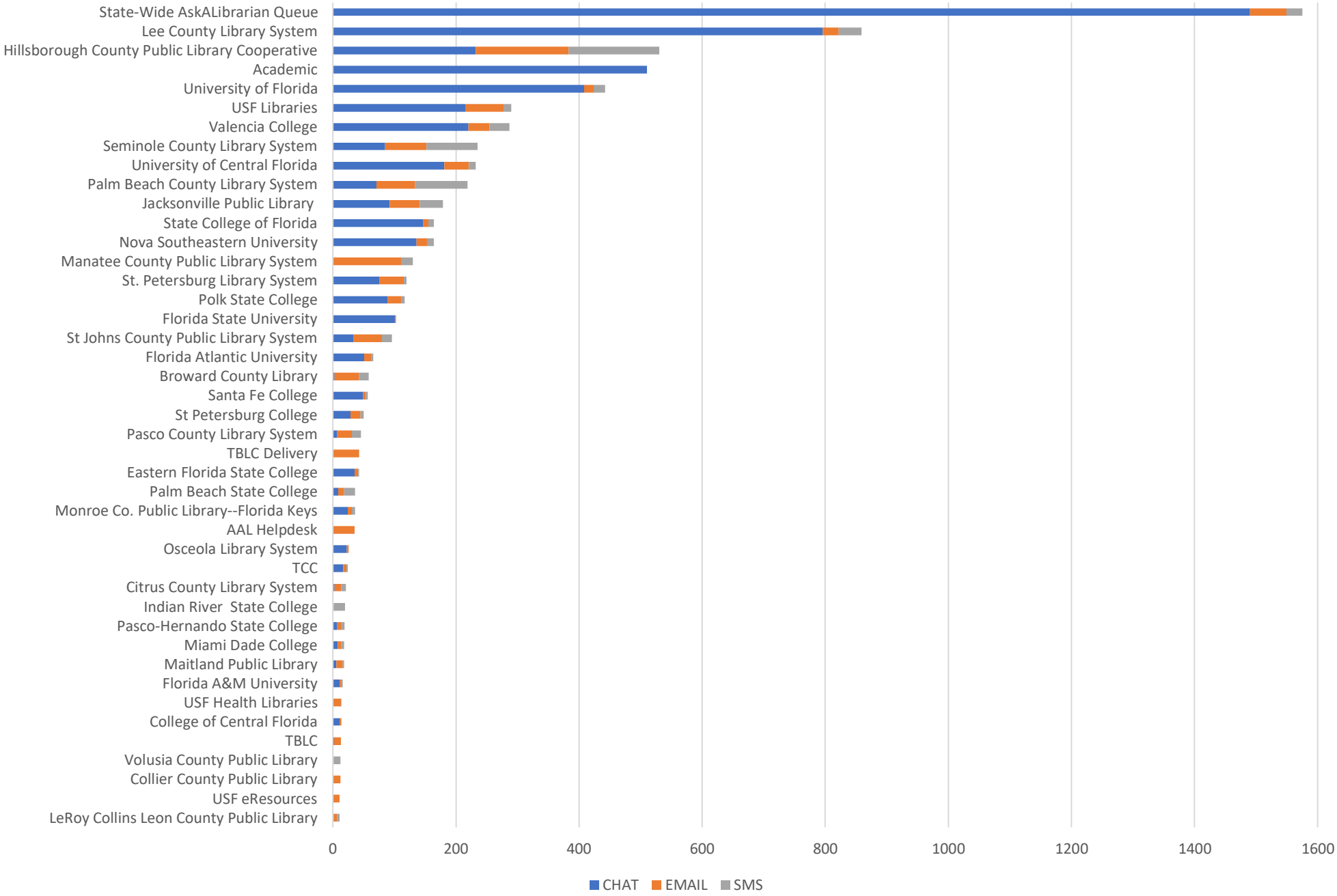
AskALibrarian.org

the Human Search Engine

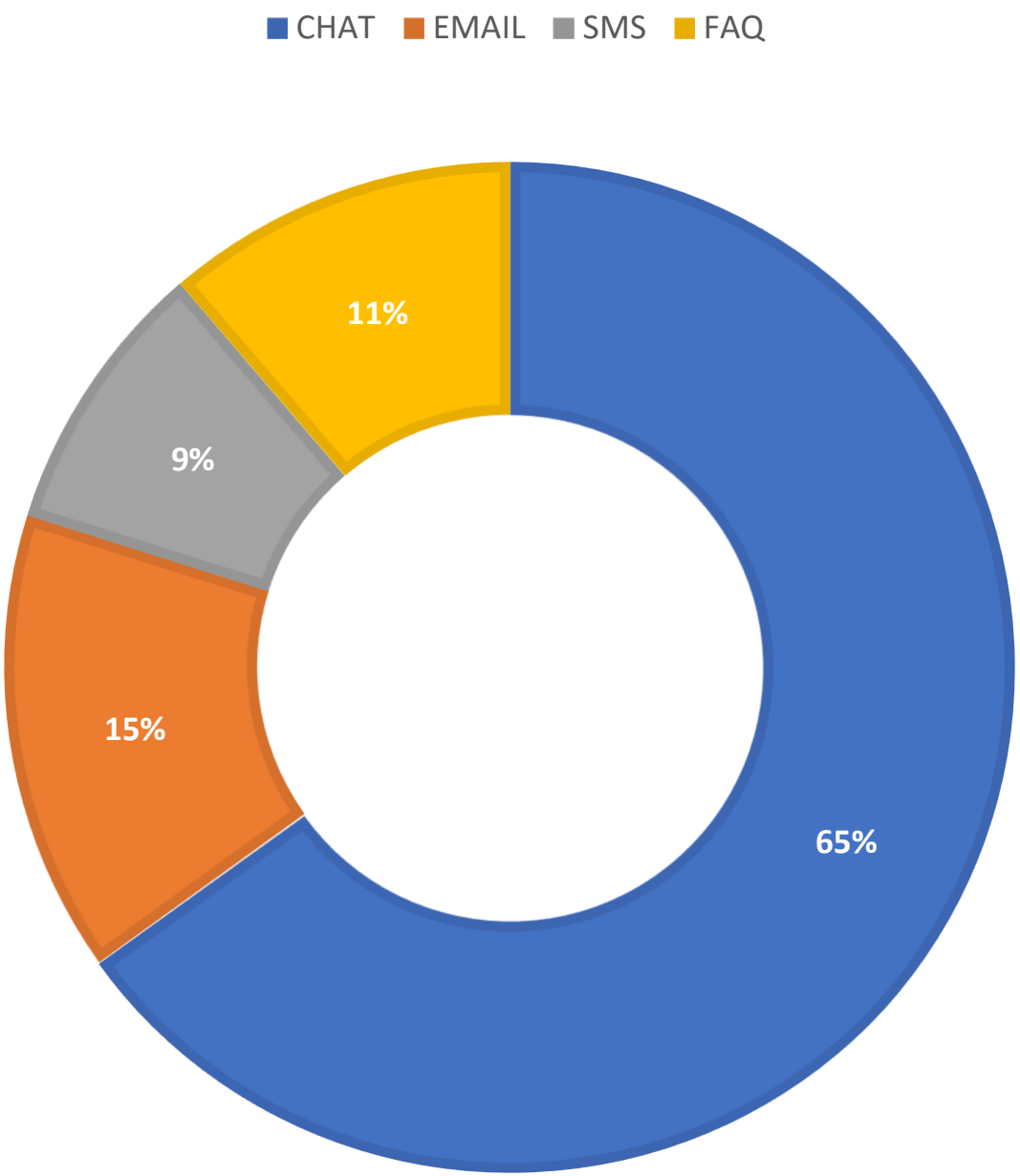
