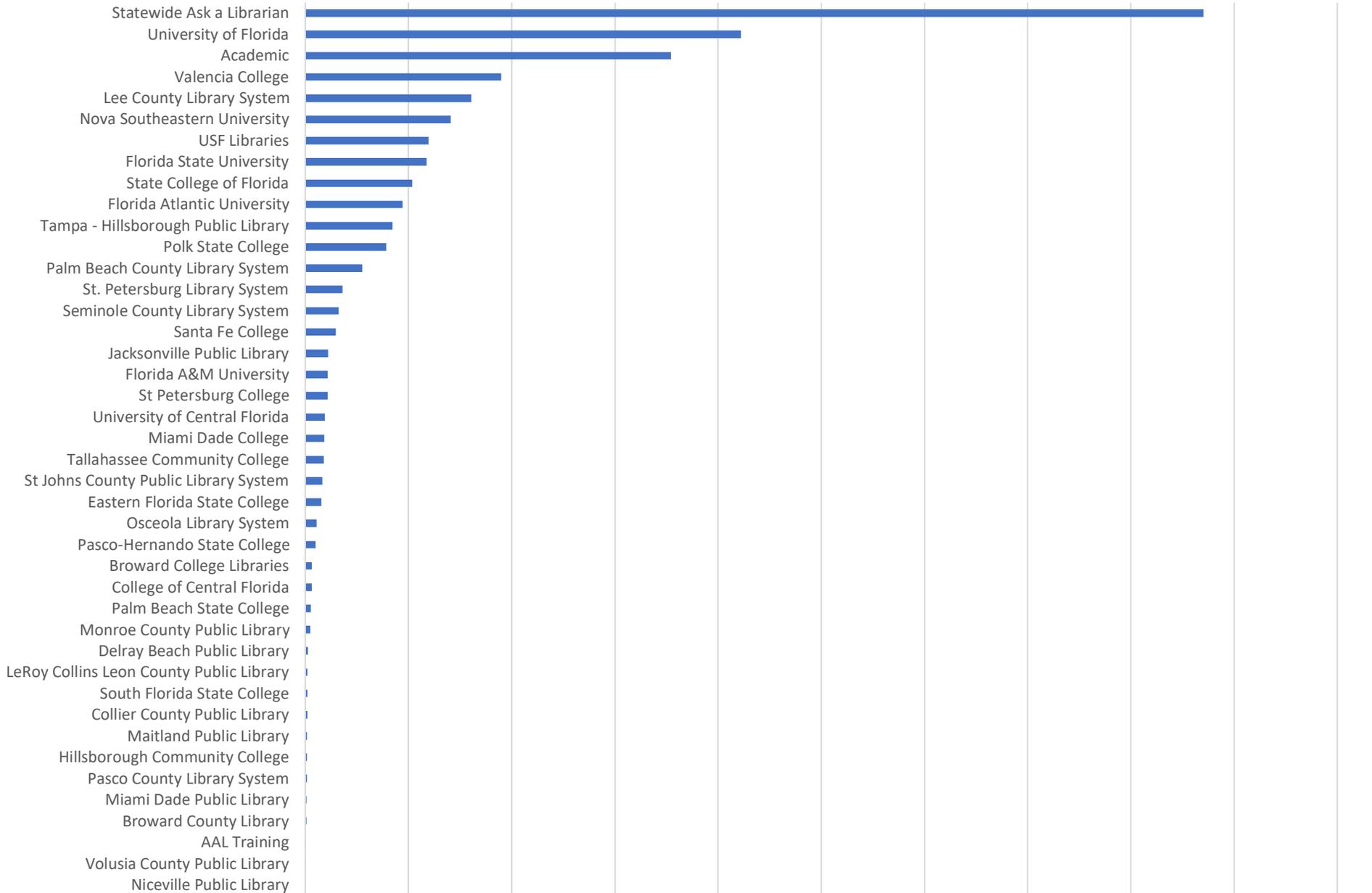


Which Departments Answered Chats (by type)?

