

AskALibrarian.org

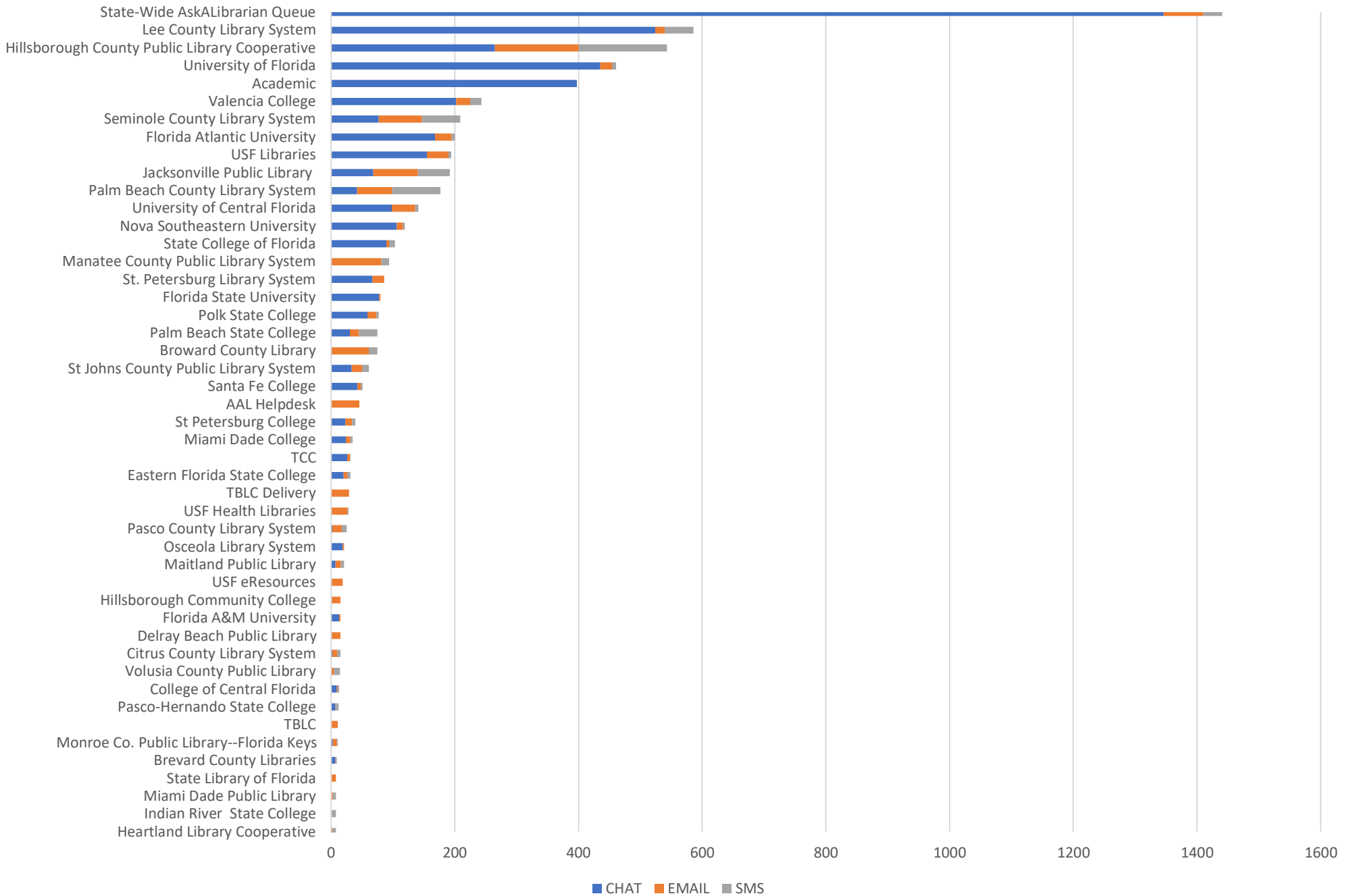
the Human Search Engine



May 2023 Statistics

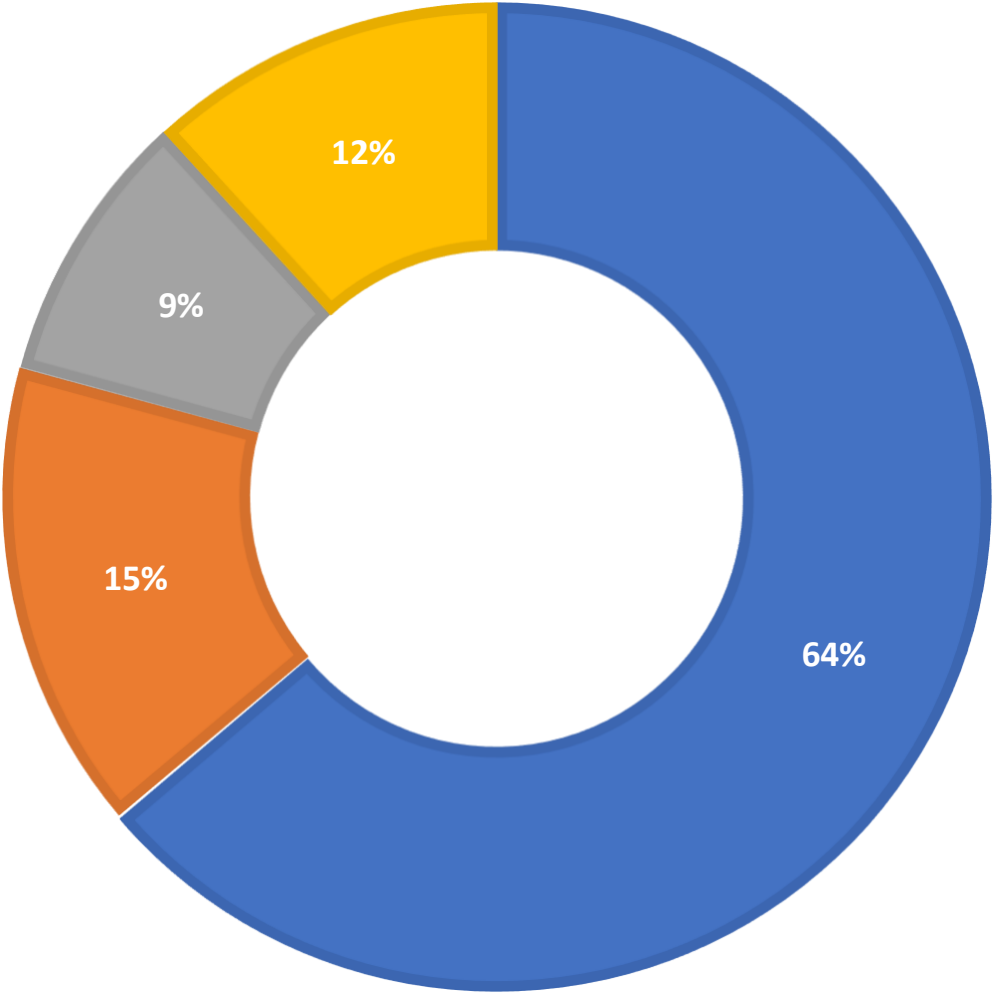
Question Type	
Chat	4,460
Email	1,074
SMS	628
FAQ Views	824
Total	6,986

Total Transactions by Entry Point (Top 47)