August 2023 Statistics

Question Type	
Chat	5,193
Email	1,179
SMS	706
FAQ Views	901
Total	7,979

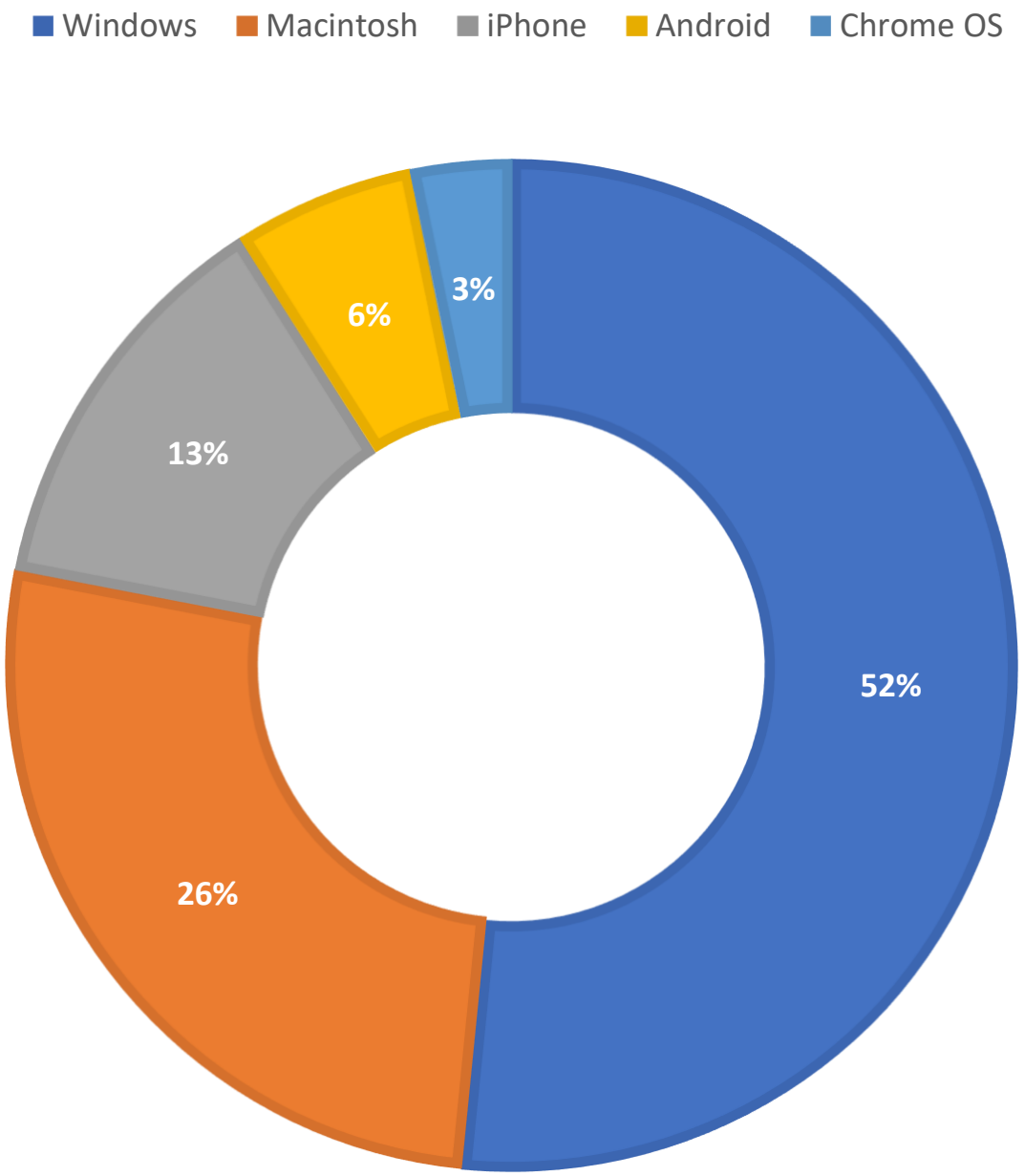
Total Transactions by Entry Point (Top 43)



What's the Breakdown of Questions by Source?

