January 2024 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>6,852</td>
</tr>
<tr>
<td>Email</td>
<td>1,216</td>
</tr>
<tr>
<td>SMS</td>
<td>738</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>1,153</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9,959</strong></td>
</tr>
</tbody>
</table>
Total Transactions by Entry Point (Top 45)
What’s the Breakdown of Questions by Source?

- CHAT: 69%
- EMAIL: 12%
- SMS: 7%
- FAQ: 12%
What Devices are Patrons Using to Ask Questions?

- iPad: 50%
- Chrome OS: 2%
- Android: 3%
- iPhone: 5%
- Macintosh: 11%
- Windows: 29%
What Percent of Chats Were Answered/Missed?

- Answered: 87%
- Missed: 13%
Which Departments Answered Chats (by type)?

- Statewide: 70%
- Academic: 7%
- Local: 23%
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. University of Central Florida Slide-out tab - Primo
6. University of Central Florida In Page Chat New
7. St. Petersburg Library Local Chat
8. University of Central Florida Slide-out tab
9. SCF slide-out
10. USF Libraries AAL Widget (TEST)
11. Polk State College Slideout (copy)
12. BC Libraries Chat (Slide Out)
13. PBC Library Testing
14. Valencia College local page 2
15. Nova Southeastern Slideout
16. Jacksonville Public Library local page
17. University of Florida Local Page
18. Statewide askalibrarian.org (on main page)
19. Lee County Library System AAL-In-Page-Chat
20. Nova Southeastern University Widget 1
21. Seminole County local page
22. Eastern Florida State College - Slideout
23. Help and Support page
24. Primo Slideout
25. Collier County Slide-out