

AskALibrarian.org

the Human Search Engine



Fiscal Year

October 2021 - September 2022 Statistics

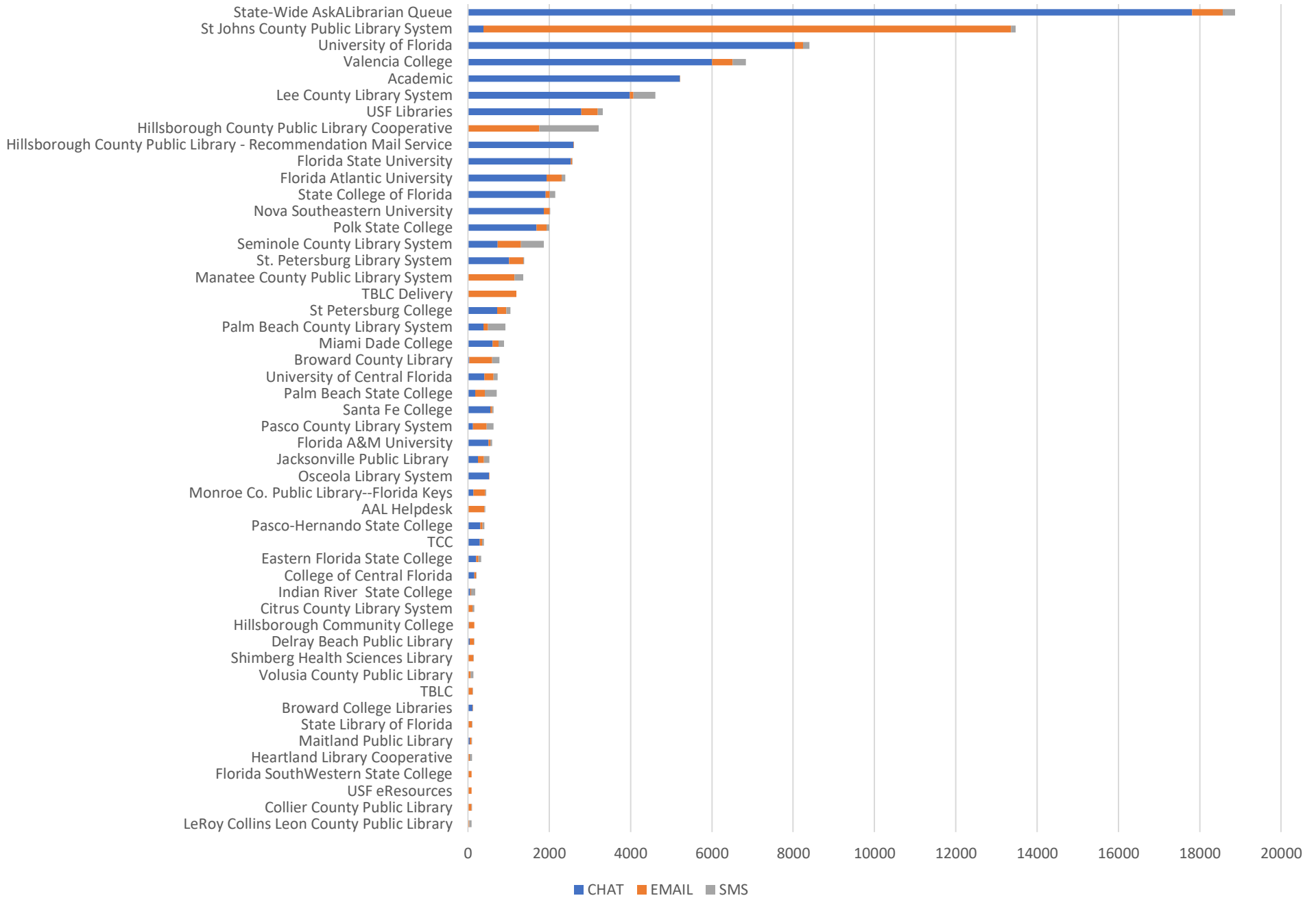
Comparison to previous year

Question Type	Total for 2021-2022	Total for 2020-2021	Total for 2019-2020
SMS	6,531	6,546	7,092
Chat	64,459	73,865	69,975
FAQ Views	6,461	1,920	1,325
Email	25,810	19,975	22,657
Total	103,261	102,306	101,049