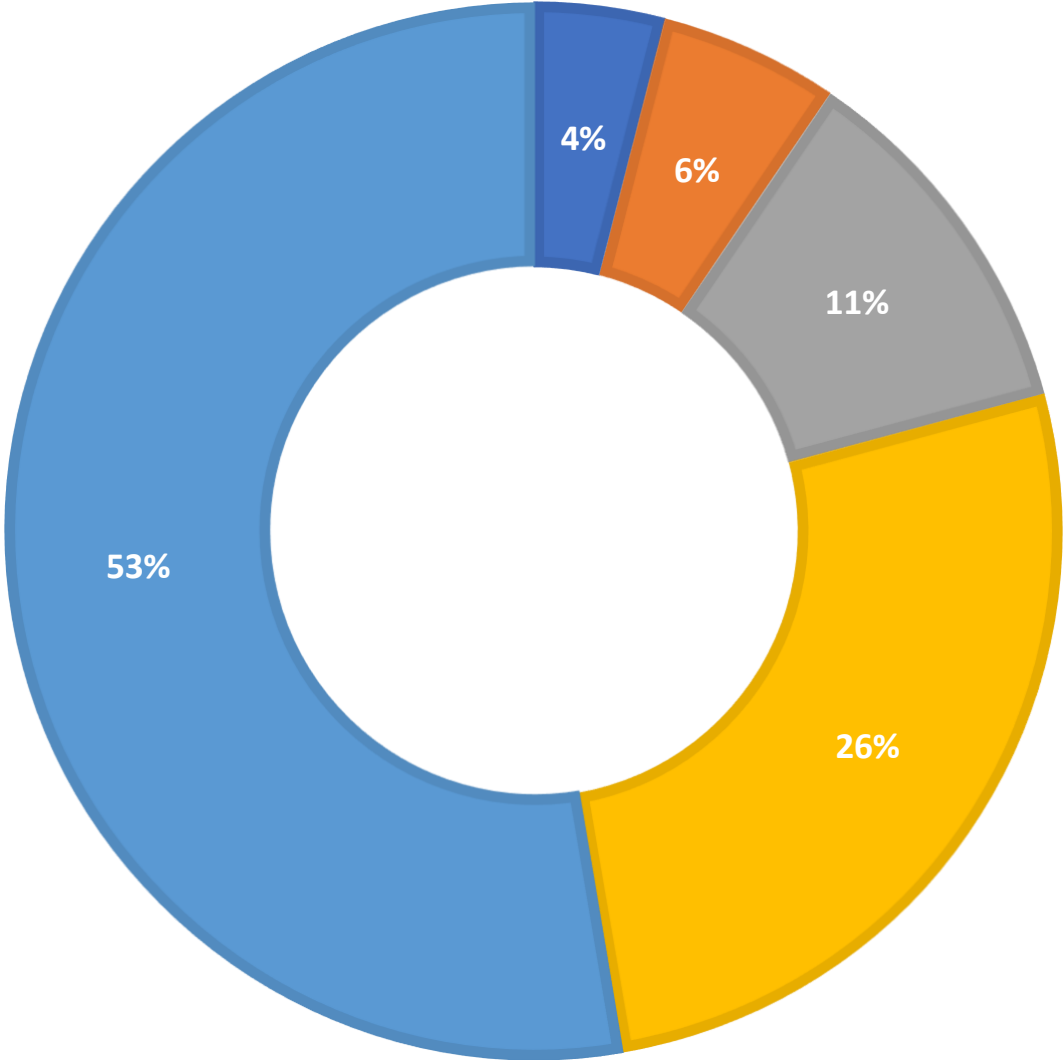
What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



What Devices are Patrons Using to Ask Questions?

