

# AskALibrarian.org

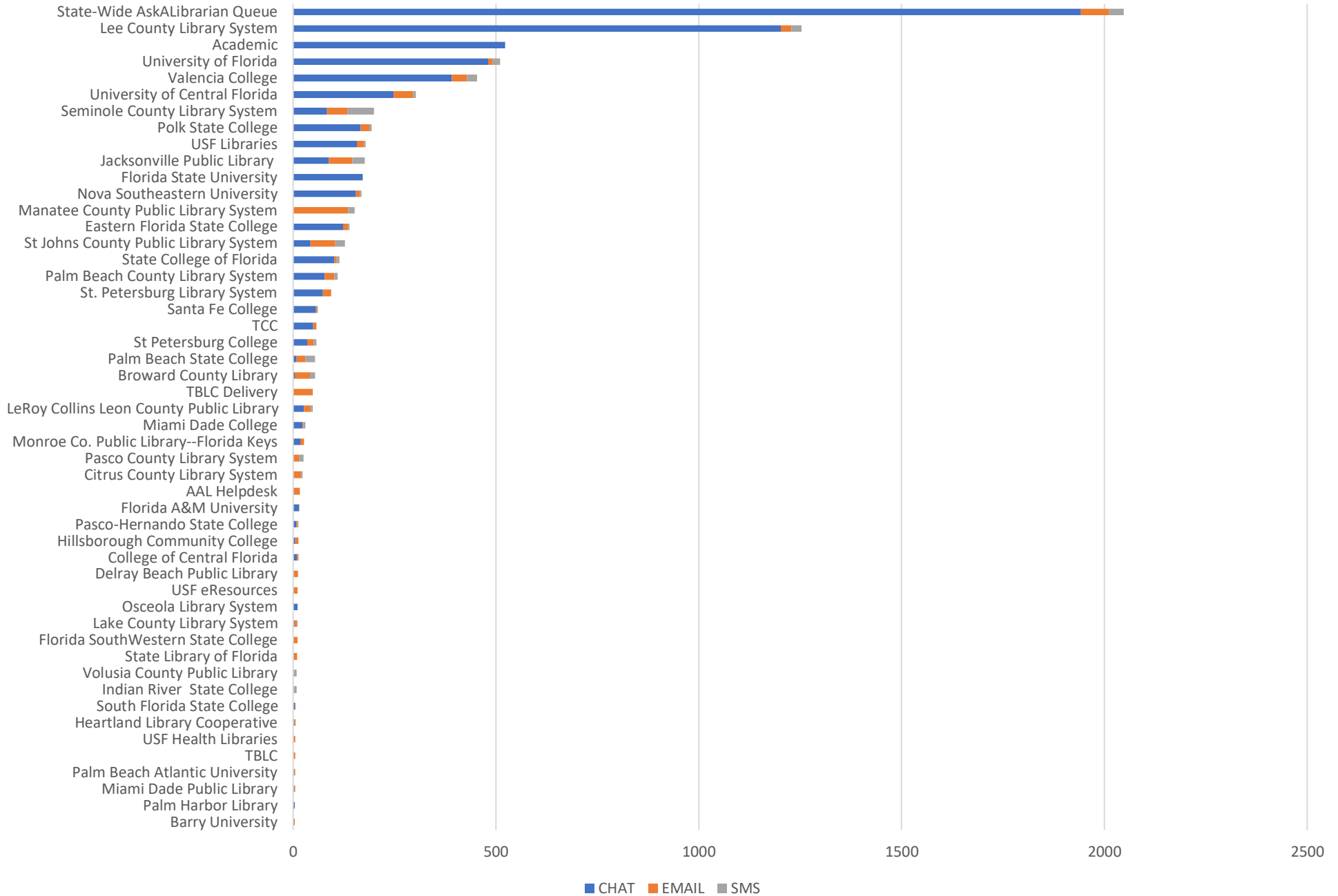
the Human Search Engine



## March 2024 Statistics

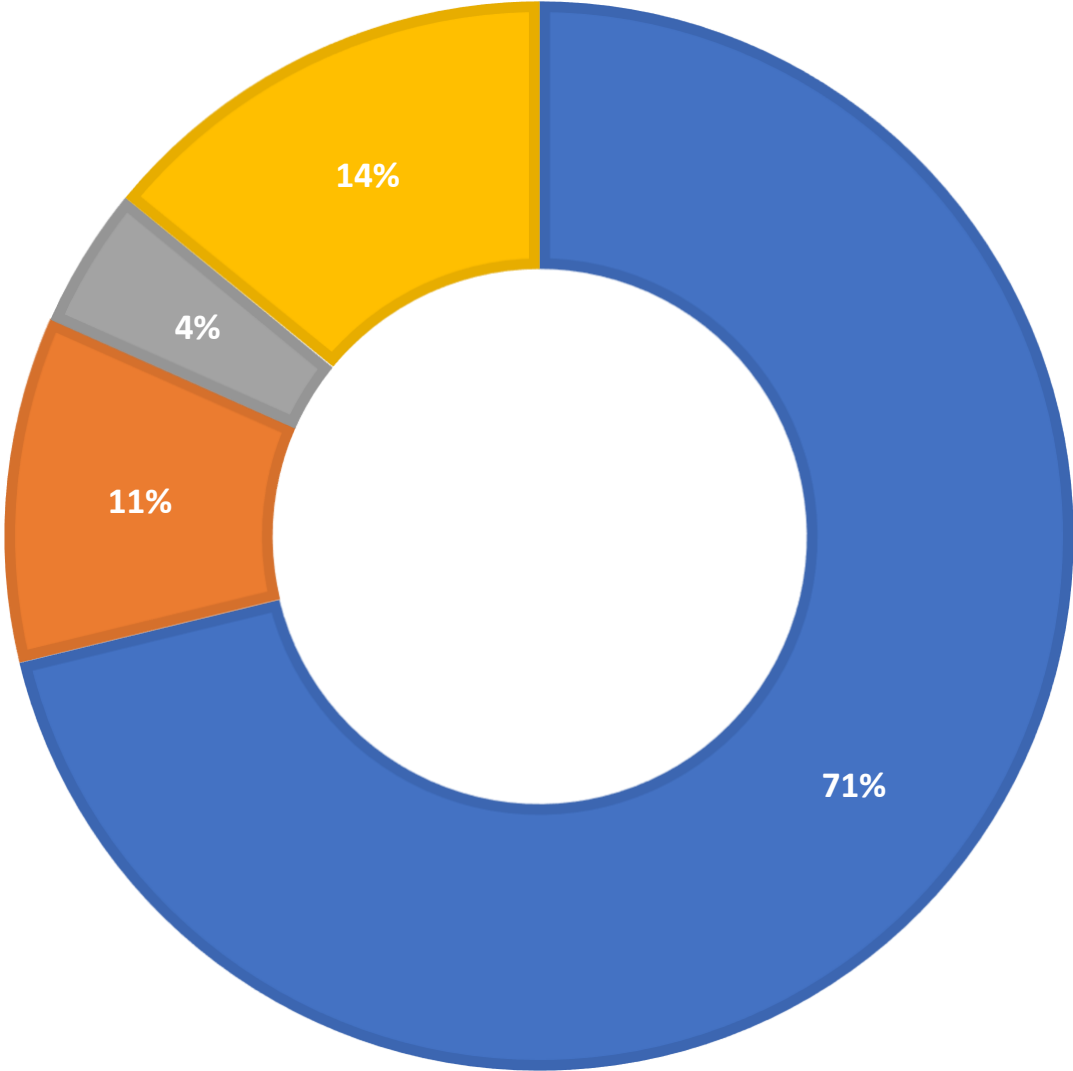
<b>Question Type</b>	
<b>Chat</b>	<b>6,317</b>
<b>Email</b>	<b>926</b>
<b>SMS</b>	<b>379</b>
<b>FAQ Views</b>	<b>1,249</b>
<b>Total</b>	<b>8,871</b>