Chat, Email, SMS and FAQ Views by Month

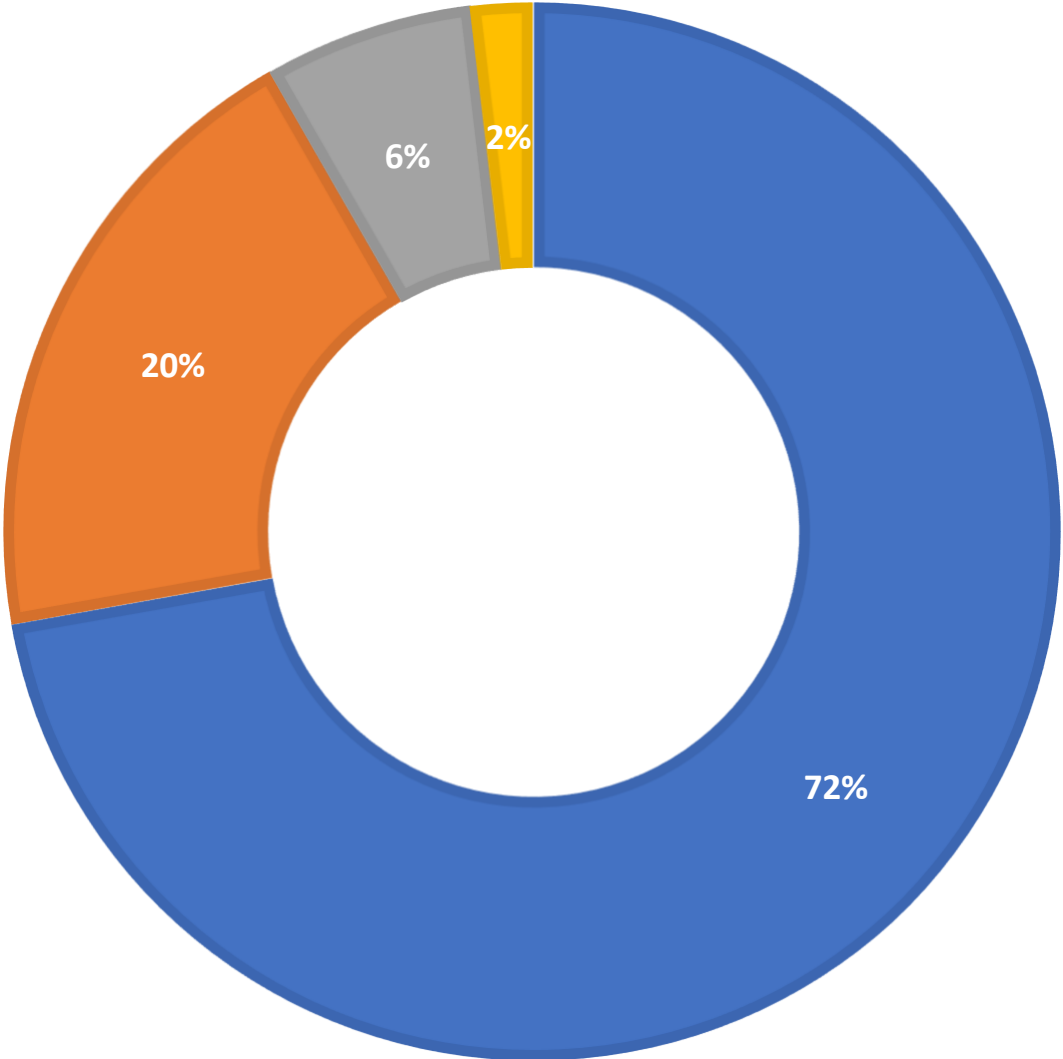
Month	Live Chat per Month	E-mails per Month	Texts per Month	FAQ Views per Month	Combined Sessions Per Month
Oct	7761	1990	545	288	10584
Nov	6019	1542	443	259	8263
Dec	2667	1050	347	532	4596
Jan	5909	2295	592	542	9338
Feb	6326	2109	476	370	9281
Mar	6113	2274	510	668	9565
Apr	5854	1741	485	897	8977
May	3782	1988	519	644	6933
June	4406	3465	570	558	8999
July	4259	2602	492	478	7831
Aug	5157	2180	832	503	8672
Sept	6206	2574	720	722	10222
Totals	64459	25810	6531	6461	103261

Total Transactions by Entry Point (Top 50)