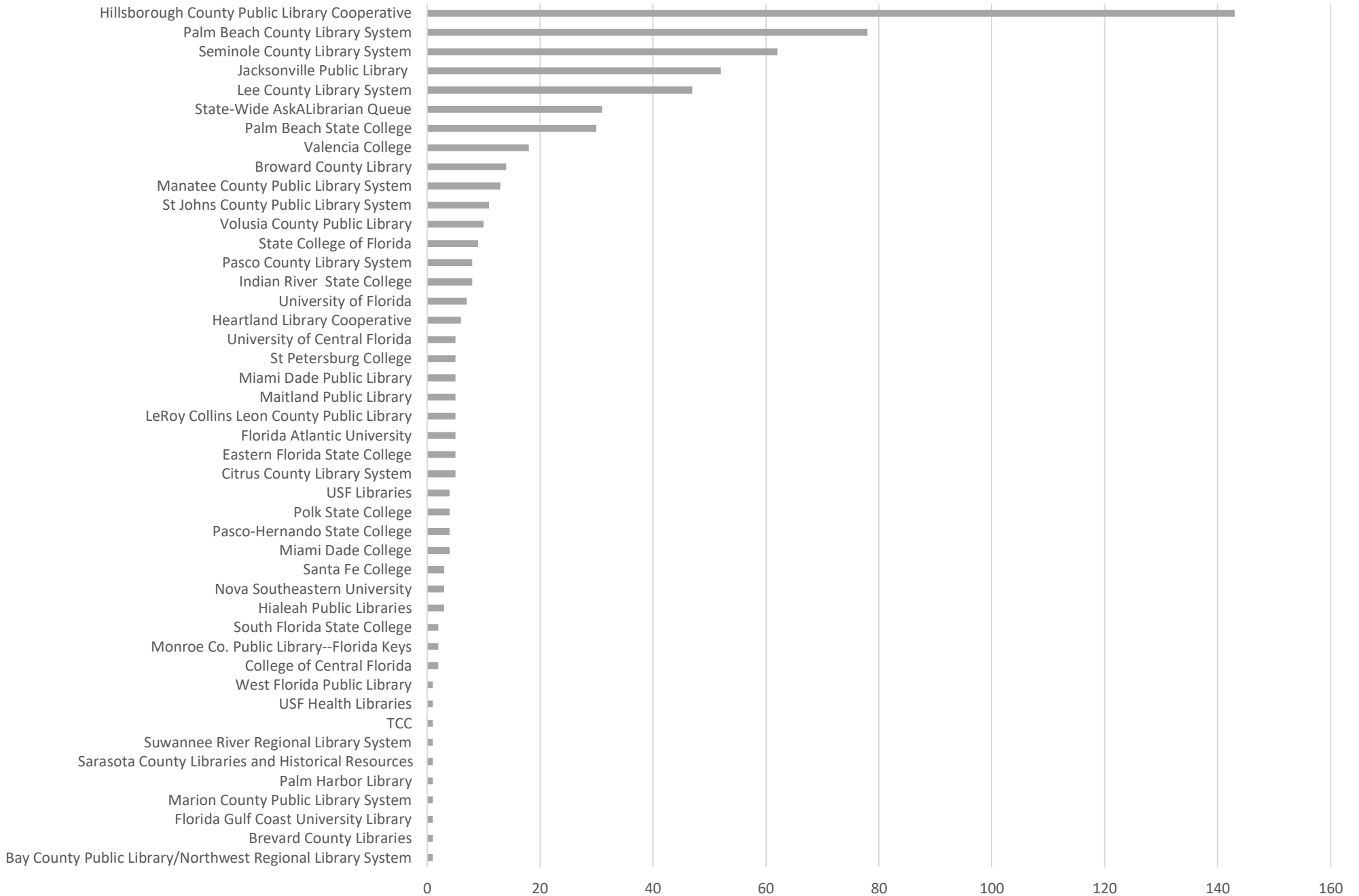
■ Chrome OS ■ Android ■ iPhone ■ Macintosh ■ Windows



