<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>6,484</td>
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<tr>
<td>Email</td>
<td>1,264</td>
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<tr>
<td>SMS</td>
<td>638</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>650</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>9,036</td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- **CHAT**: 72%
- **EMAIL**: 14%
- **SMS**: 7%
- **FAQ**: 7%
What Devices are Patrons Using to Ask Questions?

- iPad: 50%
- Chrome OS: 32%
- Android: 9%
- iPhone: 4%
- Macintosh: 4%
- Windows: 1%
Chat
What Percent of Chats Were Answered/Missed?

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

- Statewide: 27%
- Academic: 11%
- Local: 62%
Which Widgets Brought in the Most Chats (Top 25)?

- University of Florida Slide
- Lee County Library System - AAL-Slide-Out-Chat
- Valencia College Catalog Slide-out
- BC Libraries Chat (Slide Out)
- Hillsborough County Public Library Cooperative local page
- Florida Atlantic University - Slideout
- SCF slide-out
- St. Petersburg Library Local Chat
- Polk State College Slideout (copy)
- USF Libraries AaL Widget (TEST)
- Palm Beach County Library System local page
- Statewide askalibrarian.org (on main page)
- Valencia College local page 2
- Eastern Florida State College - Slideout
- Nova Southeastern Slideout
- Library webpages slide out
- Lee County Library System AAL-In-Page-Chat
- Jacksonville Public Library local page
- University of South Florida local page
- Palm Beach State College local page
- Seminole County local page
- Primo Slideout
- BC Libraries Chat (Embedded)
- Nova Southeastern University Widget 1
- Florida Atlantic University local page
Total Emails by Library (Top 46)

1. Hillsborough County Public Library Cooperative
2. Manatee County Public Library System
3. State-Wide AskALibrarian Queue
4. Palm Beach County Library System
5. Seminole County Library System
6. Jacksonville Public Library
7. Broward County Library
8. USF Libraries
9. St Johns County Public Library System
10. TBLC Delivery
11. Palm Beach State College
12. Valencia College
13. Monroe Co. Public Library–Florida Keys
14. St. Petersburg Library System
15. Florida Atlantic University
16. University of Florida
17. Shimberg Health Sciences Library
18. Polk State College
19. AAL Helpdesk
20. Delray Beach Public Library
21. St Petersburg College
22. Pasco County Library System
23. Lee County Library System
24. University of Central Florida
25. Miami Dade College
26. Hillsborough Community College
27. Collier County Public Library
28. State College of Florida
29. TCC
30. Citrus County Library System
31. TBLC
32. Nova Southeastern University
33. Eastern Florida State College
34. Maitland Public Library
35. USF eResources
36. Santa Fe College
37. Volusia County Public Library
38. Palm Beach Atlantic University
39. Florida A&M University
40. State Library of Florida
41. Northwest Florida State College
42. Miami Dade Public Library
43. LeRoy Collins Leon County Public Library
44. Lake County Library System
45. Hodges University
46. Heartland Library Cooperative