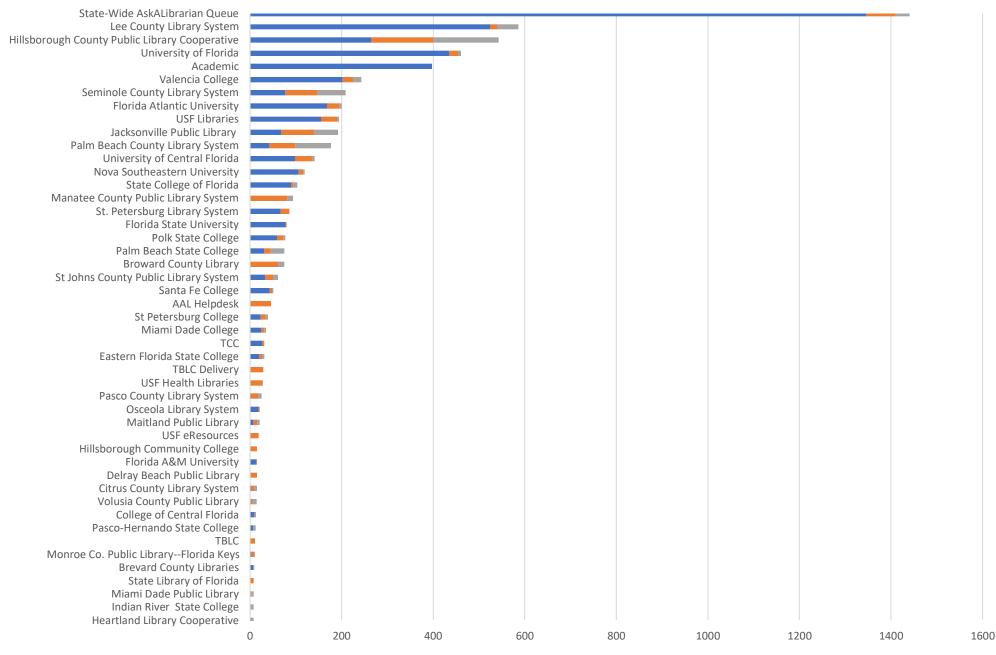


May 2023 Statistics

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

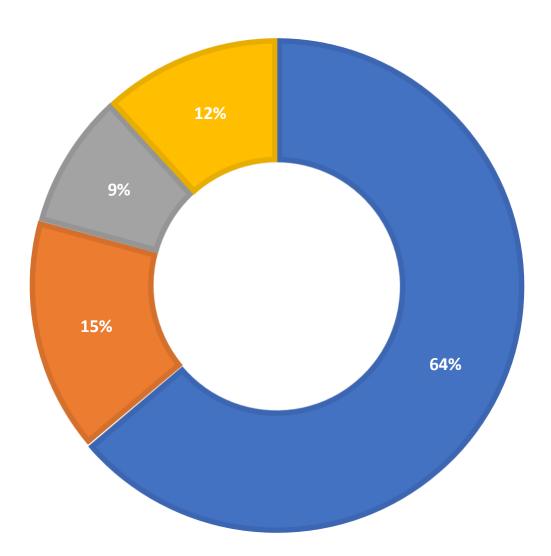
Total Transactions by Entry Point (Top 47)

