## Comparison to previous year

<table>
<thead>
<tr>
<th>Question Type</th>
<th>Total for 2021-2022</th>
<th>Total for 2020-2021</th>
<th>Total for 2019-2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS</td>
<td>6,531</td>
<td>6,546</td>
<td>7,092</td>
</tr>
<tr>
<td>Chat</td>
<td>64,459</td>
<td>73,865</td>
<td>69,975</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>6,461</td>
<td>1,920</td>
<td>1,325</td>
</tr>
<tr>
<td>Email</td>
<td>25,810</td>
<td>19,975</td>
<td>22,657</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>103,261</strong></td>
<td><strong>102,306</strong></td>
<td><strong>101,049</strong></td>
</tr>
<tr>
<td>Month</td>
<td>Live Chat per Month</td>
<td>E-mails per Month</td>
<td>Texts per Month</td>
</tr>
<tr>
<td>-------</td>
<td>---------------------</td>
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</tr>
<tr>
<td>Oct</td>
<td>7761</td>
<td>1990</td>
<td>545</td>
</tr>
<tr>
<td>Nov</td>
<td>6019</td>
<td>1542</td>
<td>443</td>
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<tr>
<td>Dec</td>
<td>2667</td>
<td>1050</td>
<td>347</td>
</tr>
<tr>
<td>Jan</td>
<td>5909</td>
<td>2295</td>
<td>592</td>
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<tr>
<td>Feb</td>
<td>6326</td>
<td>2109</td>
<td>476</td>
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<tr>
<td>Mar</td>
<td>6113</td>
<td>2274</td>
<td>510</td>
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<td>Apr</td>
<td>5854</td>
<td>1741</td>
<td>485</td>
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<td>May</td>
<td>3782</td>
<td>1988</td>
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<td>June</td>
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<td>July</td>
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<td>Aug</td>
<td>5157</td>
<td>2180</td>
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<td>Sept</td>
<td>6206</td>
<td>2574</td>
<td>720</td>
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<tr>
<td><strong>Totals</strong></td>
<td><strong>64459</strong></td>
<td><strong>25810</strong></td>
<td><strong>6531</strong></td>
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</tbody>
</table>
Total Transactions by Entry Point (Top 50)
What’s the Breakdown of Questions by Source?

- CHAT: 72%
- EMAIL: 20%
- SMS: 6%
- FAQ: 2%

Image of a pie chart showing the breakdown of question sources.
What Devices are Patrons Using to Ask Questions?

- iPad: 53%
- Chrome OS: 9%
- Android: 4%
- iPhone: 4%
- Macintosh: 29%
- Windows: 1%
Total SMS by Library (Top 49)

Hillsborough County Public Library Cooperative
Seminole County Library System
Lee County Library System
Palm Beach County Library System
Valencia College
State-Wide AskALibrarian Queue
Palm Beach State College
Manatee County Public Library System
Broward County Library
Pasco County Library System
University of Florida
Jacksonville Public Library
Miami Dade College
State College of Florida
USF Libraries
St Johns County Public Library System
St Petersburg College
Indian River State College
University of Central Florida
Florida Atlantic University
Eastern Florida State College
Volusia County Public Library
Polk State College
LeRoy Collins Leon County Public Library
Citrus County Library System
Heartland Library Cooperative
Florida A&M University
Pasco-Hernando State College
TCC
Santa Fe College
Miami Dade Public Library
Monroe Co. Public Library--Florida Keys
Lake County Library System
AAL Helpdesk
St. Petersburg Library System
South Florida State College
Sarasota County Libraries and Historical Resources
Hodges University
Hialeah Public Libraries
Florida State University
Maitland Public Library
Florida Gateway College
Palm Beach Atlantic University
Suwannee River Regional Library System
Nova Southeastern University
Florida Memorial University
Southern Technical College
Medical Prep Institute of Tampa Bay
College of Central Florida
Chat
What Percent of Chats Were Answered/Missed?

- Answered: 90%
- Missed: 10%
Which Departments Answered Chats (by type)?

- Statewide Ask a Librarian: 64%
- Academic: 28%
- Local: 8%
Which Department Answered Chats (by Local Library – Top 51)?

- Statewide Ask a Librarian
- University of Florida
- Valencia College
- Academic
- Lee County Library System
- USF Libraries
- Tampa - Hillsborough Public Library
- Florida State University
- Florida Atlantic University
- State College of Florida
- Nova Southeastern University
- Polk State College
- St. Petersburg Library System
- Seminole County Library System
- St Petersburg College
- Miami Dade College
- Santa Fe College
- Osceola Library System
- Florida A&M University
- University of Central Florida
- St Johns County Public Library System
- Palm Beach County Library System
- Pasco-Hernando State College
- Tallahassee Community College
- Jacksonville Public Library
- Eastern Florida State College
- Palm Beach State College
- College of Central Florida
- Monroe County Public Library
- Pasco County Library System
- Broward College Libraries
- Indian River State College
- Maitland Public Library
- AAL Training
- Delray Beach Public Library
- Broward County Library
- South Florida State College
- Hillsborough Community College
- Hodges University
- Collier County Public Library
- Miami Dade Public Library
- LeRoy Collins Leon County Public Library
- Alachua County Library District
- Manatee County Public Library System
- Volusia County Public Library
- Lake County Library System
- Florida SouthWestern State College
- TBLC-SUPPORT
- Citrus County Library System
- Heartland Library Cooperative
- Palm Beach Atlantic University
Which Widgets Brought in the Most Chats (Top 25)?

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