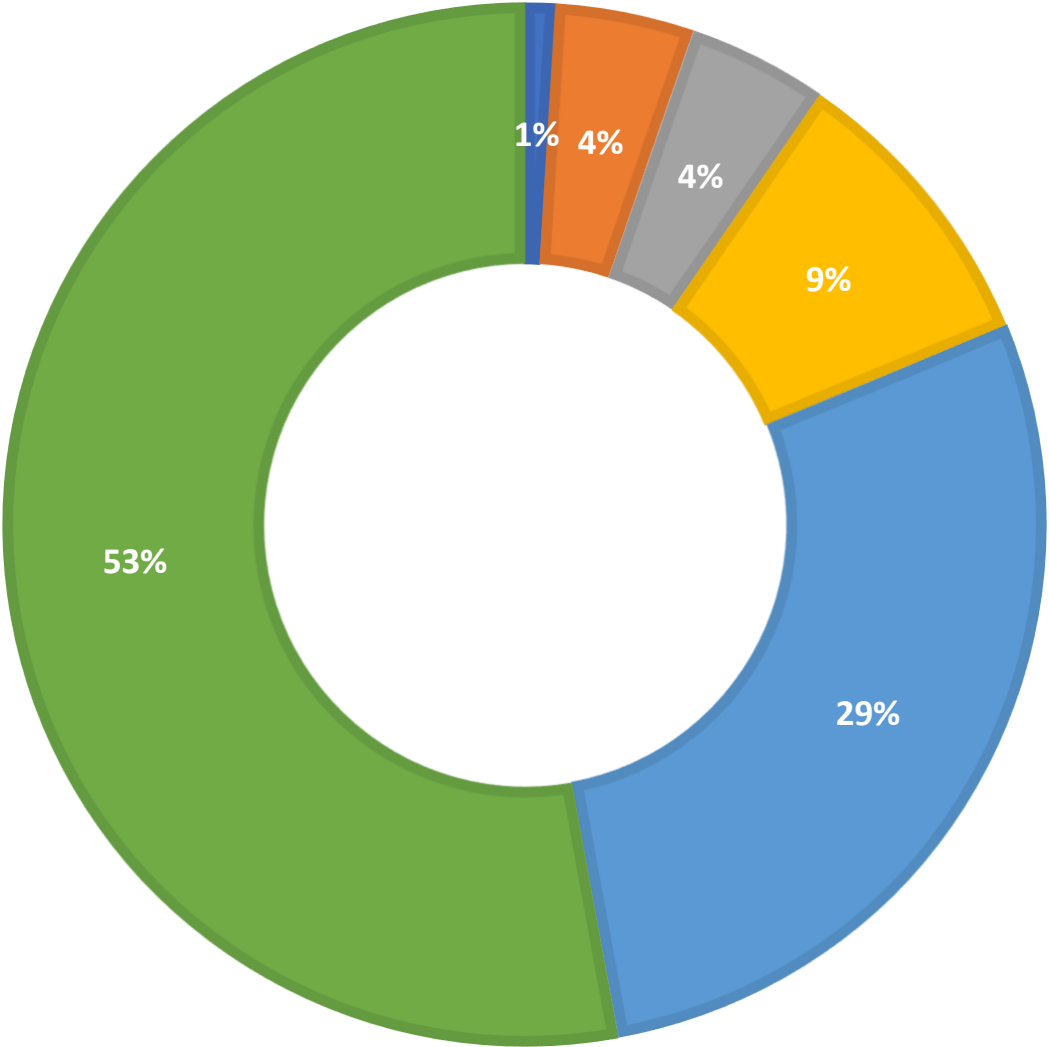
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

