October 2022 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS</td>
<td>726</td>
</tr>
<tr>
<td>Chat</td>
<td>7,926</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>540</td>
</tr>
<tr>
<td>Email</td>
<td>2,223</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,415</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- Chat: 69%
- Email: 20%
- SMS: 6%
- FAQ: 5%
What Devices are Patrons Using to Ask Questions?

- iPad: 51%
- Windows: 33%
- iPhone: 7%
- Chrome OS: 5%
- Android: 3%
- Macintosh: 1%
What Percent of Chats Were Answered/Missed?

- Answered: 89%
- Missed: 11%
Which Departments Answered Chats (by type)?

- Statewide: 58%
- Academic: 29%
- Local: 13%
Which Department Answered Chats (by local library)?

- Statewide Ask a Librarian
- Academic
- University of Florida
- Lee County Library System
- Valencia College
- Nova Southeastern University
- USF Libraries
- Florida State University
- State College of Florida
- Polk State College
- Tampa - Hillsborough Public Library
- Florida Atlantic University
- Tallahassee Community College
- St. Petersburgh Library System
- Santa Fe College
- Seminole County Library System
- Eastern Florida State College
- Miami Dade College
- St Petersburg College
- University of Central Florida
- Palm Beach County Library System
- Pasco-Hernando State College
- Jacksonville Public Library
- St Johns County Public Library System
- Florida A&M University
- Osceola Library System
- College of Central Florida
- Palm Beach State College
- Monroe County Public Library
- Broward College Libraries
- AAL Training
- South Florida State College
- LeRoy Collins Leon County Public Library
- Pasco County Library System
- Collier County Public Library
- Broward County Library
- GCSC Library (Gulf Coast State College)
- Maitland Public Library
- Manatee County Public Library System
- Delray Beach Public Library
- Miami Dade Public Library
- Indian River State College
- Hillsborough Community College
- Palm Beach Atlantic University
Which Widgets Brought in the Most Chats (Top 26)?

1. University of Florida Slide
2. Valencia College Catalog Slide-out
3. Lee County Library System - AAL-Slide-Out-Chat
4. BC Libraries Chat (Slide Out)
5. Nova Southeastern University Widget 1
6. Polk State College Slideout (copy)
7. SCF slide-out
8. Hillsborough County Public Library Cooperative local page
9. Florida Atlantic University - Slideout
10. USF Libraries Aal Widget (TEST)
11. Valencia College local page 2
12. Nova Southeastern Slideout
13. St. Petersburg Library Local Chat
14. Palm Beach County Library System local page
15. Statewide askalibrarian.org (on main page)
16. Eastern Florida State College - Slideout
17. Tallahassee Community College: Primo Slideout
18. Primo Slideout
19. library webpages slide out
20. All website pages
21. Palm Beach State College local page
22. University of South Florida local page
23. BC Libraries Chat (Embedded)
24. University of Central Florida local page
25. Help and Support page
26. Seminole County local page