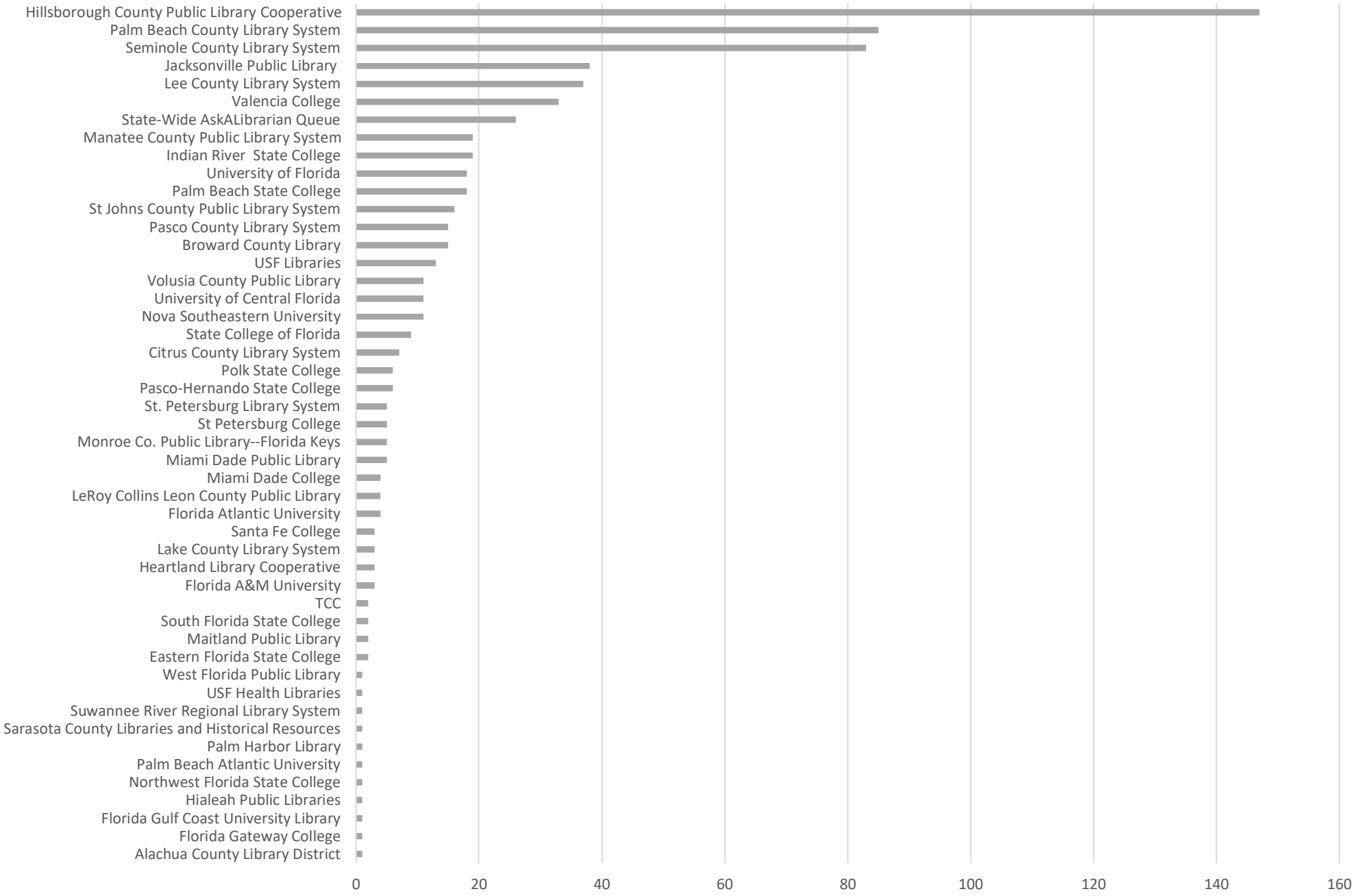


What Devices are Patrons Using to Ask Questions?