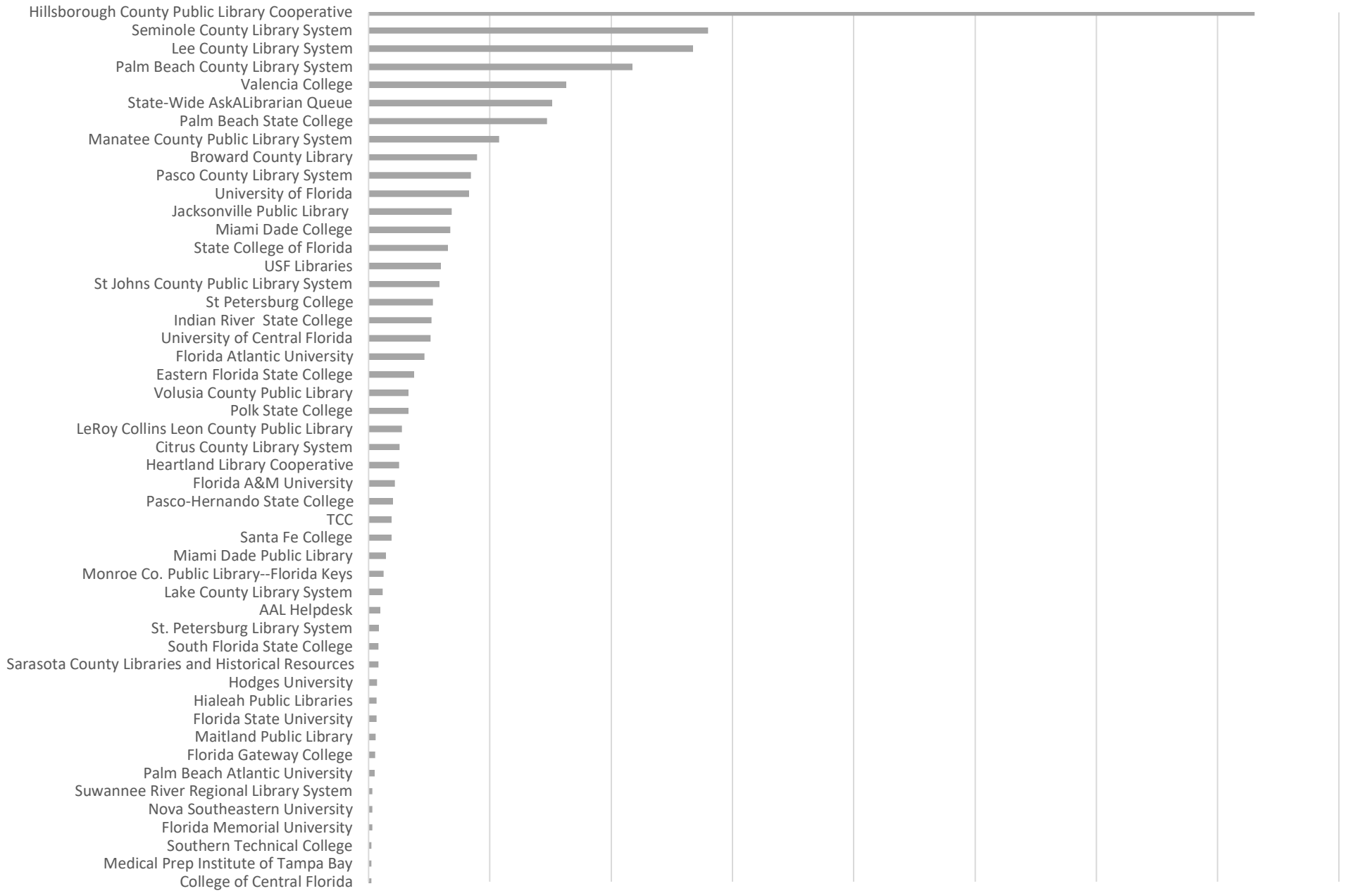
■ iPad ■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library (Top 49)