# Total Transactions by Entry Point (Top 50)



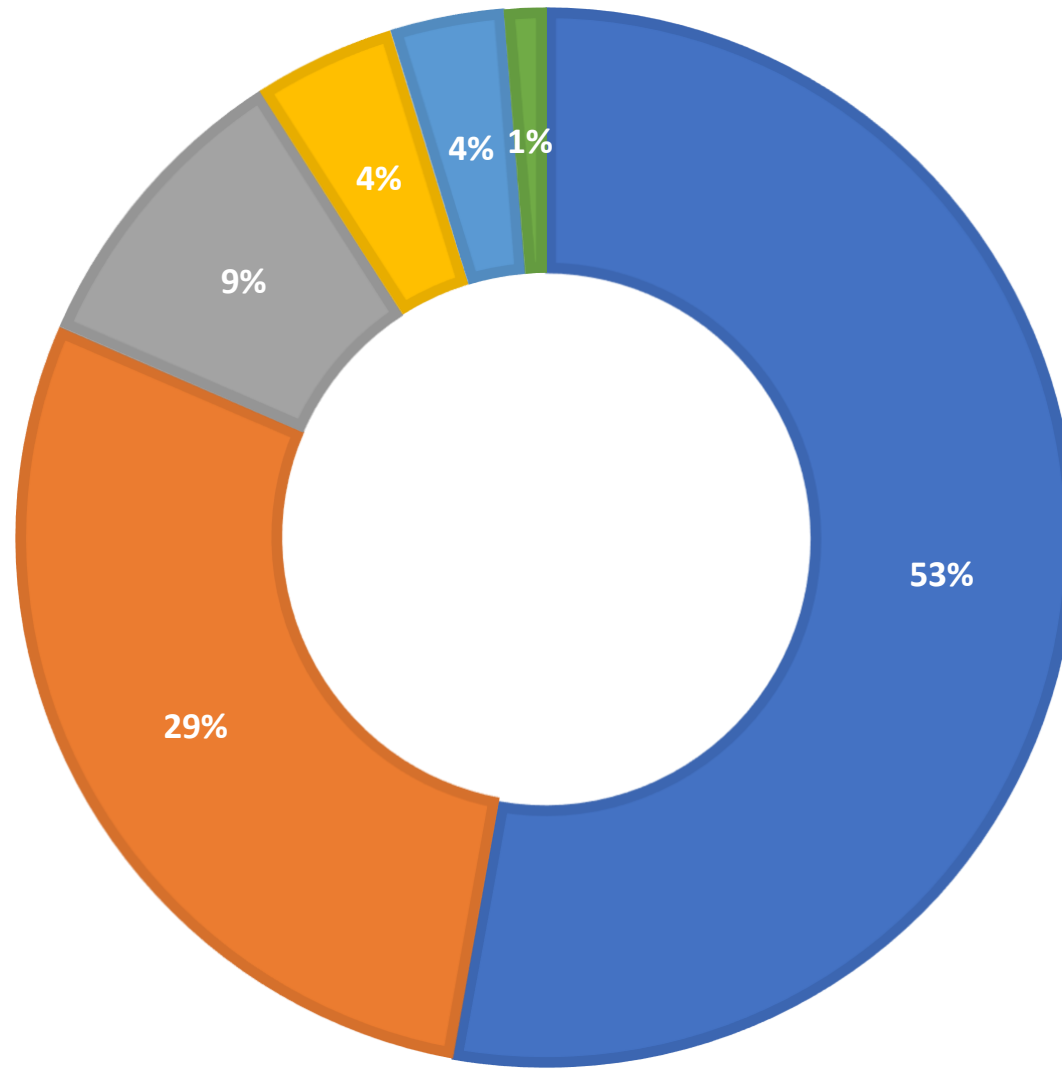
# What's the Breakdown of Questions by Source?