SMS



Total SMS by Library

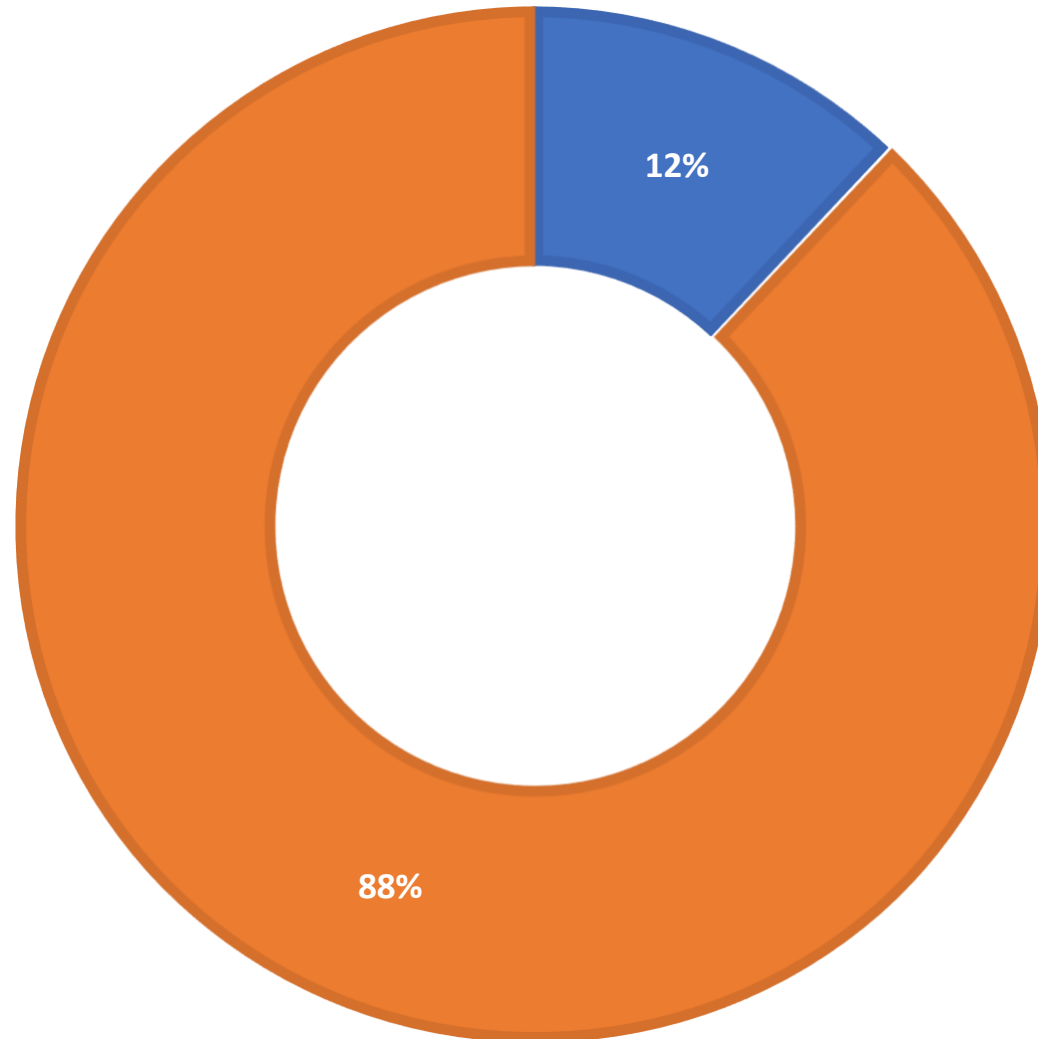


Chat



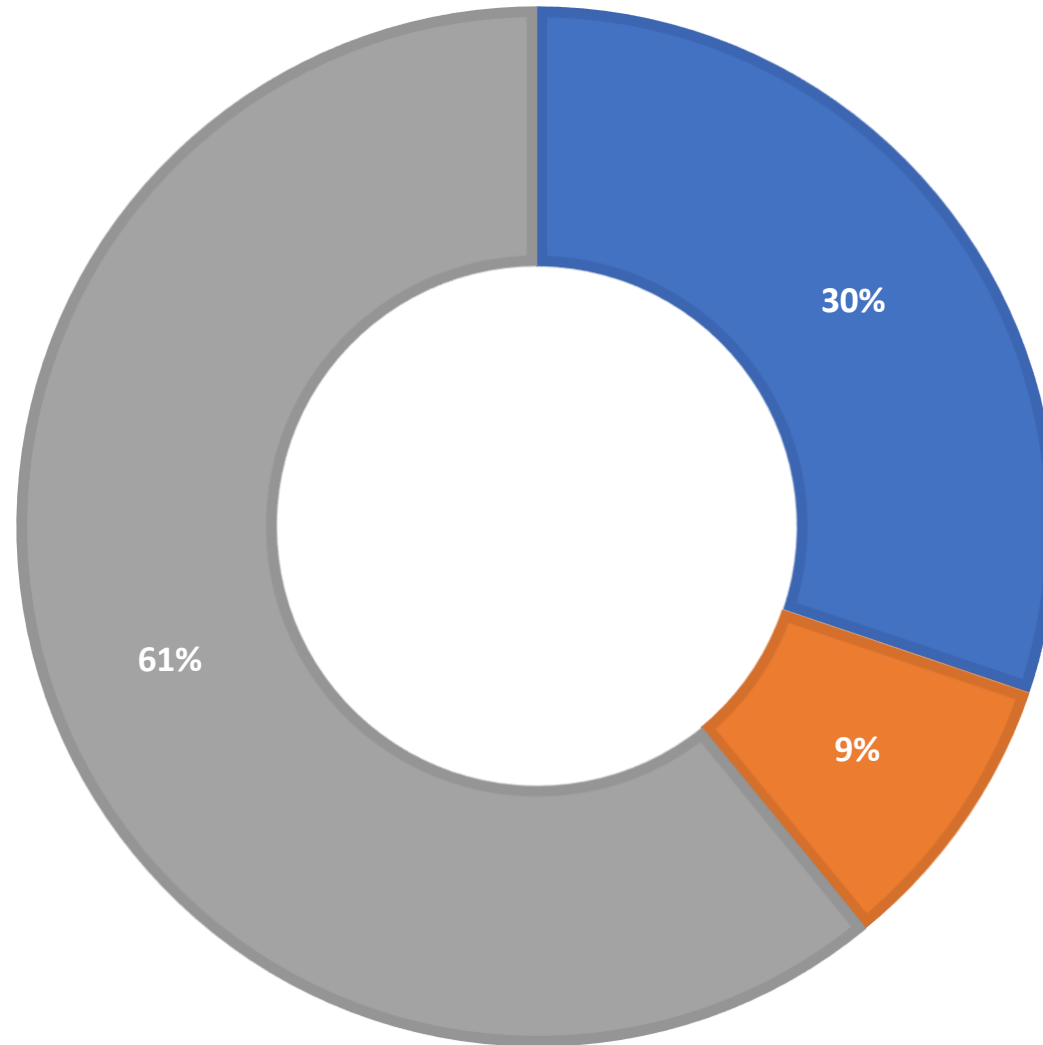
What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

