August 2023 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>5,193</td>
</tr>
<tr>
<td>Email</td>
<td>1,179</td>
</tr>
<tr>
<td>SMS</td>
<td>706</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>901</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>7,979</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- Chat: 65%
- Email: 15%
- SMS: 9%
- FAQ: 11%
What Devices are Patrons Using to Ask Questions?

- Windows: 52%
- Macintosh: 26%
- iPhone: 13%
- Android: 6%
- Chrome OS: 3%
SMS
Chat
What Percent of Chats Were Answered/Missed?

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

- Statewide: 61%
- Academic: 29%
- Local: 10%
Which Department Answered Chats (by local library)?

- Statewide Ask a Librarian
- Lee County Library System
- Academic
- University of Florida
- Tampa - Hillsborough Public Library
- Valencia College
- USF Libraries
- University of Central Florida
- State College of Florida
- Nova Southeastern University
- Florida State University
- Jacksonville Public Library
- Polk State College
- Seminole County Library System
- St. Petersburg Library System
- Palm Beach County Library System
- Florida Atlantic University
- Santa Fe College
- Eastern Florida State College
- St Johns County Public Library System
- St Petersbourg College
- Monroe County Public Library
- Osceola Library System
- Tallahassee Community College
- College of Central Florida
- Florida A&M University
- Palm Beach State College
- Miami Dade College
- Pasco-Hernando State College
- Pasco County Library System
- Maitland Public Library
- Delray Beach Public Library
- Miami Dade Public Library
- Citrus County Library System
- Broward County Library
- TBLC-SUPPORT
- Sarasota County Library System
- TBLC
- AAL Training
- Hialeah Public Libraries
- Indian River State College
- LeRoy Collins Leon County Public Library
- South Florida State College
Which Widgets Brought in the Most Chats (Top 25)?

1. Lee County Library System - AAL-Slide-Out-Chat
2. University of Florida Slide
3. Hillsborough County Public Library Cooperative local page
4. Valencia College Catalog Slide-out
5. St. Petersburg Library Local Chat
6. SCF slide-out
7. BC Libraries Chat (Slide Out)
8. University of Central Florida In Page Chat New
9. USF Libraries AaL Widget (TEST)
10. Lee County Library System AAL-In-Page-Chat
11. University of Central Florida Slide-out tab
12. Valencia College local page 2
13. Statewide askalibrarian.org (on main page)
14. University of Florida Local Page
15. Polk State College Slideout (copy)
16. Nova Southeastern Slideout
17. Seminole County local page
18. Jacksonville Public Library local page
19. library webpages slide out
20. Palm Beach County Library System local page
21. Nova Southeastern University Widget 1
22. University of South Florida local page
23. Widget #2432
24. Eastern Florida State College - Slideout
25. Help and Support page
Email