■ CHAT ■ EMAIL ■ SMS ■ FAQ



# What Devices are Patrons Using to Ask Questions?

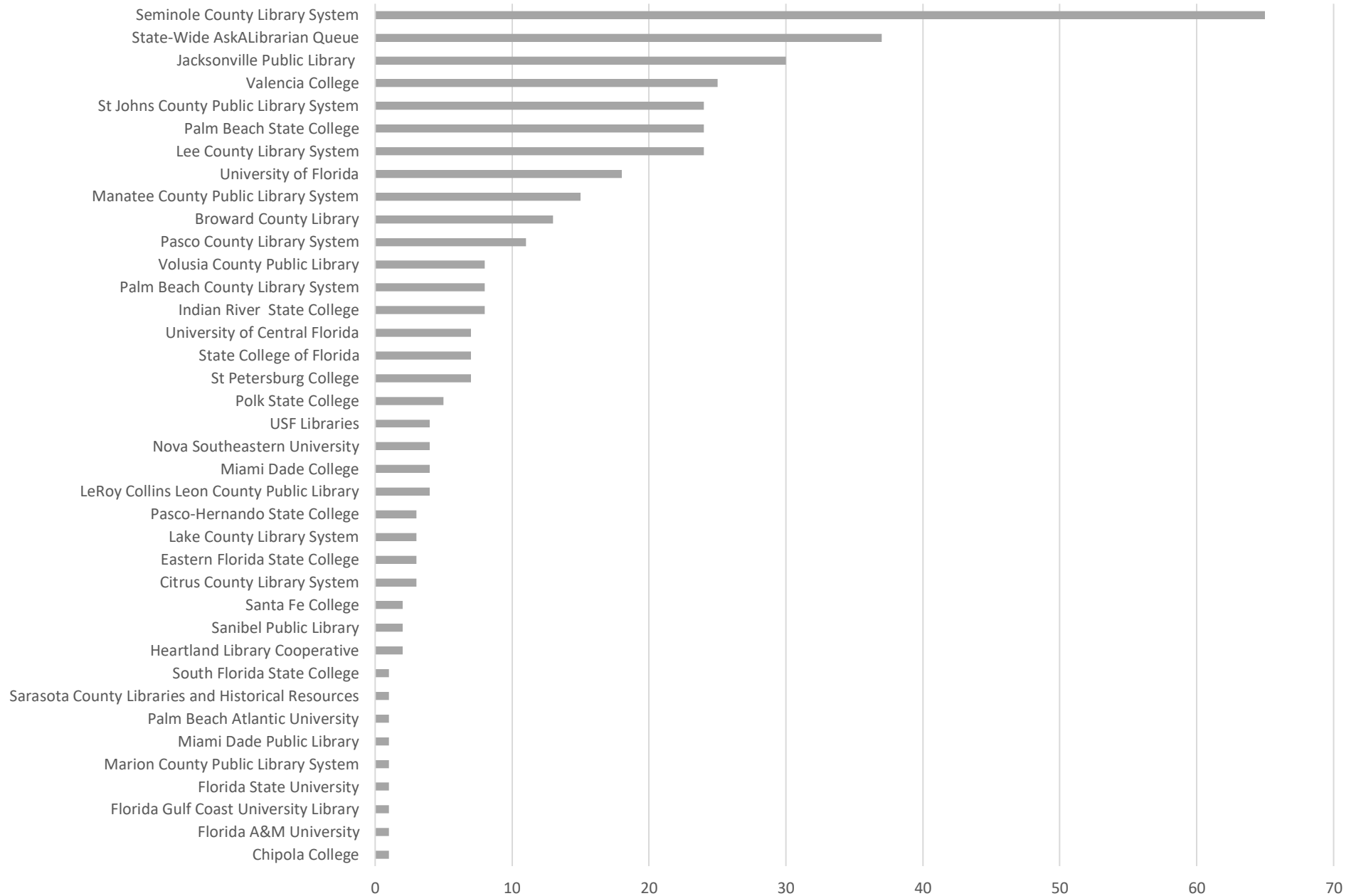
Windows Macintosh iPhone Chrome OS Android iPad