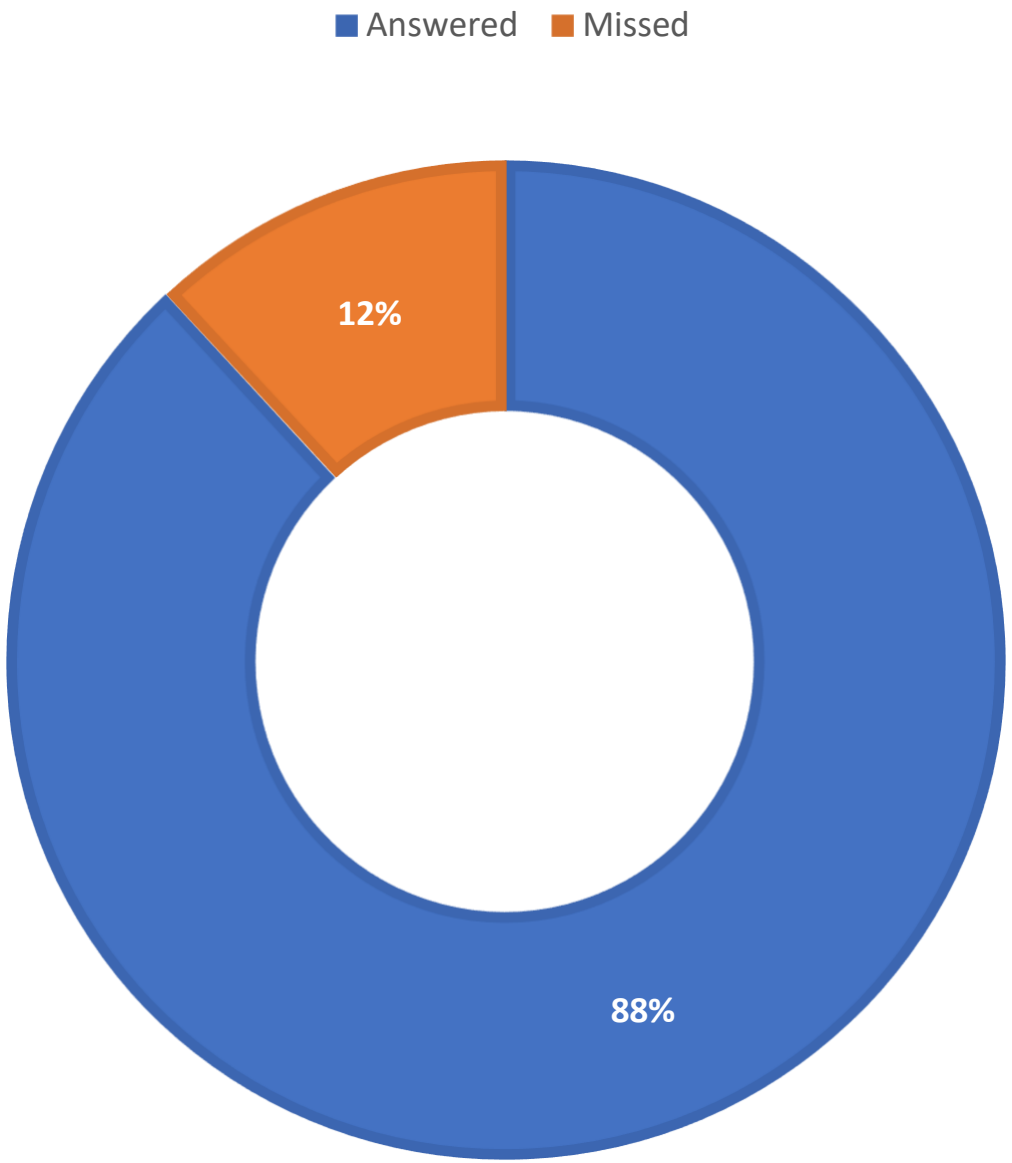
SMS

Total SMS by Library

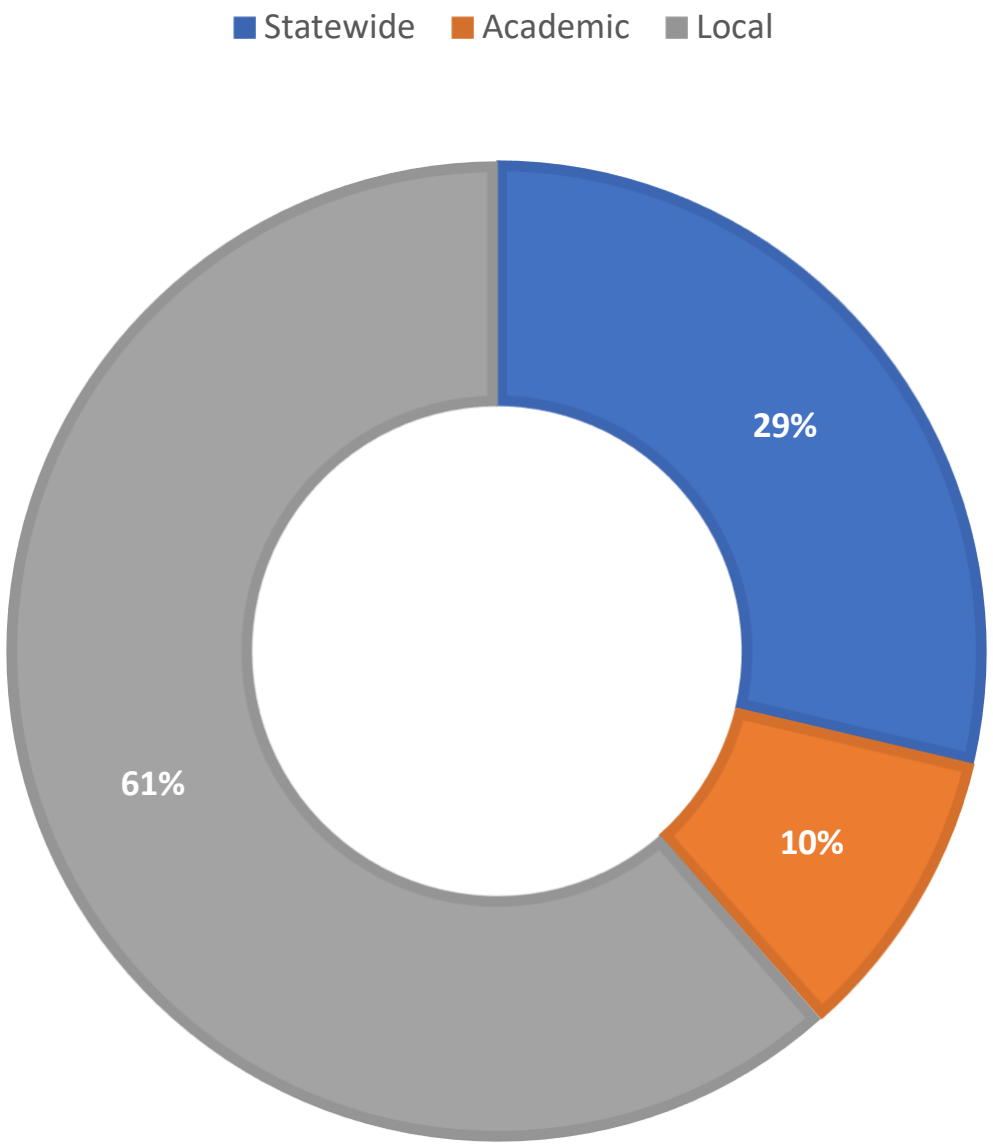


