<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>6,144</td>
</tr>
<tr>
<td>Email</td>
<td>1,058</td>
</tr>
<tr>
<td>SMS</td>
<td>576</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>894</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>8,672</strong></td>
</tr>
</tbody>
</table>
Total Transactions by Entry Point (Top 41)
What’s the Breakdown of Questions by Source?

- **Chat**: 71%
- **Email**: 12%
- **SMS**: 7%
- **FAQ**: 10%
What Devices are Patrons Using to Ask Questions?

- Windows: 52%
- Macintosh: 31%
- iPhone: 9%
- Chrome OS: 4%
- Android: 4%
SMS
Total SMS by Library

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

<table>
<thead>
<tr>
<th></th>
<th>MISSED</th>
<th>ANSWERED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missed</td>
<td>11%</td>
<td>89%</td>
</tr>
</tbody>
</table>
Which Departments Answered Chats (by type)?

- Statewide: 59%
- Academic: 10%
- Local: 31%
Which Widgets Brought in the Most Chats (Top 25)?

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