# SMS



# Total SMS by Library



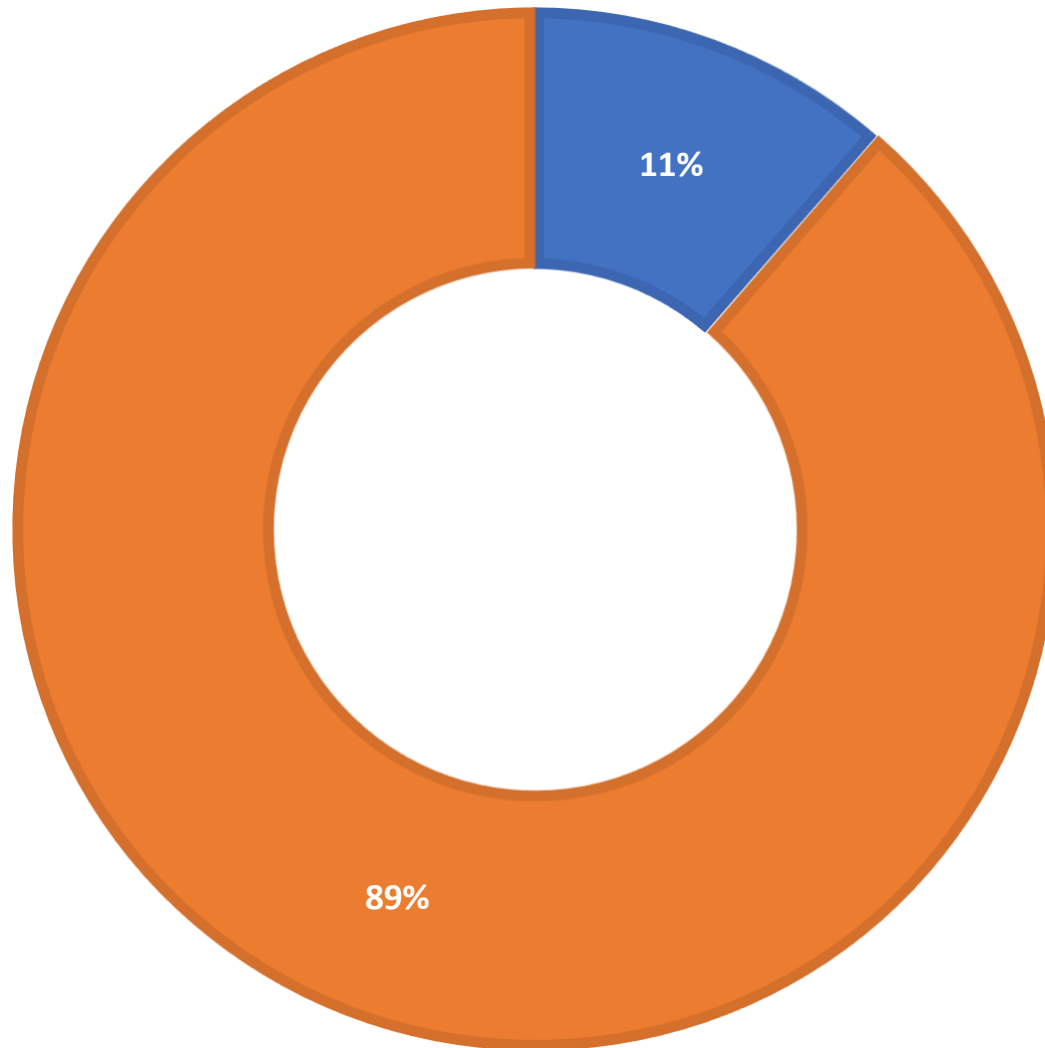
