Fiscal Year
October 2022 - September 2023 Statistics
## Comparison to previous year

<table>
<thead>
<tr>
<th>Question Type</th>
<th>Total for 2022-2023</th>
<th>Total for 2021-2022</th>
<th>Total for 2020-2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CHAT</strong></td>
<td>69,713</td>
<td>64,459</td>
<td>73,865</td>
</tr>
<tr>
<td><strong>EMAIL</strong></td>
<td>17,886</td>
<td>25,810</td>
<td>19,975</td>
</tr>
<tr>
<td><strong>SMS</strong></td>
<td>7,044</td>
<td>6,531</td>
<td>6,546</td>
</tr>
<tr>
<td><strong>FAQ VIEWS</strong></td>
<td>9,351</td>
<td>6,461</td>
<td>1,920</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>103,994</td>
<td>103,261</td>
<td>102,306</td>
</tr>
</tbody>
</table>
## Chat, Email, SMS and FAQ Views by Month

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Live Chat per Month</th>
<th>E-mails per Month</th>
<th>Texts per Month</th>
<th>FAQ Views Per Month</th>
<th>Combined Sessions Per Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month</td>
<td>2022-2023</td>
<td>2022-2023</td>
<td>2022-2023</td>
<td>2022-2023</td>
<td>2022-2023</td>
</tr>
<tr>
<td>Oct</td>
<td>7,926</td>
<td>2,223</td>
<td>726</td>
<td>540</td>
<td>11,415</td>
</tr>
<tr>
<td>Nov</td>
<td>6,518</td>
<td>1,969</td>
<td>562</td>
<td>556</td>
<td>9,605</td>
</tr>
<tr>
<td>Dec</td>
<td>3,099</td>
<td>1,422</td>
<td>392</td>
<td>677</td>
<td>5,590</td>
</tr>
<tr>
<td>Jan</td>
<td>5,953</td>
<td>2,457</td>
<td>694</td>
<td>880</td>
<td>9,984</td>
</tr>
<tr>
<td>Feb</td>
<td>6,484</td>
<td>1,264</td>
<td>638</td>
<td>650</td>
<td>9,036</td>
</tr>
<tr>
<td>Mar</td>
<td>5,956</td>
<td>1,842</td>
<td>626</td>
<td>854</td>
<td>9,278</td>
</tr>
<tr>
<td>Apr</td>
<td>6,144</td>
<td>1,058</td>
<td>576</td>
<td>894</td>
<td>8,672</td>
</tr>
<tr>
<td>May</td>
<td>4,460</td>
<td>1,074</td>
<td>628</td>
<td>824</td>
<td>6,986</td>
</tr>
<tr>
<td>June</td>
<td>5,242</td>
<td>1,132</td>
<td>698</td>
<td>824</td>
<td>7,896</td>
</tr>
<tr>
<td>July*</td>
<td>5,360</td>
<td>1,098</td>
<td>112</td>
<td>957</td>
<td>7,527</td>
</tr>
<tr>
<td>Aug</td>
<td>5,193</td>
<td>1,179</td>
<td>706</td>
<td>901</td>
<td>7,979</td>
</tr>
<tr>
<td>Sept</td>
<td>7378</td>
<td>1168</td>
<td>686</td>
<td>794</td>
<td>10,026</td>
</tr>
<tr>
<td>Totals</td>
<td>69,713</td>
<td>17,886</td>
<td>7044</td>
<td>9351</td>
<td>103,994</td>
</tr>
</tbody>
</table>
Total Transactions by Entry Point (Top 45)