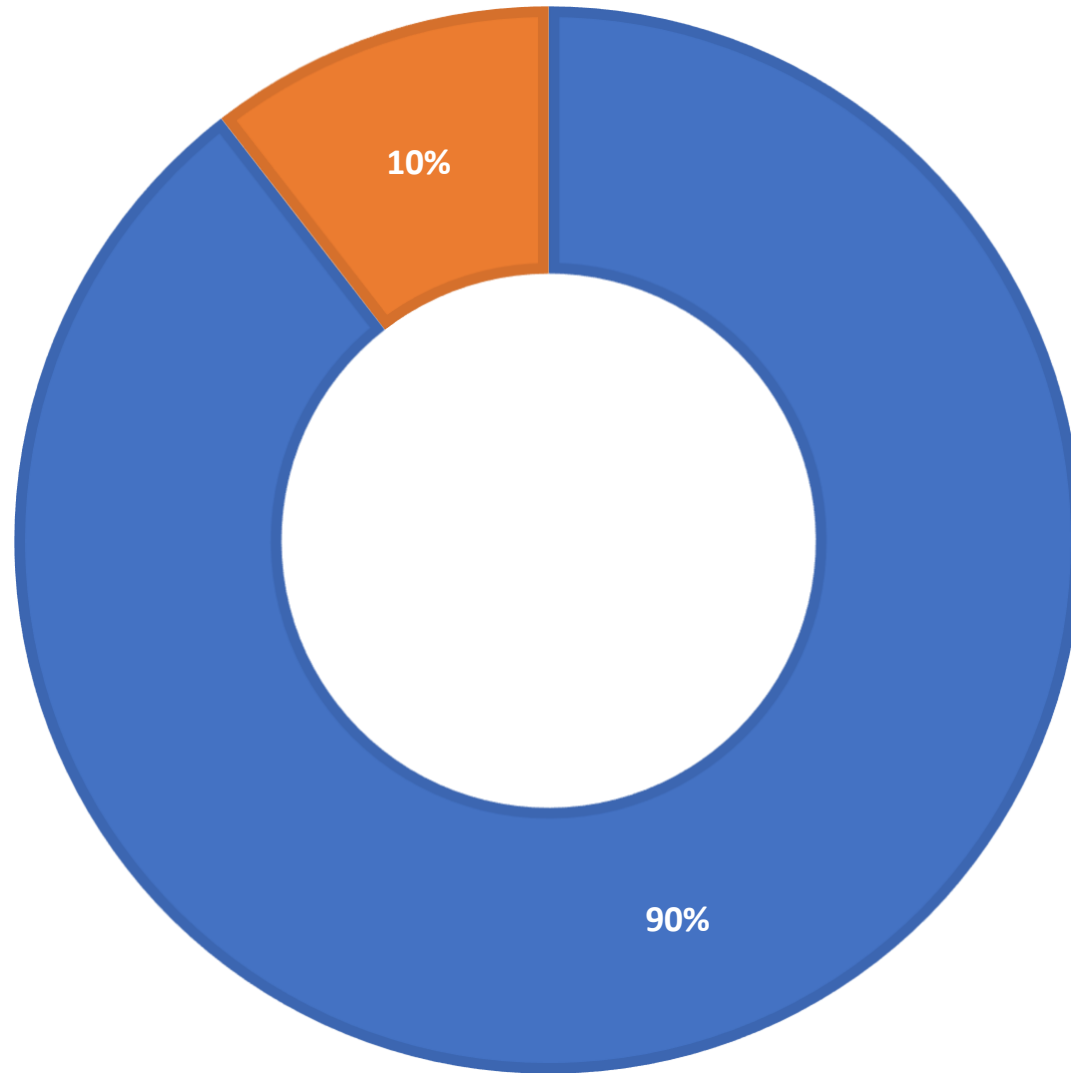


Chat



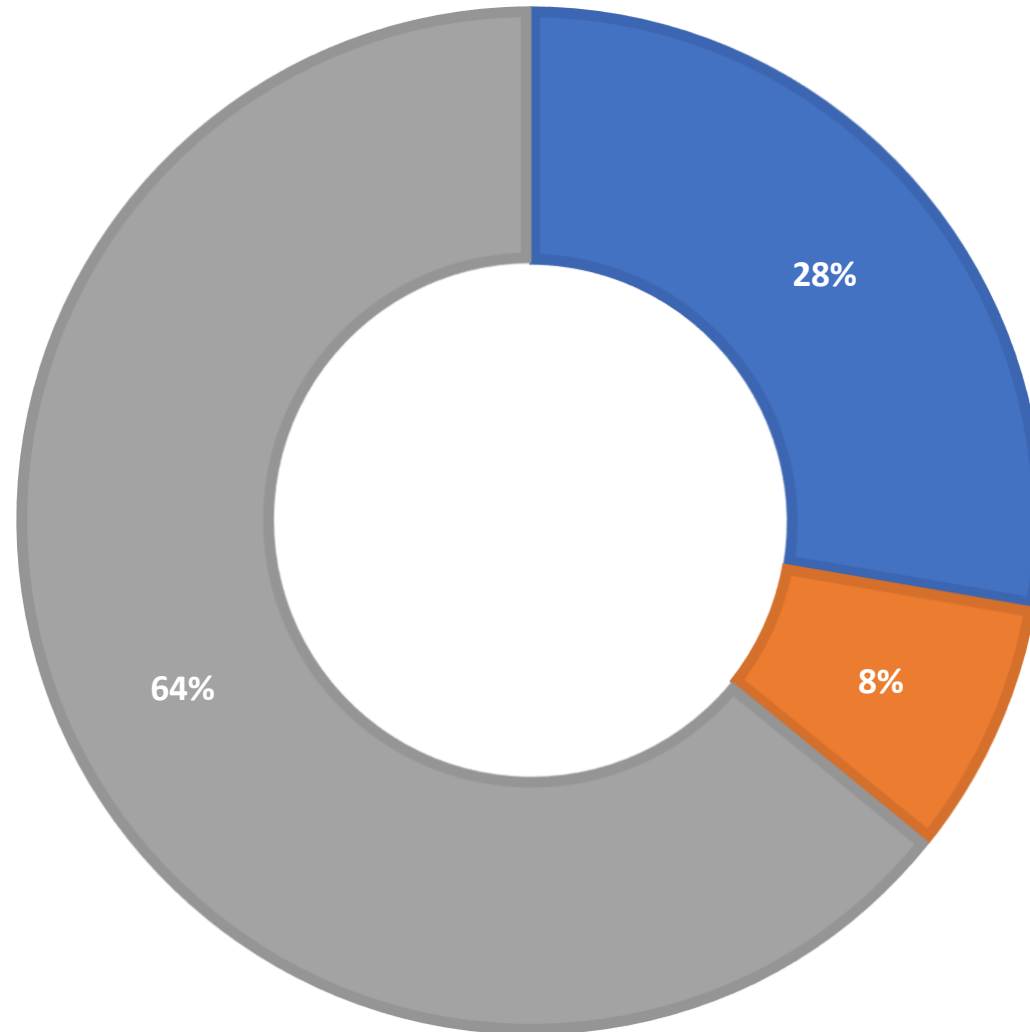
What Percent of Chats Were Answered/Missed?