# Chat





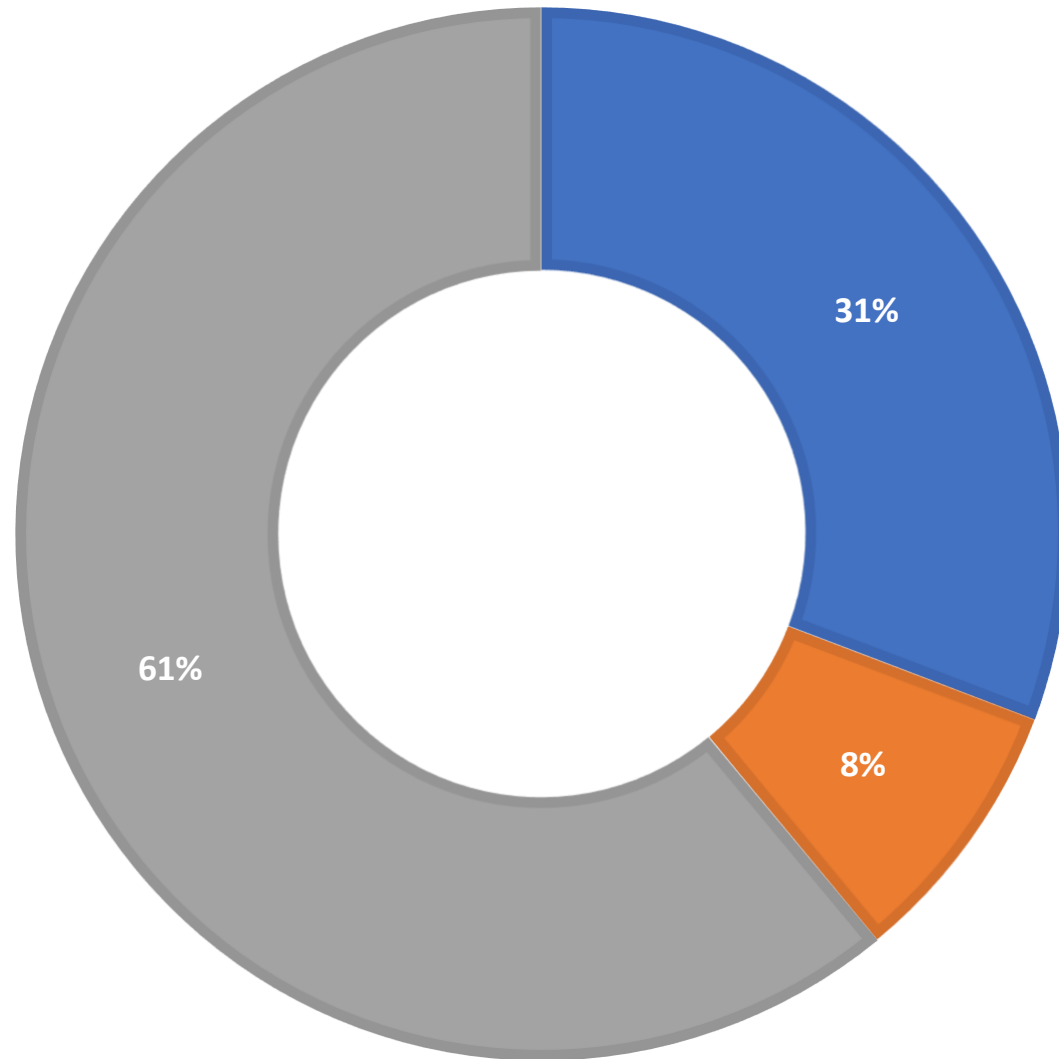
# What Percent of Chats Were Answered/Missed?