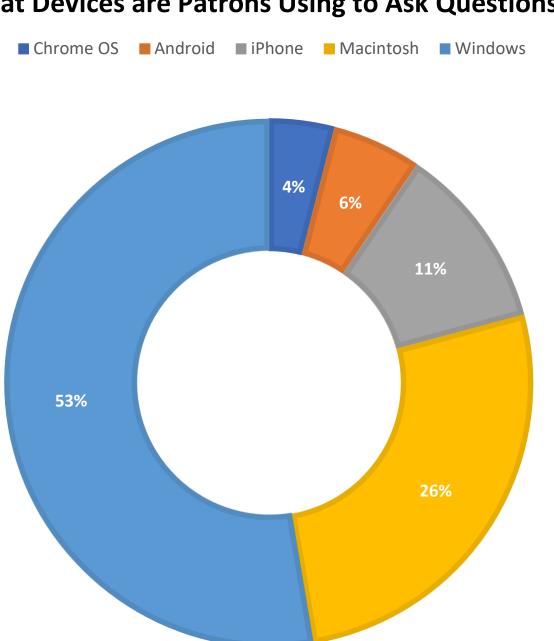


■ CHAT ■ EMAIL ■ SMS

What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ

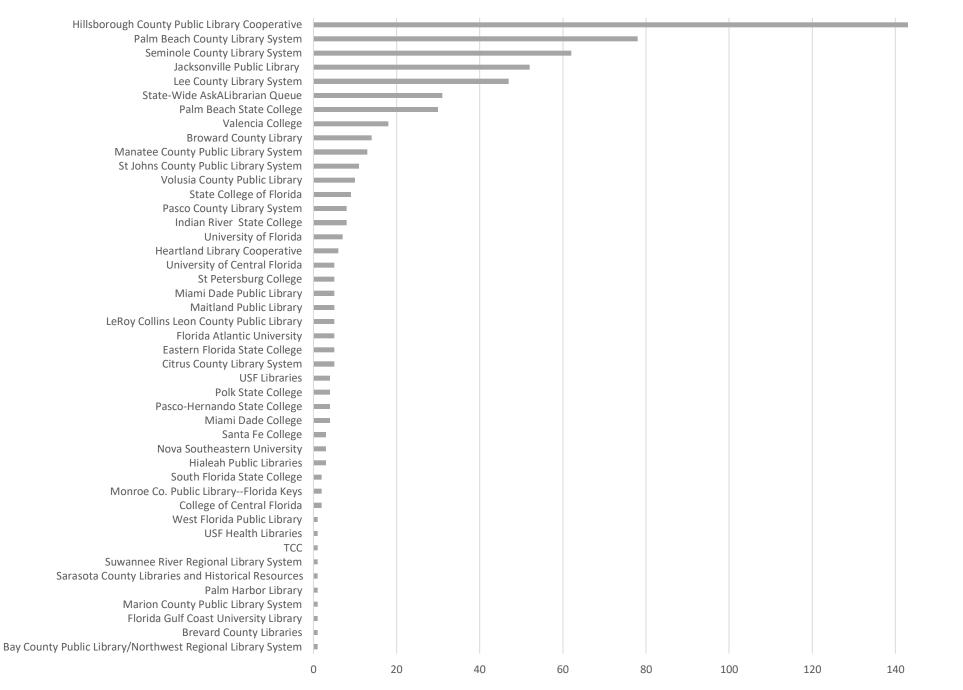




What Devices are Patrons Using to Ask Questions?