■ ANSWERED ■ MISSED

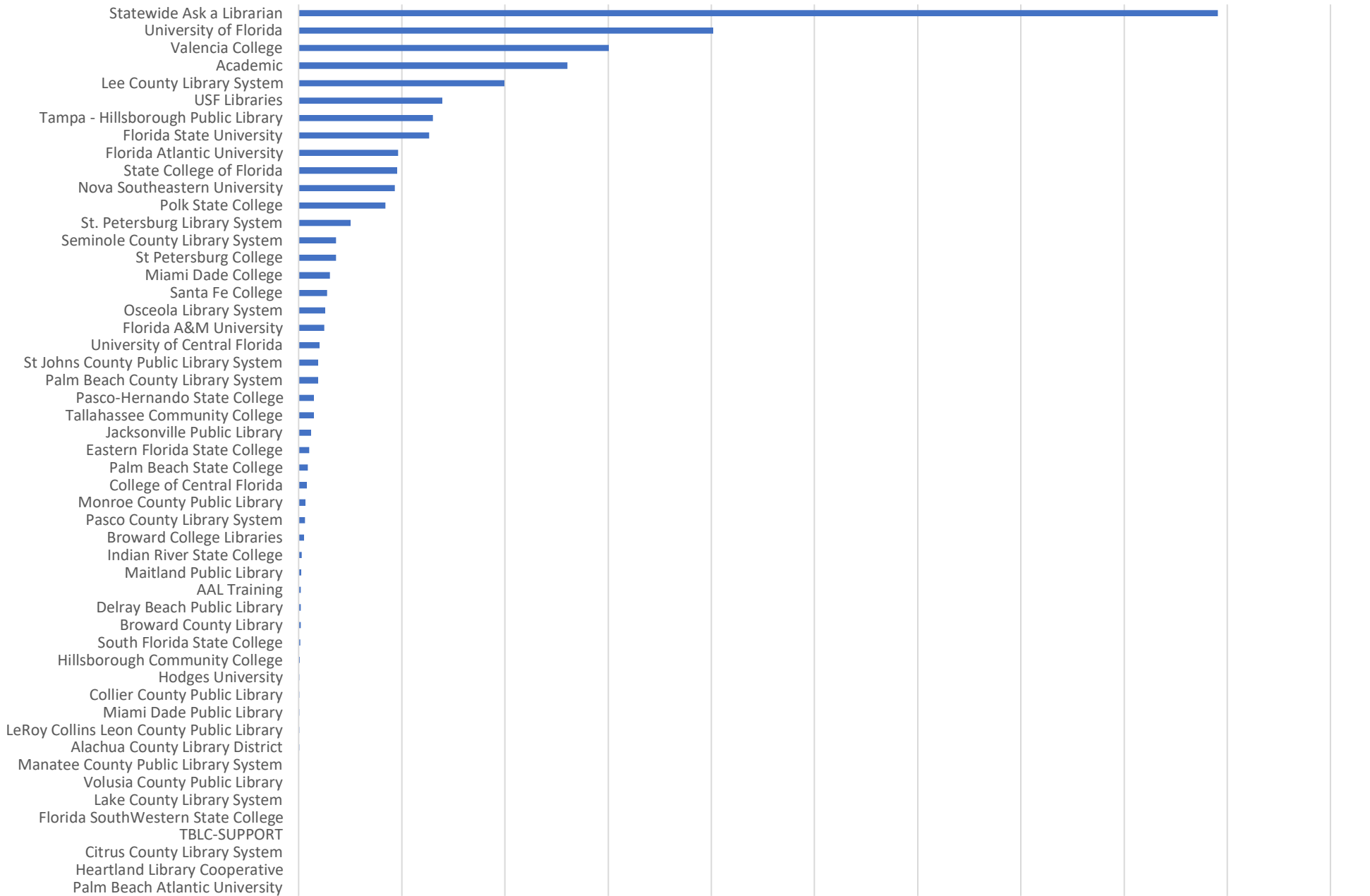


Which Departments Answered Chats (by type)?

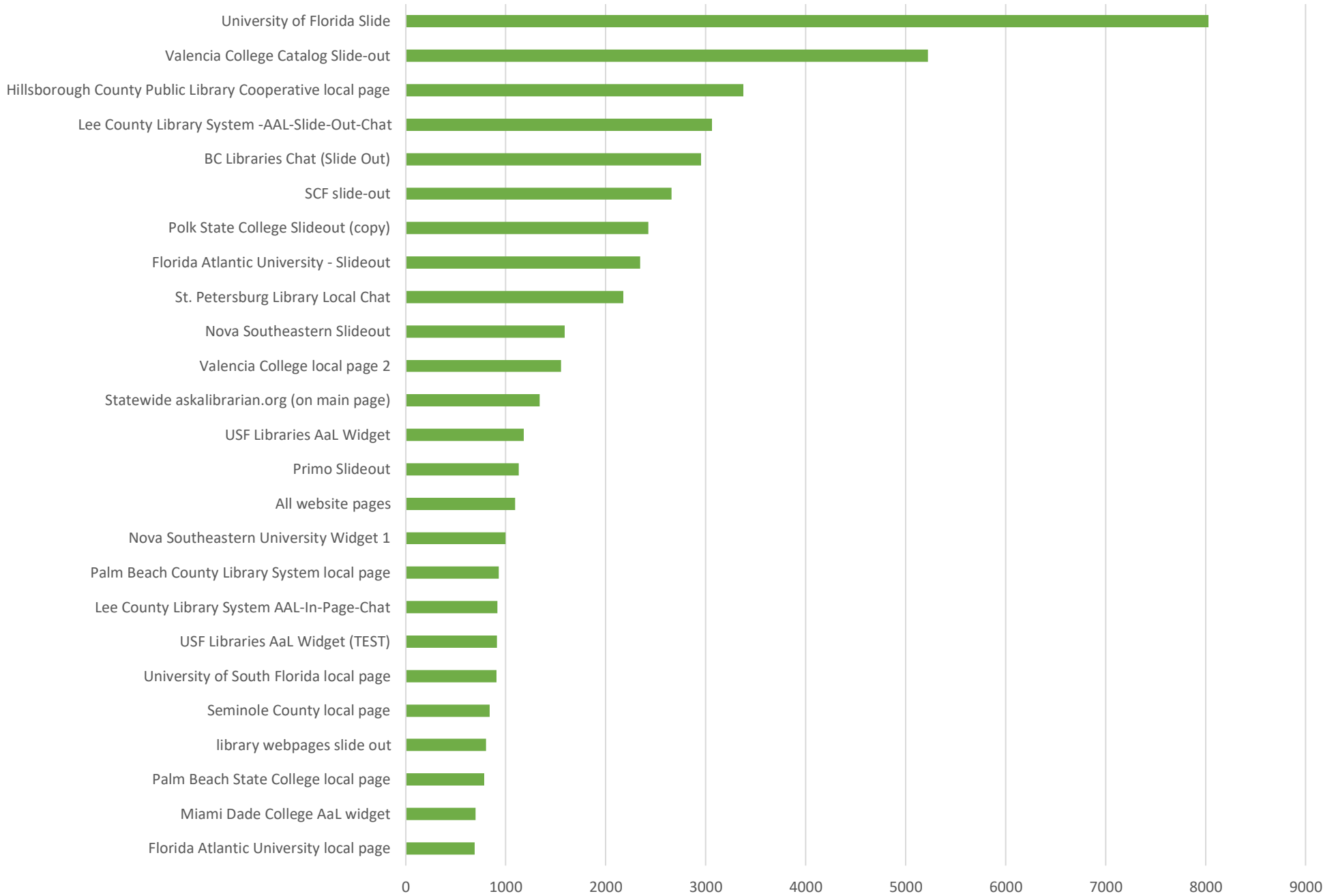
■ Statewide Ask a Librarian ■ Academic ■ Local



Which Department Answered Chats (by Local Library – Top 51)?



