December 2022 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>3,099</td>
</tr>
<tr>
<td>Email</td>
<td>1,422</td>
</tr>
<tr>
<td>SMS</td>
<td>392</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>677</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5,590</strong></td>
</tr>
</tbody>
</table>
Total Transactions by Entry Point (Top 50)
What’s the Breakdown of Questions by Source?

- CHAT: 55%
- EMAIL: 26%
- SMS: 7%
- FAQ: 12%
What Devices are Patrons Using to Ask Questions?

- iPad: 52%
- Linux: 2%
- Chrome OS: 2%
- Android: 3%
- iPhone: 5%
- Macintosh: 10%
- Windows: 26%
SMS
Total SMS by Library

1. Hillsborough County Public Library Cooperative
2. Palm Beach County Library System
3. Seminole County Library System
4. Lee County Library System
5. Palm Beach State College
6. State-Wide AskALibrarian Queue
7. Broward County Library
8. University of Florida
9. Pasco County Library System
10. Manatee County Public Library System
11. Valencia College
12. Jacksonville Public Library
13. Volusia County Public Library
14. State College of Florida
15. St Johns County Public Library System
16. Florida Atlantic University
17. USF Libraries
18. St Petersburg College
19. Miami Dade College
20. LeRoy Collins Leon County Public Library
21. Lake County Library System
22. TCC
23. Sarasota County Libraries and Historical Resources
24. Polk State College
25. Nova Southeastern University
26. Heartland Library Cooperative
27. Florida A&M University
28. Citrus County Library System
29. USF eResources
30. University of Central Florida
31. Southern Technical College
32. Monroe Co. Public Library--Florida Keys
33. Miami Dade Public Library
34. Maitland Public Library
35. Indian River State College
36. Hodges University
37. Hialeah Public Libraries
38. Florida State University
39. Florida SouthWestern State College
40. Everglades University
41. Eastern Florida State College
Chat
What Percent of Chats Were Answered/Missed?

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

*Academic was closed during this period
Which Department Answered Chats (by local library)?

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

1. Lee County Library System - AAL-Slide-Out-Chat
2. University of Florida Slide
3. Hillsborough County Public Library Cooperative local page
4. Valencia College Catalog Slide-out
5. Palm Beach County Library System local page
6. St. Petersburg Library Local Chat
7. BC Libraries Chat (Slide Out)
8. Florida Atlantic University - Slideout
9. USF Libraries AaL Widget
10. SCF slide-out
11. Lee County Library System AAL-In-Page-Chat
12. Statewide askalibrarian.org (on main page)
13. library webpages slide out
14. Polk State College Slideout (copy)
15. Valencia College local page 2
16. Nova Southeastern Slideout
17. Seminole County local page
18. All website pages
19. Palm Beach State College local page
20. Nova Southeastern University Widget 1
21. Jacksonville Public Library local page
22. Eastern Florida State College - Slideout
23. Collier County Slide-out
24. Broward County Local Page
25. St Johns County Public Library System Slideout
Email