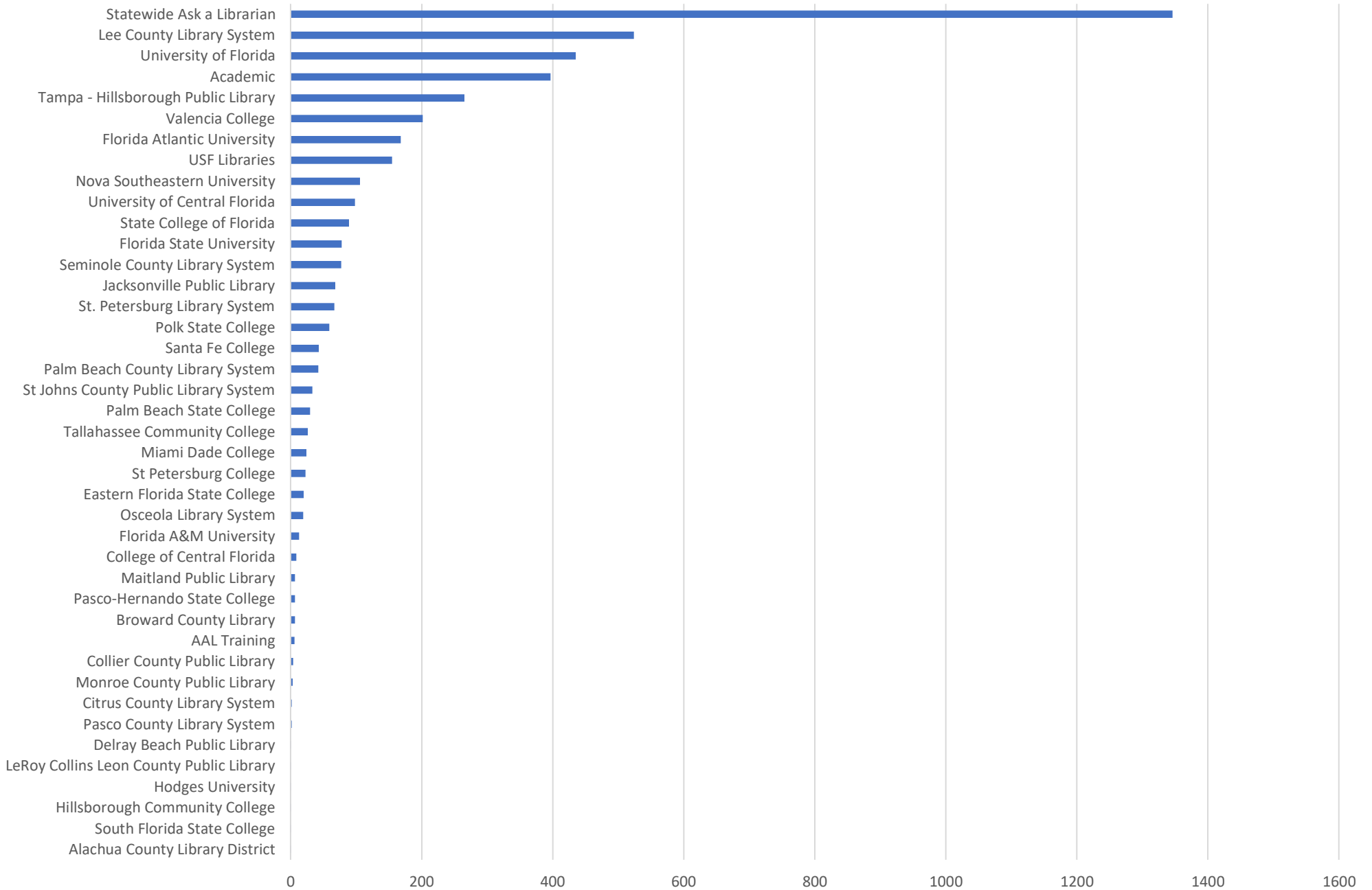


Which Departments Answered Chats (by type)?

