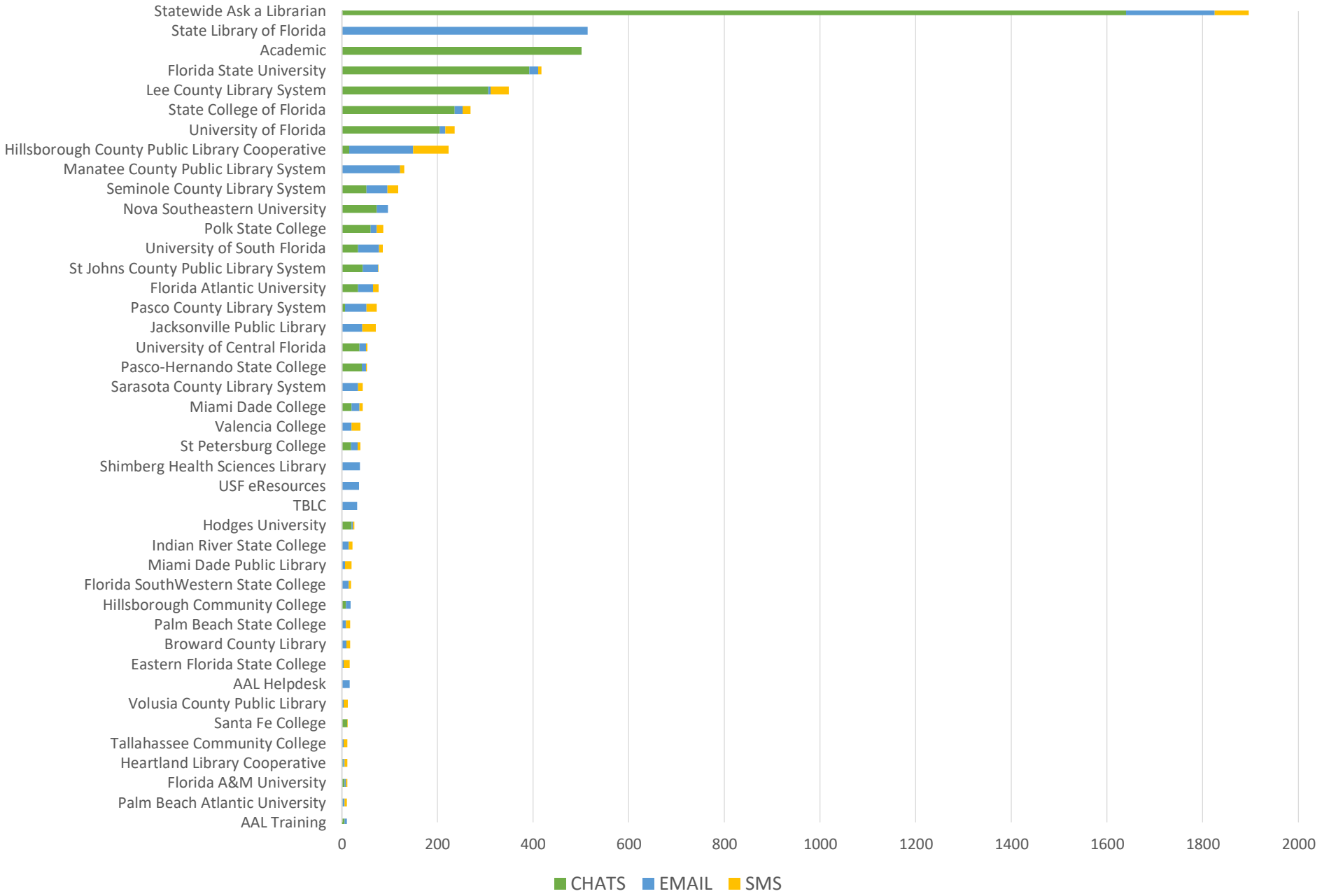
AskALibrarian.org

the Human Search Engine

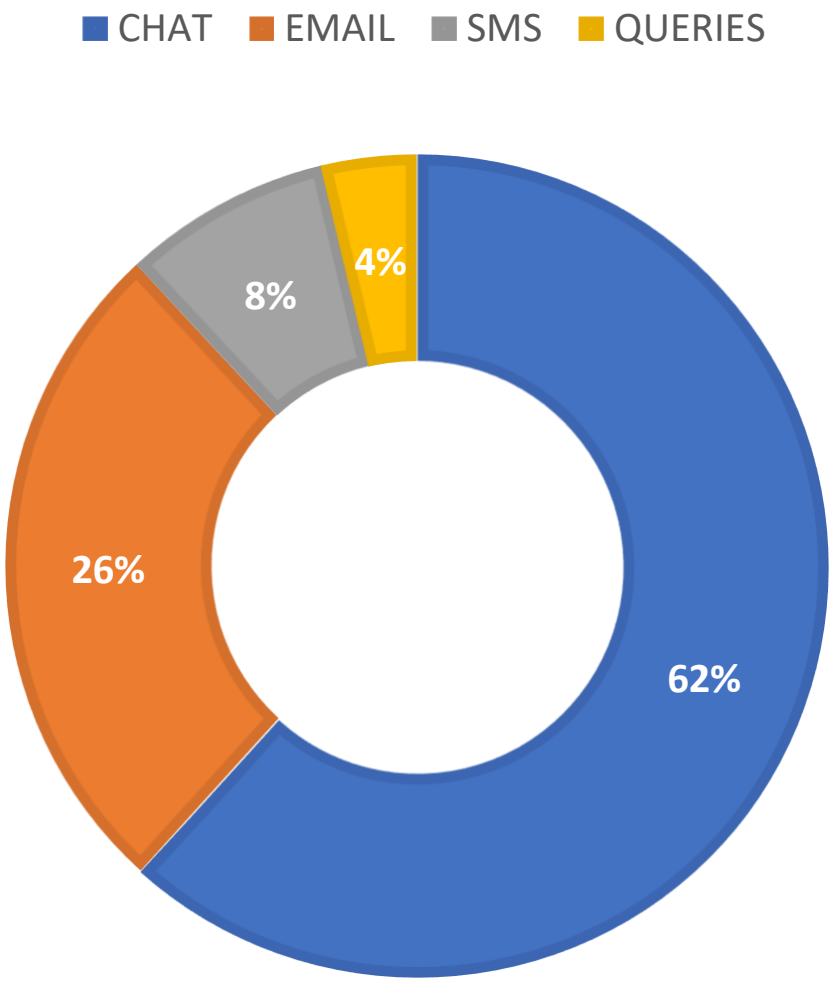
October 2018 Statistics

Question Type	October 2018	October 2017	% Change
SMS	510	425	20%
Chat	3828	4460	-14.17%
Queries	231	1415	-83.67%
Email	1631	1685	-3.20%
Total	6200	7985	-22.35%

