<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>7,378</td>
</tr>
<tr>
<td>Email</td>
<td>1,168</td>
</tr>
<tr>
<td>SMS</td>
<td>686</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>794</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>10,026</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- CHAT: 73%
- EMAIL: 12%
- SMS: 7%
- FAQ: 8%
What Devices are Patrons Using to Ask Questions?

- Windows: 51%
- Macintosh: 32%
- iPhone: 9%
- Android: 4%
- Chrome OS: 4%
Chat
What Percent of Chats Were Answered/Missed?

- MISSED: 11%
- ANSWERED: 89%
Which Departments Answered Chats (by type)?

- Statewide: 66%
- Academic: 8%
- Local: 26%
Which Department Answered Chats (by local library)?
Which Widgets Brought in the Most Chats (Top 25)?

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