September 2022 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS</td>
<td>720</td>
</tr>
<tr>
<td>Chat</td>
<td>6,206</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>722</td>
</tr>
<tr>
<td>Email</td>
<td>2,574</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>10,222</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- CHAT: 61%
- EMAIL: 25%
- SMS: 7%
- FAQ: 7%
What Devices are Patrons Using to Ask Questions?

- iPad: 51%
- iPhone: 29%
- Windows: 10%
- Android: 4%
- Chrome OS: 5%
- Macintosh: 1%
SMS
Chat
What Percent of Chats Were Answered/Missed?

- Missed: 12%
- Answered: 88%
Which Departments Answered Chats (by type)?

- Local: 61%
- Statewide Ask a Librarian: 28%
- Academic: 11%
Which Widgets Brought in the Most Chats (Top 25)?

- University of Florida Slide
- Valencia College Catalog Slide-out
- Palm Beach County Library System local page
- Lee County Library System - AAL-Slide-Out-Chat
- Hillsborough County Public Library Cooperative local page
- SCF slide-out
- BC Libraries Chat (Slide Out)
- Polk State College Slideout (copy)
- Florida Atlantic University - Slideout
- Nova Southeastern University Widget 1
- St. Petersburg Library Local Chat
- Nova Southeastern Slideout
- USF Libraries AaL Widget (TEST)
- Library webpages slide out
- Statewide askalibrarian.org (on main page)
- Valencia College local page 2
- Primo Slideout
- All website pages
- University of South Florida local page
- Eastern Florida State College - Slideout
- Seminole County local page
- Florida Atlantic University local page
- Palm Beach State College local page
- Help and Support page
- BC Libraries Chat (Embedded)