February 2024 Statistics
<table>
<thead>
<tr>
<th>Question Type</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>6,819</td>
</tr>
<tr>
<td>Email</td>
<td>1,032</td>
</tr>
<tr>
<td>SMS</td>
<td>451</td>
</tr>
<tr>
<td>FAQ Views</td>
<td>829</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9,131</strong></td>
</tr>
</tbody>
</table>
What’s the Breakdown of Questions by Source?

- Chat: 75%
- Email: 11%
- SMS: 5%
- FAQ: 9%

Total: 100%
What Devices are Patrons Using to Ask Questions?

- iPad: 53%
- Android: 1%
- Chrome OS: 4%
- iPhone: 4%
- Macintosh: 8%
- Windows: 30%
What Percent of Chats Were Answered/Missed?

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

- Statewide: 65%
- Academic: 28%
- Local: 7%
Which Department Answered Chats (by local library)?

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