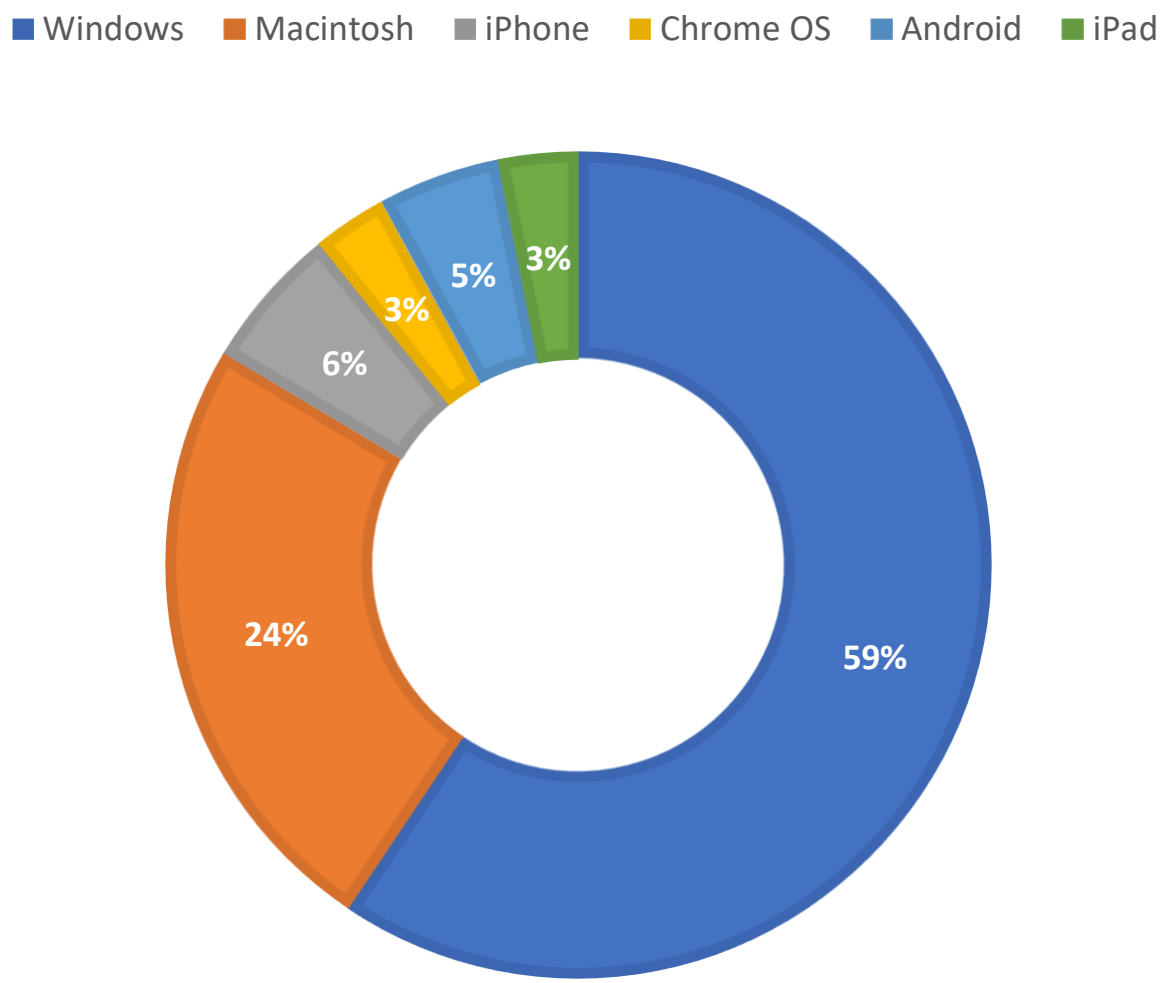
Total Transactions by Entry Point



What’s the Breakdown of Questions by Source?