Chat

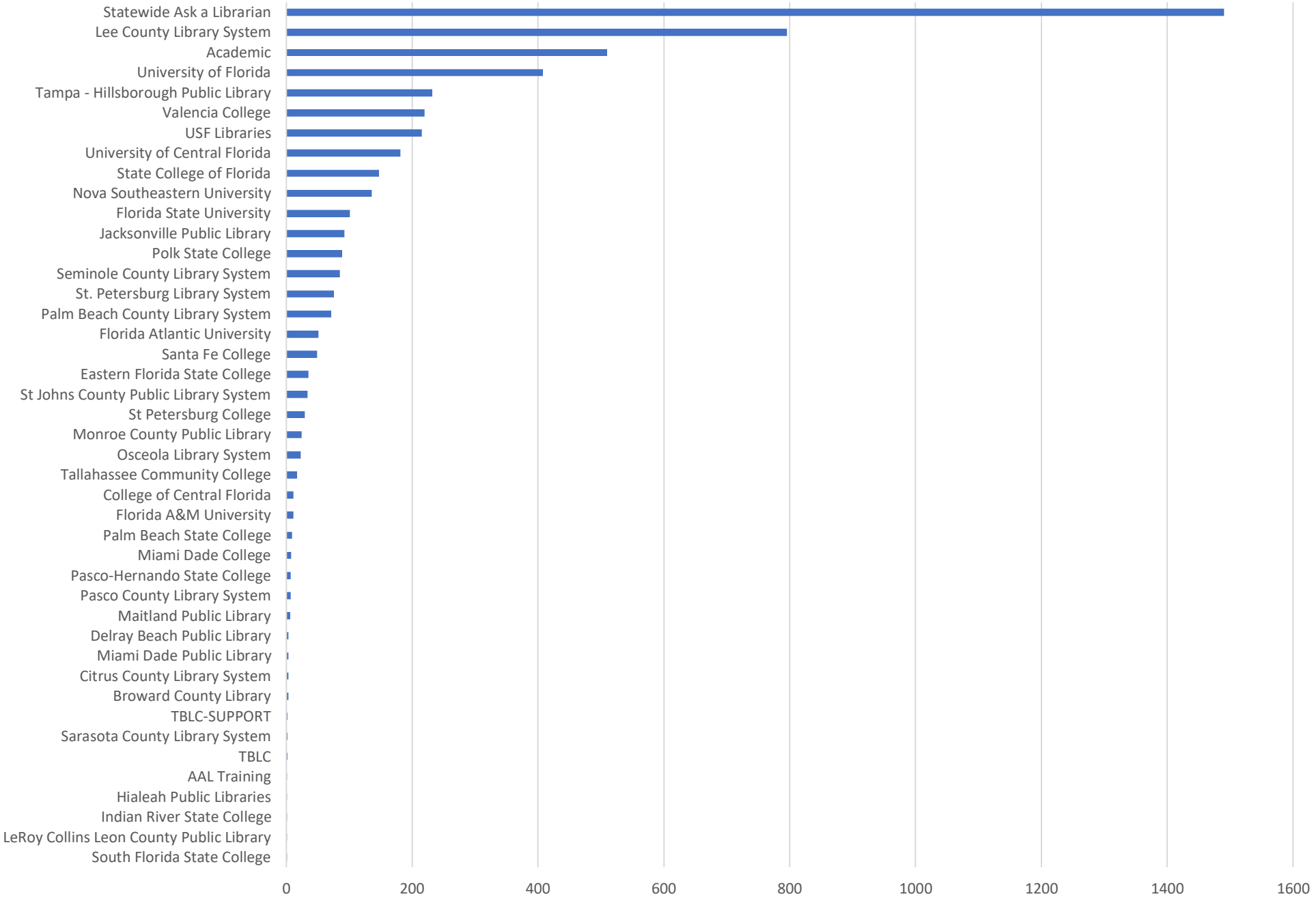
What Percent of Chats Were Answered/Missed?