- State-Wide AskALibrarian Queue
- Lee County Library System
- University of Florida
  - Academic
- Hillsborough County Public Library Cooperative
- Valencia College
- St Johns County Public Library System
- USF Libraries
- The College of the Florida Keys
- Palm Beach County Library System
- Seminole County Library System
- Nova Southeastern University
- State College of Florida
- Florida Atlantic University
- Florida State University
- Polk State College
- Jacksonville Public Library
- University of Central Florida
- Manatee County Public Library System
- St. Petersburg Library System
- Broward County Library
- Santa Fe College
- Palm Beach State College
- St Petersburg College
- TBLC Delivery
- Eastern Florida State College
- TCC
- Miami Dade College
- Pasco County Library System
- Monroe Co. Public Library—Florida Keys
- Florida A&M University
- AAL Helpdesk
- Pasco-Hernando State College
- Osceola Library System
- USF Health Libraries
- USF eResources
- Citrus County Library System
- College of Central Florida
- Hillsborough Community College
- Volusia County Public Library
- Delray Beach Public Library
- Maitland Public Library
- Collier County Public Library
- Indian River State College
- LeRoy Collins Leon County Public Library
- USF Libraries
- St Johns County Public Library System
- USF Health Libraries
- USF eResources
- Citrus County Library System
- College of Central Florida
- Hillsborough Community College
- Volusia County Public Library
- Delray Beach Public Library
- Maitland Public Library
- Collier County Public Library
- Indian River State College
- LeRoy Collins Leon County Public Library

The chart above shows the total transactions by entry point, with the top 45 libraries listed. Each entry point is represented by a bar chart indicating the number of transactions (CHAT, EMAIL, SMS).
What’s the Breakdown of Questions by Source?

- Chat: 67%
- Email: 17%
- SMS: 7%
- FAQ: 9%
What Devices are Patrons Using to Ask Questions?

- Windows: 51.45%
- Macintosh: 28.93%
- iPhone: 9.62%
- Android: 4.41%
- Chrome OS: 3.91%
- iPad: 1.12%
- Linux: 0.33%
- Kindle Fire: 0.24%
What Percent of Chats Were Answered/Missed?

- **Answered**: 89%
- **Missed**: 11%
Which Departments Answered Chats (by type)?

- Statewide: 61%
- Academic: 10%
- Local: 29%
Which Department Answered Chats (by Local Library – Top 44)?

Statewide Ask a Librarian
Lee County Library System
University of Florida
Academic
Valencia College
USF Libraries
Tampa - Hillsborough Public Library
Nova Southeastern University
State College of Florida
Florida State University
Florida Atlantic University
Polk State College
University of Central Florida
St. Petersburg Library System
Palm Beach County Library System
Jacksonville Public Library
Seminole County Library System
Santa Fe College
Eastern Florida State College
St Johns County Public Library System
Tallahassee Community College
St Petersburg College
Miami Dade College
Florida A&M University
Osceola Library System
Palm Beach State College
Pasco-Hernando State College
Monroe County Public Library
College of Central Florida
Broward County Library
Maitland Public Library
Pasco County Library System
AAL Training
Collier County Public Library
Broward College Libraries
South Florida State College
Hillsborough Community College
LeRoy Collins Leon County Public Library
Delray Beach Public Library
Miami Dade Public Library
Citrus County Library System
Alachua County Library District
Manatee County Public Library System
Florida SouthWestern 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. Valencia College Catalog Slide-out
4. Hillsborough County Public Library Cooperative local page
5. BC Libraries Chat (Slide Out)
6. St. Petersburg Library Local Chat
7. SCF slide-out
8. Polk State College Slideout (copy)
9. Widget #2432
10. Palm Beach County Library System local page
11. USF Libraries AaL Widget (TEST)
12. Statewide askalibrarian.org (on main page)
13. Nova Southeastern University Widget 1
14. Valencia College local page 2
15. Nova Southeastern Slideout
16. Eastern Florida State College - Slideout
17. Lee County Library System AAL-In-Page-Chat
18. library webpages slide out
19. Seminole County local page
20. Jacksonville Public Library local page
21. University of South Florida local page
22. Palm Beach State College local page
23. Primo Slideout
24. University of Central Florida In Page Chat New
25. BC Libraries Chat (Embedded)
Email