March 2023 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>5,956</td>
</tr>
<tr>
<td>Email</td>
<td>1,842</td>
</tr>
<tr>
<td>SMS</td>
<td>626</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>854</td>
</tr>
<tr>
<td>Total</td>
<td>9,278</td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- **CHAT**: 64%
- **EMAIL**: 20%
- **SMS**: 7%
- **FAQ**: 9%
What Devices are Patrons Using to Ask Questions?

- Windows: 55%
- Macintosh: 28%
- iPhone: 9%
- Android: 4%
- Chrome OS: 4%

28% of patrons are using Windows, 28% are using Macintosh, 9% are using iPhone, 4% are using Android, and 4% are using Chrome OS.
Total SMS by Library

Hillsborough County Public Library Cooperative
Palm Beach County Library System
Seminole County Library System
Lee County Library System
State-Wide AskALibrarian Queue
Jacksonville Public Library
Palm Beach State College
Broward County Library
Valencia College
St. Petersburg College
Pasco County Library System
St. Johns County Public Library System
Manatee County Public Library System
University of Florida
Polk State College
Eastern Florida State College
USF Libraries
Florida Atlantic University
University of Central Florida
Nova Southeastern University
Miami Dade College
State College of Florida
Miami Dade Public Library
Volusia County Public Library
South Florida State College
Santa Fe College
Pasco-Hernando State College
Niceville Public Library
LeRoy Collins Leon County Public Library
Lake County Library System
Indian River State College
Heartland Library Cooperative
Sarasota County Libraries and Historical Resources
Hialeah Public Libraries
West Florida Public Library
St. Petersburg Library System
Palm Harbor Library
Palm Beach Atlantic University
Monroe Co. Public Library--Florida Keys
Maitland Public Library
Lake Sumter State College
Florida Gateway College
Citrus County Library System
What Percent of Chats Were Answered/Missed?

- Answered: 88%
- Missed: 12%
Which Departments Answered Chats (by type)?

- Statewide: 60%
- Academic: 28%
- Local: 12%
Which Widgets Brought in the Most Chats (Top 25)?

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