December 2023 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>3,372</td>
</tr>
<tr>
<td>Email</td>
<td>1,213</td>
</tr>
<tr>
<td>SMS</td>
<td>390</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>718</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5,393</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- CHAT: 59%
- EMAIL: 21%
- SMS: 7%
- FAQ: 13%
What Devices are Patrons Using to Ask Questions?

- Windows: 48%
- Macintosh: 26%
- iPhone: 14%
- Android: 6%
- Chrome OS: 4%
- iPad: 2%

- Other: 2%
What Percent of Chats Were Answered/Missed?

- **85%** Answered
- **15%** Missed
Which Departments Answered Chats (by type)?

*The Academic chat desk was closed during this time*

- Statewide Ask a Librarian: 33%
- Local: 67%
Which Department Answered Chats (by local library)?

1. Statewide Ask a Librarian
2. Lee County Library System
3. University of Florida
4. Tampa - Hillsborough Public Library
5. University of Central Florida
6. St. Petersburg Library System
7. Palm Beach County Library System
8. USF Libraries
9. Nova Southeastern University
10. Florida State University
11. Seminole County Library System
12. Valencia College
13. Jacksonville Public Library
14. Eastern Florida State College
15. Polk State College
16. Academic
17. Santa Fe College
18. LeRoy Collins Leon County Public Library
19. State College of Florida
20. Tallahassee Community College
21. St Johns County Public Library System
22. Monroe County Public Library
23. Palm Beach State College
24. Osceola Library System
25. Florida A&M University
26. Miami Dade College
27. Maitland Public Library
28. Pasco-Hernando State College
29. St Petersburgh College
30. Delray Beach Public Library
31. Broward County Library
32. Broward College Libraries
33. College of Central Florida
34. Hodges University
35. Pasco County Library System
36. Sarasota County Library System
37. South Florida State College
38. Alachua County Library District
Which Widgets Brought in the Most Chats (Top 25)?

- Lee County Library System - AAL-Slide-Out-Chat
- Hillsborough County Public Library Cooperative local page
- University of Florida Slide
- St. Petersburg Library Local Chat
- Valencia College Catalog Slide-out
- PBC Library Testing
- BC Libraries Chat (Slide Out)
- Statewide askalibrarian.org (on main page)
- University of Central Florida Slide-out tab
- Seminole County local page
- Jacksonville Public Library local page
- Lee County Library System AAL-In-Page-Chat
- Nova Southeastern Slideout
- University of Florida Local Page
- Polk State College Slide-out (copy)
- Help and Support page
- library webpages slide out
- USF Libraries AaL Widget (TEST)
- LeRoy Collins Leon County Public Library (Slideout)
- SCF slide-out
- Collier County Slide-out
- Nova Southeastern University Widget 1
- Eastern Florida State College - Slideout
- Palm Beach State College local page
- University of Central Florida In Page Chat New