May 2023 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>4,460</td>
</tr>
<tr>
<td>Email</td>
<td>1,074</td>
</tr>
<tr>
<td>SMS</td>
<td>628</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>824</td>
</tr>
<tr>
<td>Total</td>
<td>6,986</td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- **64%** Chat
- **15%** Email
- **12%** FAQ
- **9%** SMS

(Chart showing the distribution of questions by source.)
What Devices are Patrons Using to Ask Questions?

- Chrome OS: 53%
- Android: 6%
- iPhone: 11%
- Macintosh: 26%
- Windows: 4%
What Percent of Chats Were Answered/Missed?

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

- Statewide: 61%
- Academic: 30%
- Local: 9%
Which Widgets Brought in the Most Chats (Top 26)?

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