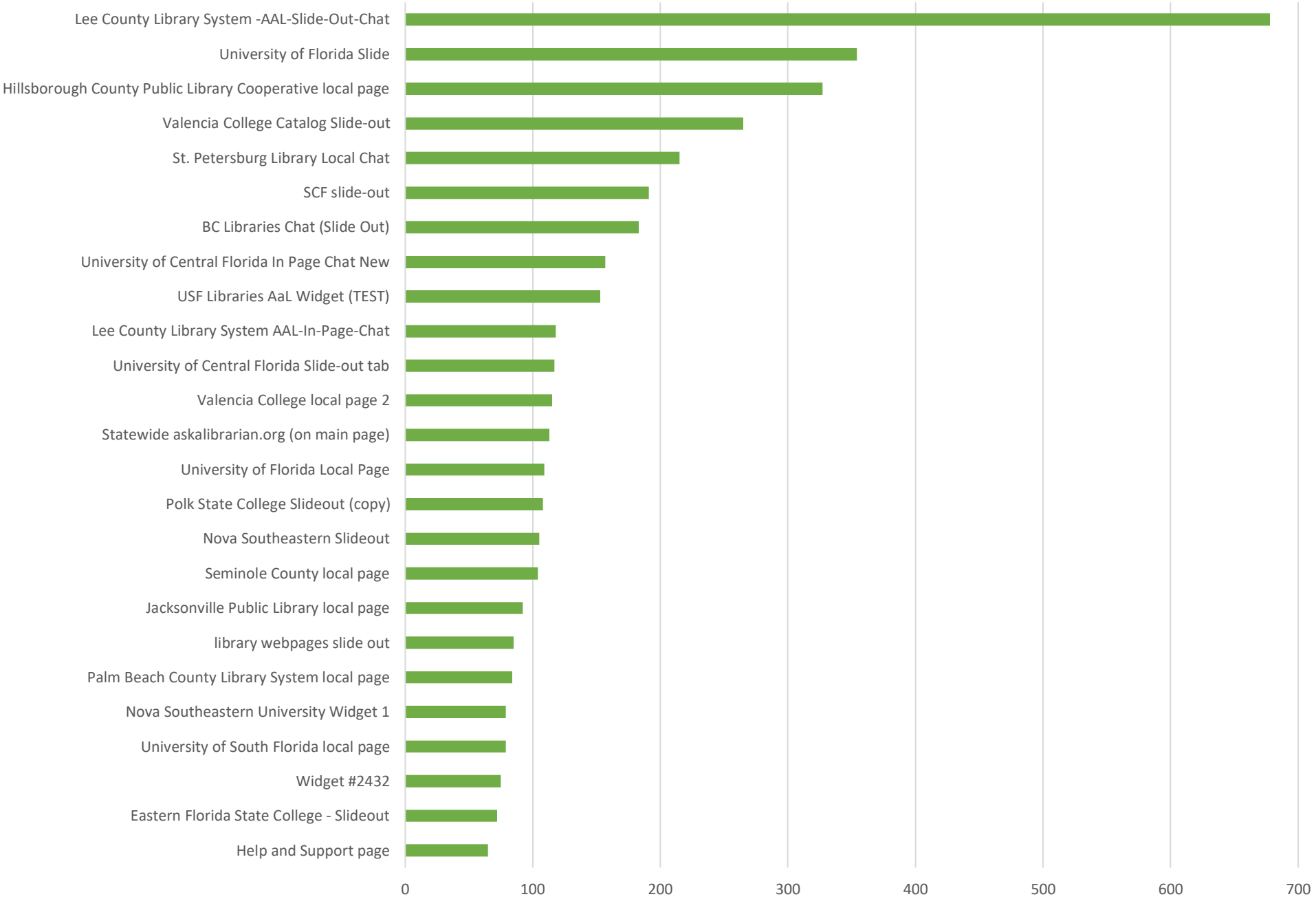
Which Departments Answered Chats (by type)?

