November 2022 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SMS</td>
<td>562</td>
</tr>
<tr>
<td>Chat</td>
<td>6,518</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>556</td>
</tr>
<tr>
<td>Email</td>
<td>1,969</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9,605</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- **Chat**: 68%
- **Email**: 20%
- **SMS**: 6%
- **FAQ**: 6%
What Devices are Patrons Using to Ask Questions?

- Android: 53%
- Macintosh: 31%
- Windows: 4%
- Chrome OS: 5%
- iPhone: 7%
Chat
What Percent of Chats Were Answered/Missed?

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

- Statewide: 56%
- Academic: 10%
- Local: 34%
Which Department Answered Chats (by local library)?

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

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