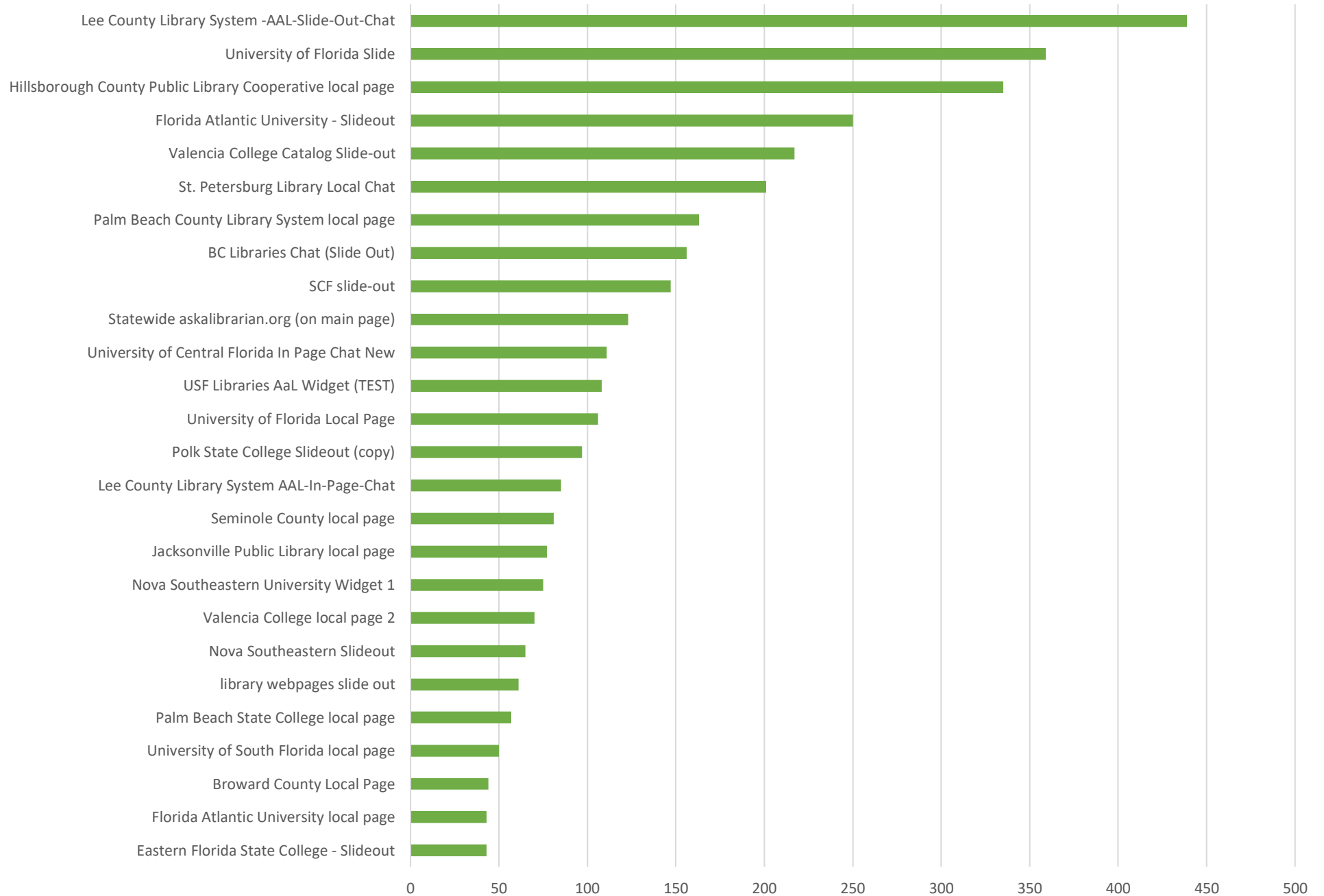
■ Statewide ■ Academic ■ Local



Which Department Answered Chats (by local library)?



Which Widgets Brought in the Most Chats (Top 26)?



Email



Total Emails by Library (Top 45)