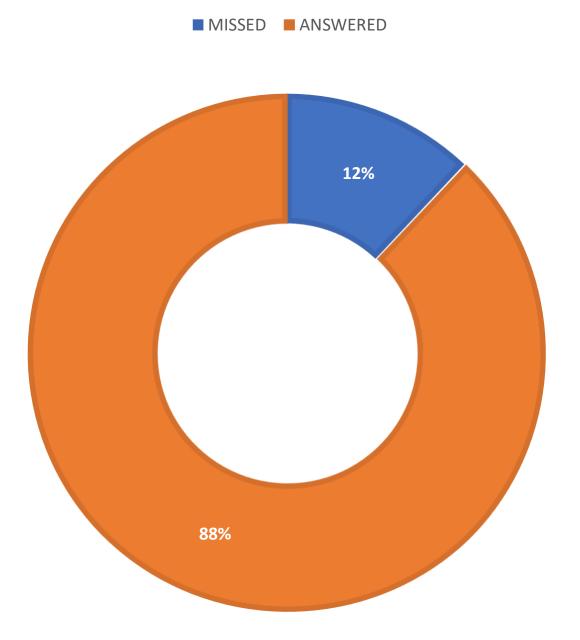
Total SMS by Library



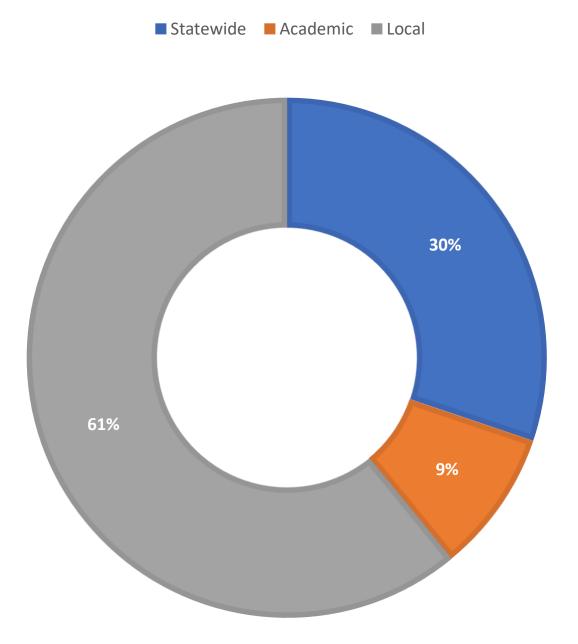
160



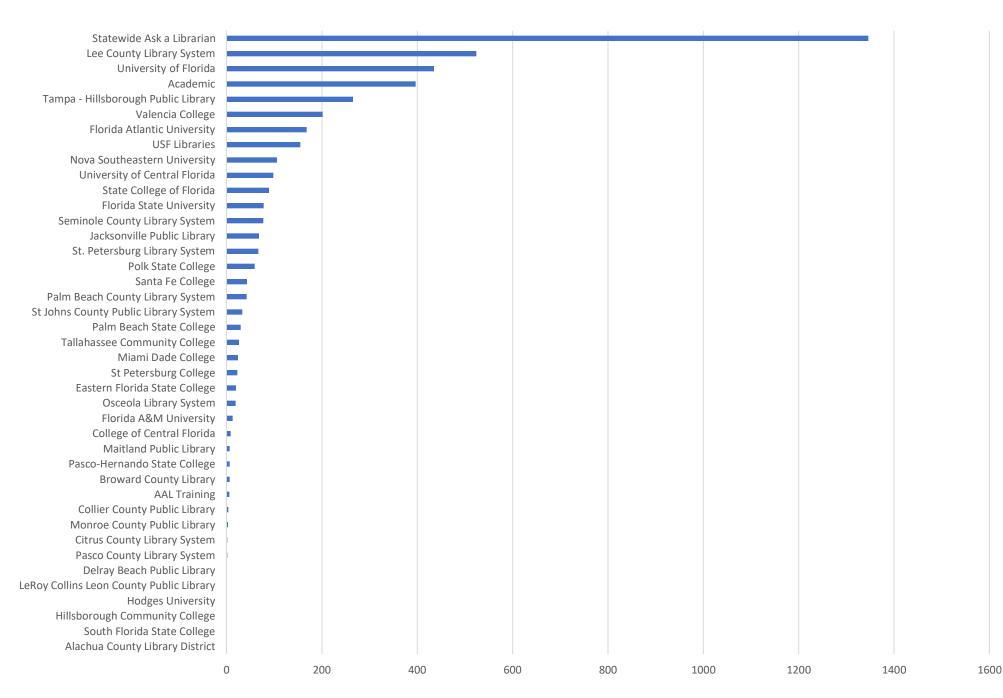
What Percent of Chats Were Answered/Missed?



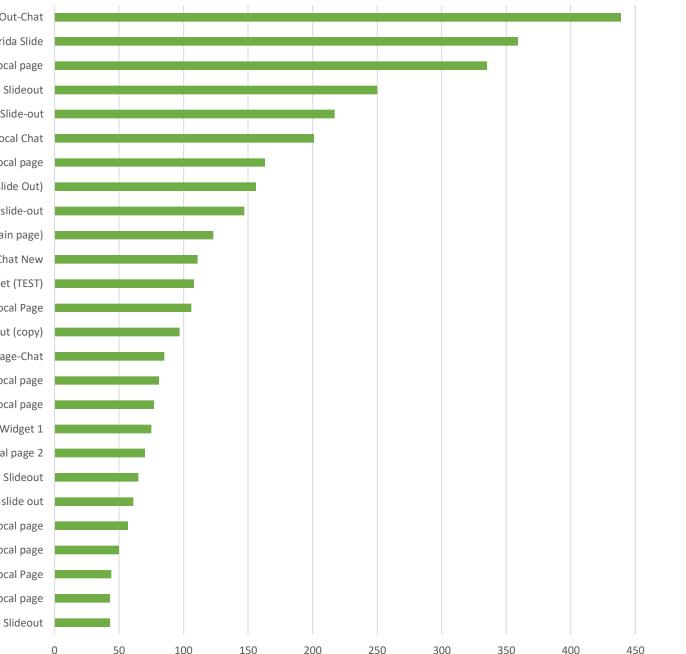
Which Departments Answered Chats (by type)?



Which Department Answered Chats (by local library)?



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



500

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



Total Emails by Library (Top 45)

