<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>6,716</td>
</tr>
<tr>
<td>Email</td>
<td>1,543</td>
</tr>
<tr>
<td>SMS</td>
<td>529</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>765</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9,553</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- **Chat**: 70%
- **Email**: 16%
- **SMS**: 6%
- **FAQ**: 8%
What Devices are Patrons Using to Ask Questions?

- iPad: 50%
- Android: 8%
- Chrome OS: 5%
- iPhone: 4%
- Macintosh: 1%
- Windows: 32%
SMS
What Percent of Chats Were Answered/Missed?

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

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