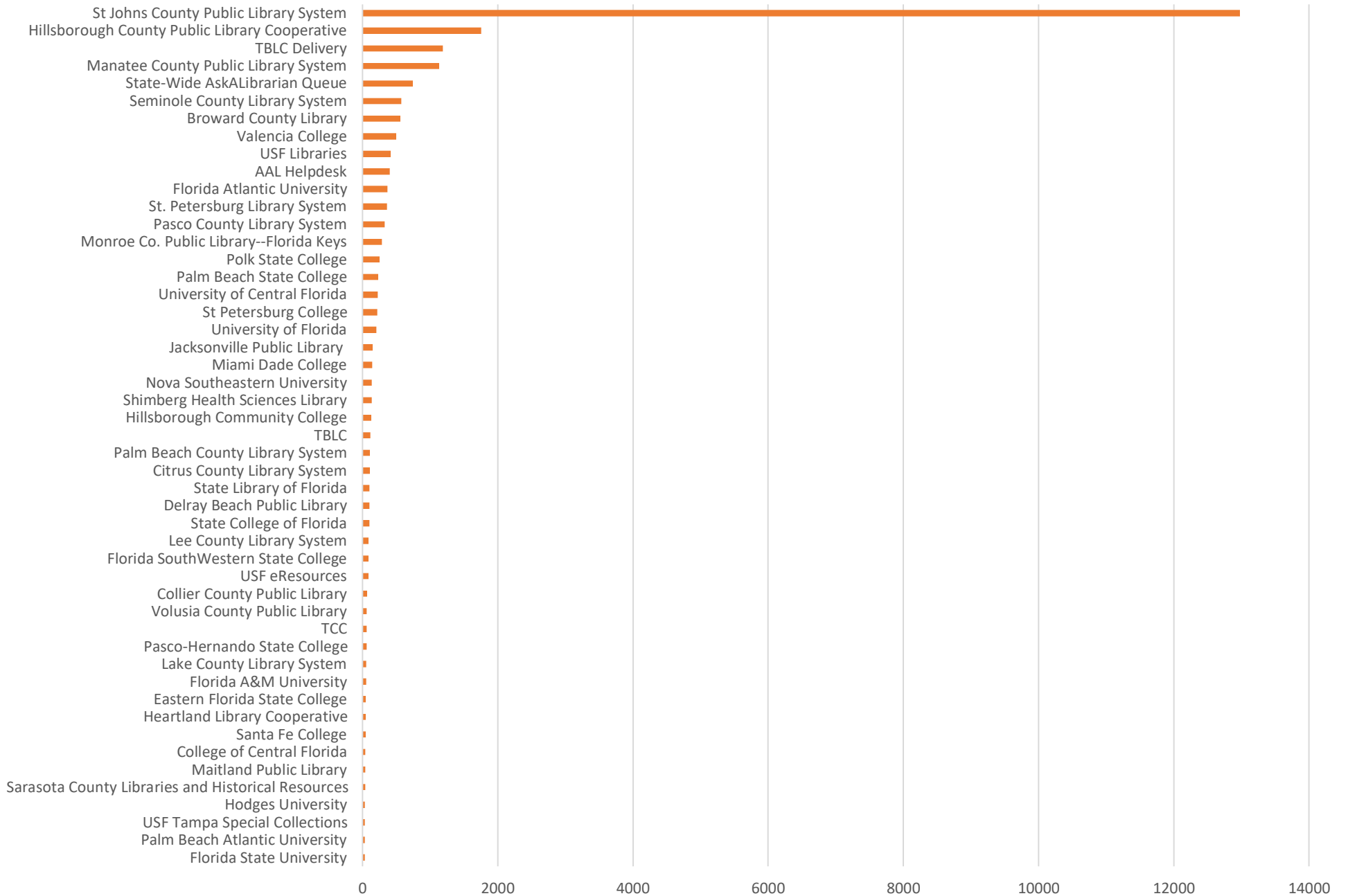
Which Widgets Brought in the Most Chats (Top 25)?



Email



Total Emails by Library (Top 49)



FAQ Views by Month