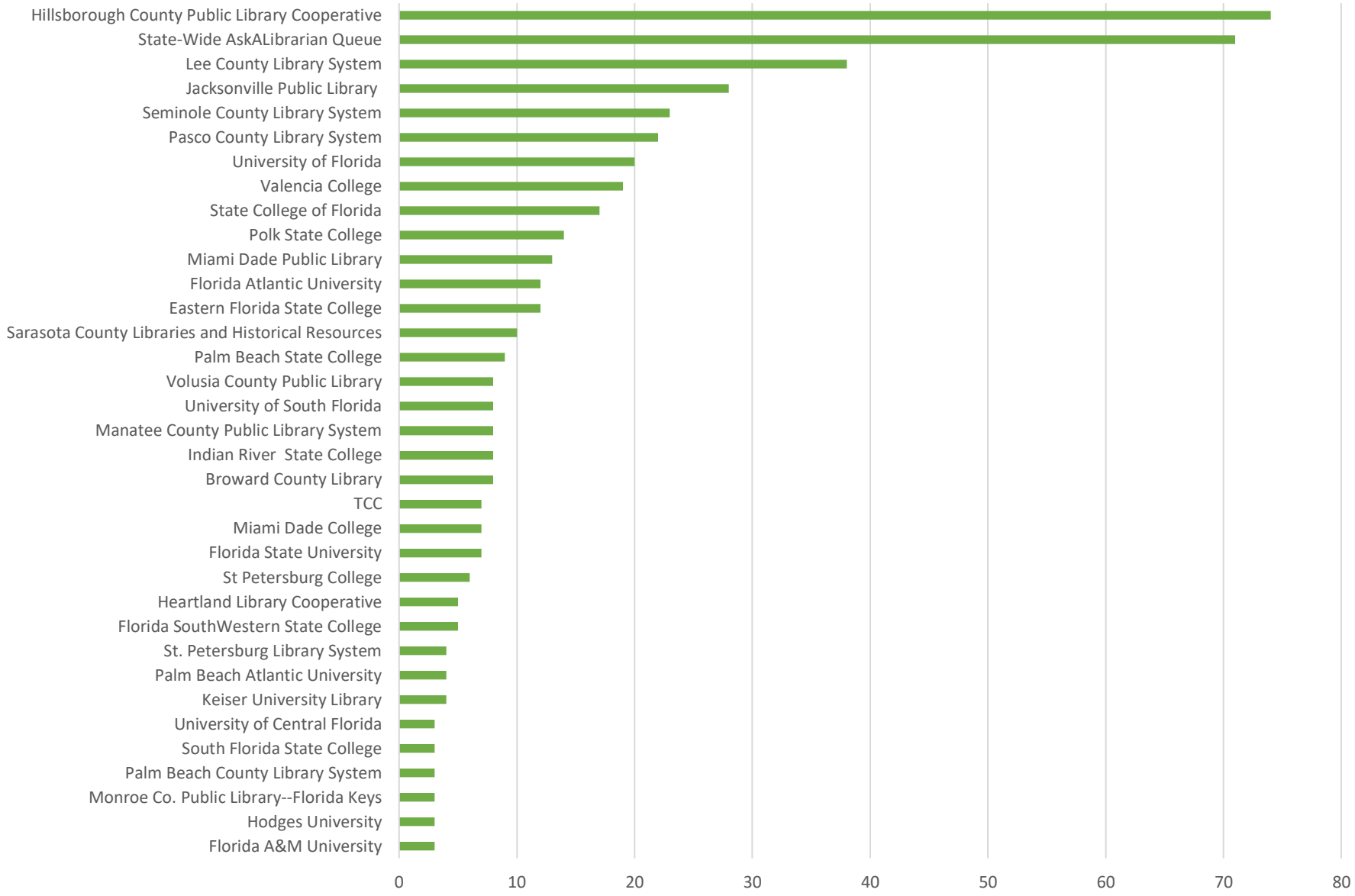


What Devices are Patrons Using to Ask Questions?



