October 2023 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>8,753</td>
</tr>
<tr>
<td>Email</td>
<td>1,864</td>
</tr>
<tr>
<td>SMS</td>
<td>650</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>910</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>12,177</strong></td>
</tr>
</tbody>
</table>
Total Transactions by Entry Point (Top 45)
What’s the Breakdown of Questions by Source?

- CHAT: 72%
- EMAIL: 15%
- SMS: 5%
- FAQ: 8%
What Devices are Patrons Using to Ask Questions?

- Windows: 52%
- Macintosh: 31%
- iPhone: 9%
- Chrome OS: 4%
- Android: 3%
- iPad: 1%
Chat
What Percent of Chats Were Answered/Missed?

- MISSED: 10%
- ANSWERED: 90%
Which Departments Answered Chats (by type)?

- Statewide: 61%
- Academic: 10%
- Local: 29%
Which Widgets Brought in the Most Chats (Top 25)?

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