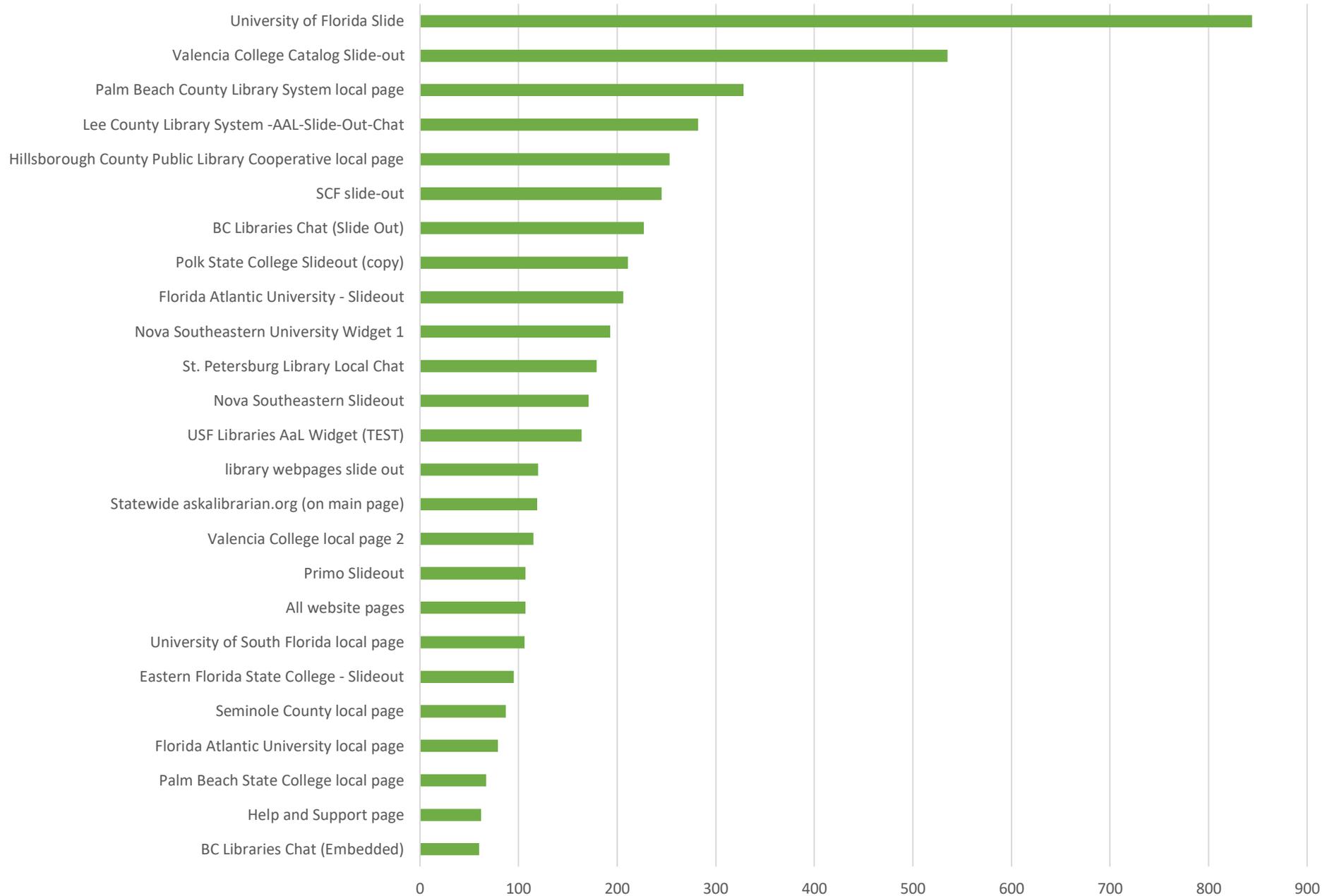
■ Local ■ Statewide Ask a Librarian ■ Academic



Which Department Answered Chats (by local library)?



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



Email



Total Emails by Library (Top 52)