■ MISSED ■ ANSWERED

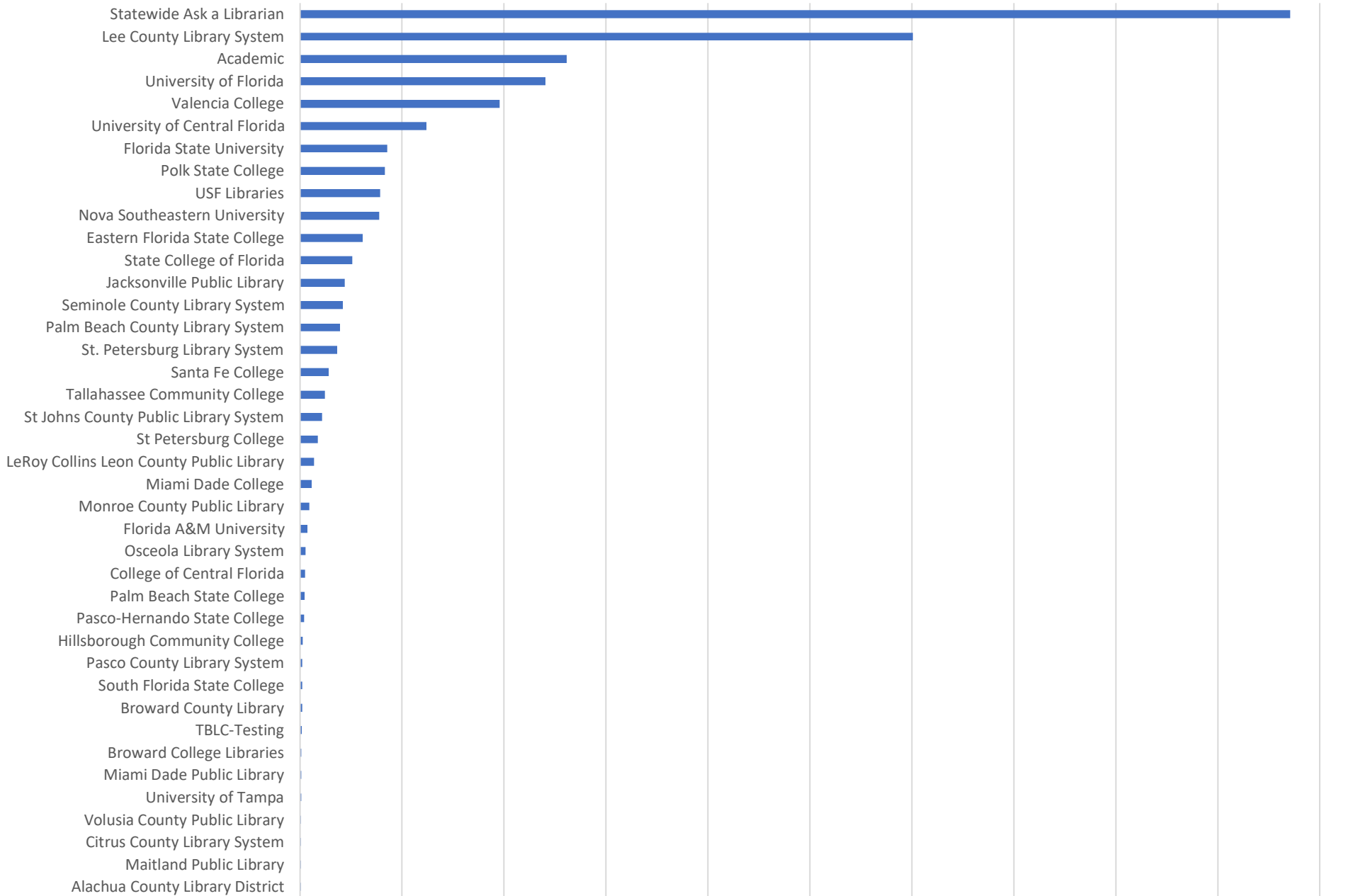


# Which Departments Answered Chats (by type)?

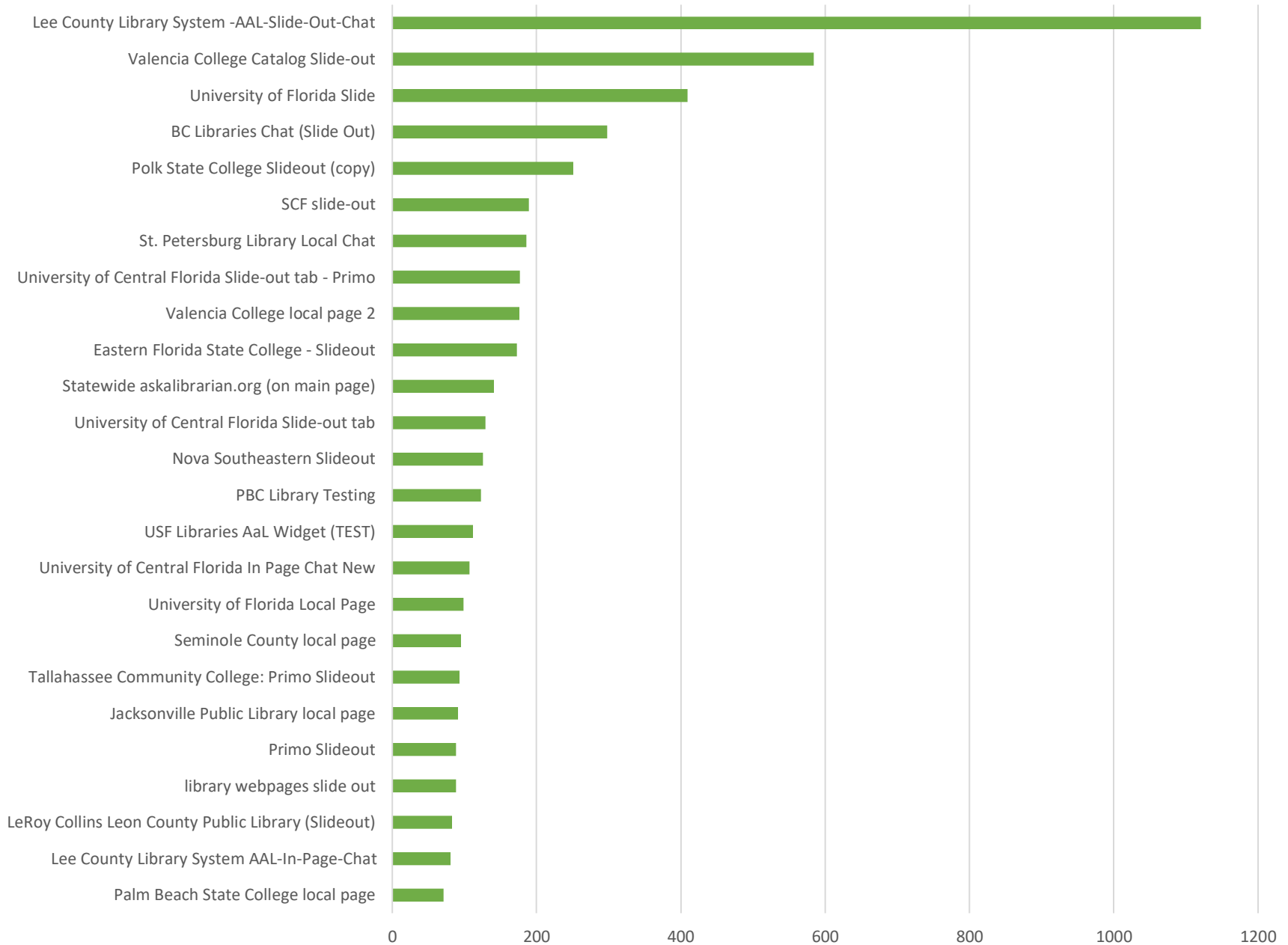
Statewide Academic Local



# Which Department Answered Chats (by local library)?



# Which Widgets Brought in the Most Chats (Top 25)?



# Email



# Total Emails by Library (Top 44)