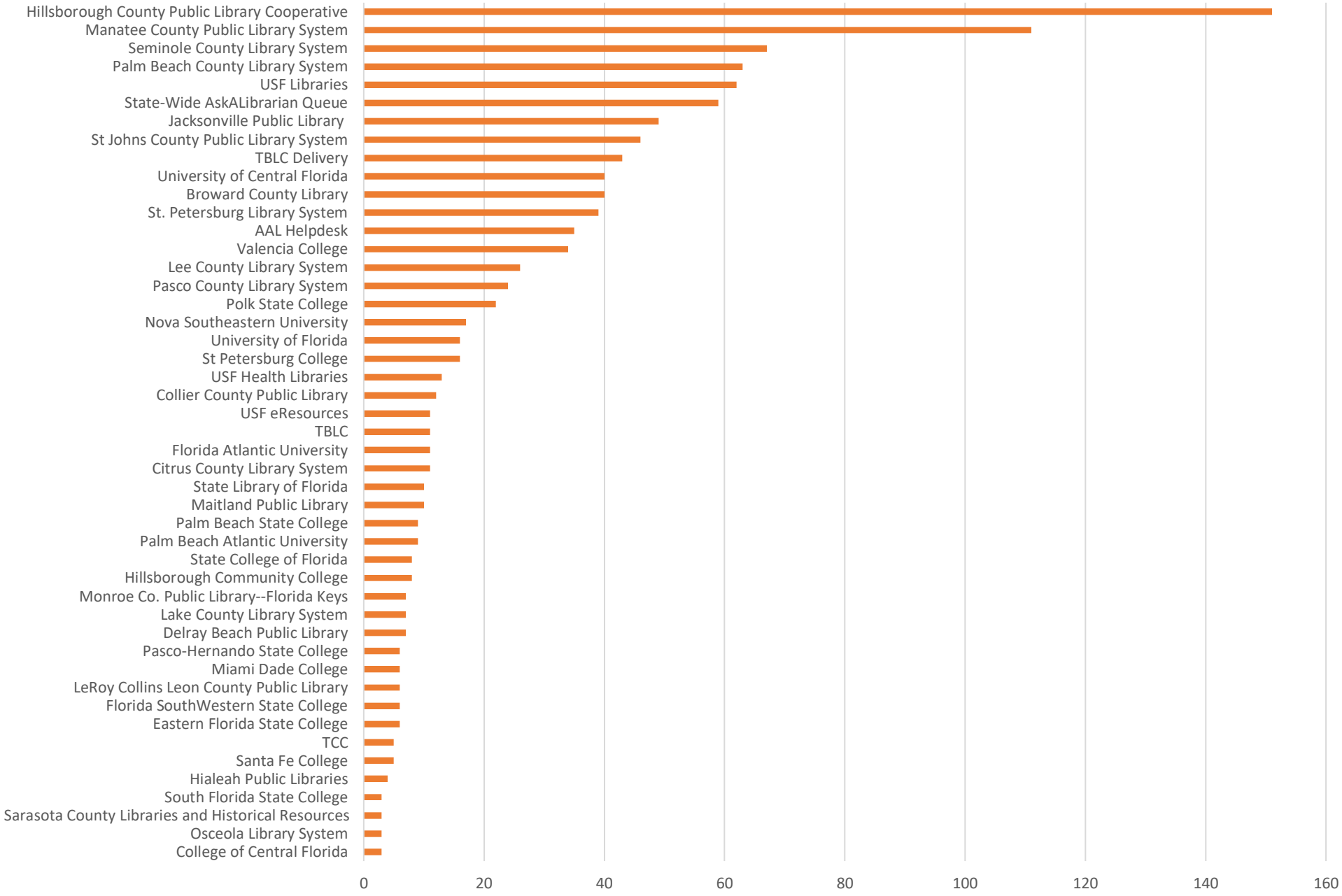


Which Department Answered Chats (by local library)?



Which Widgets Brought in the Most Chats (Top 25)?



Email

Total Emails by Library (Top 47)