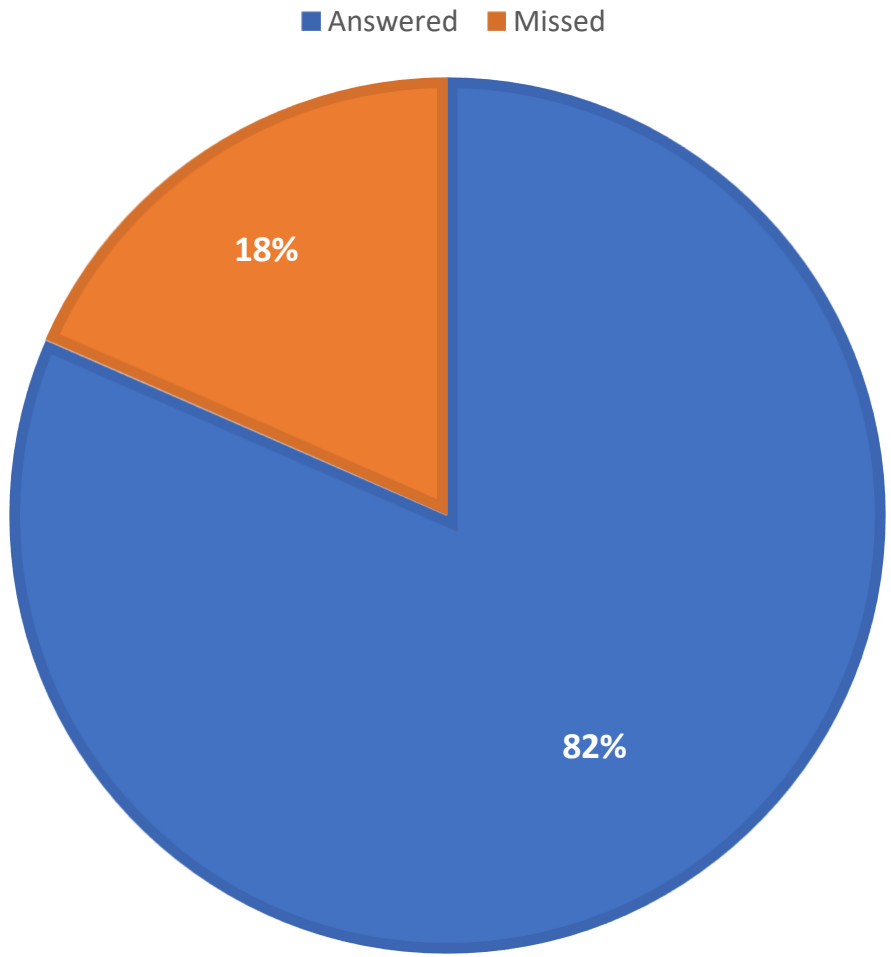
SMS

Total SMS by Library

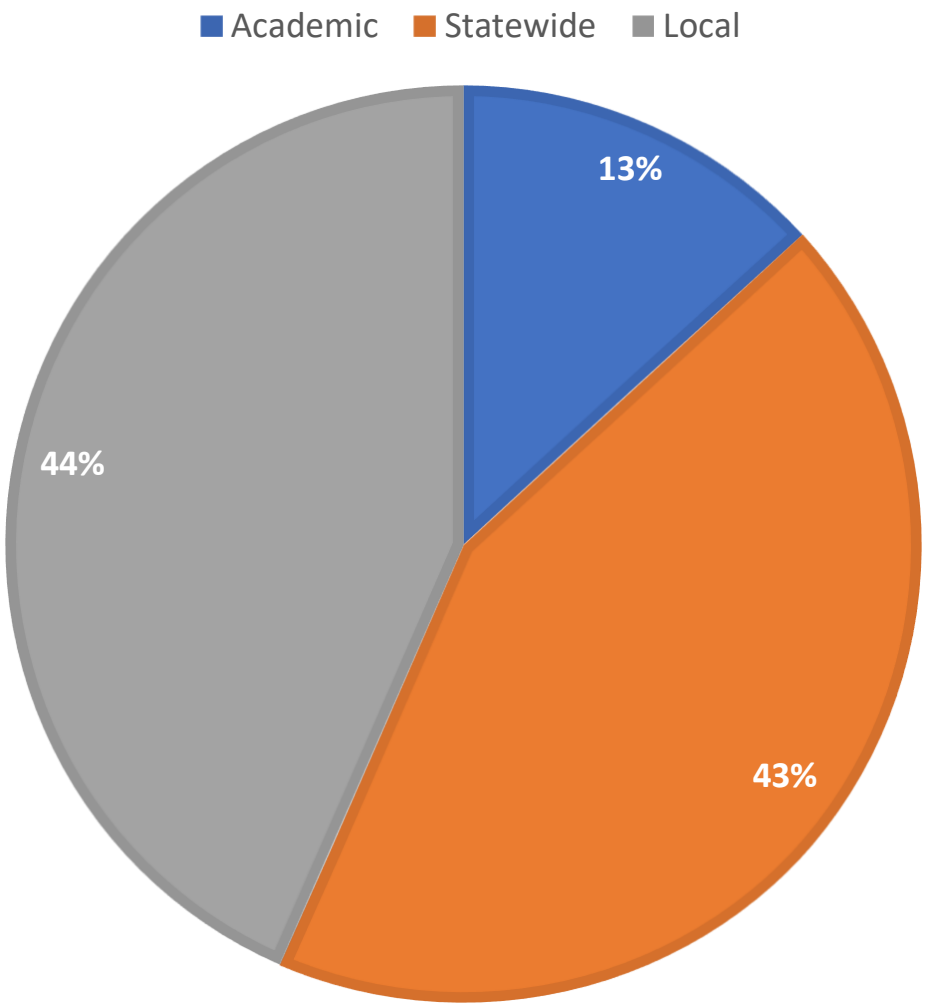


Chat

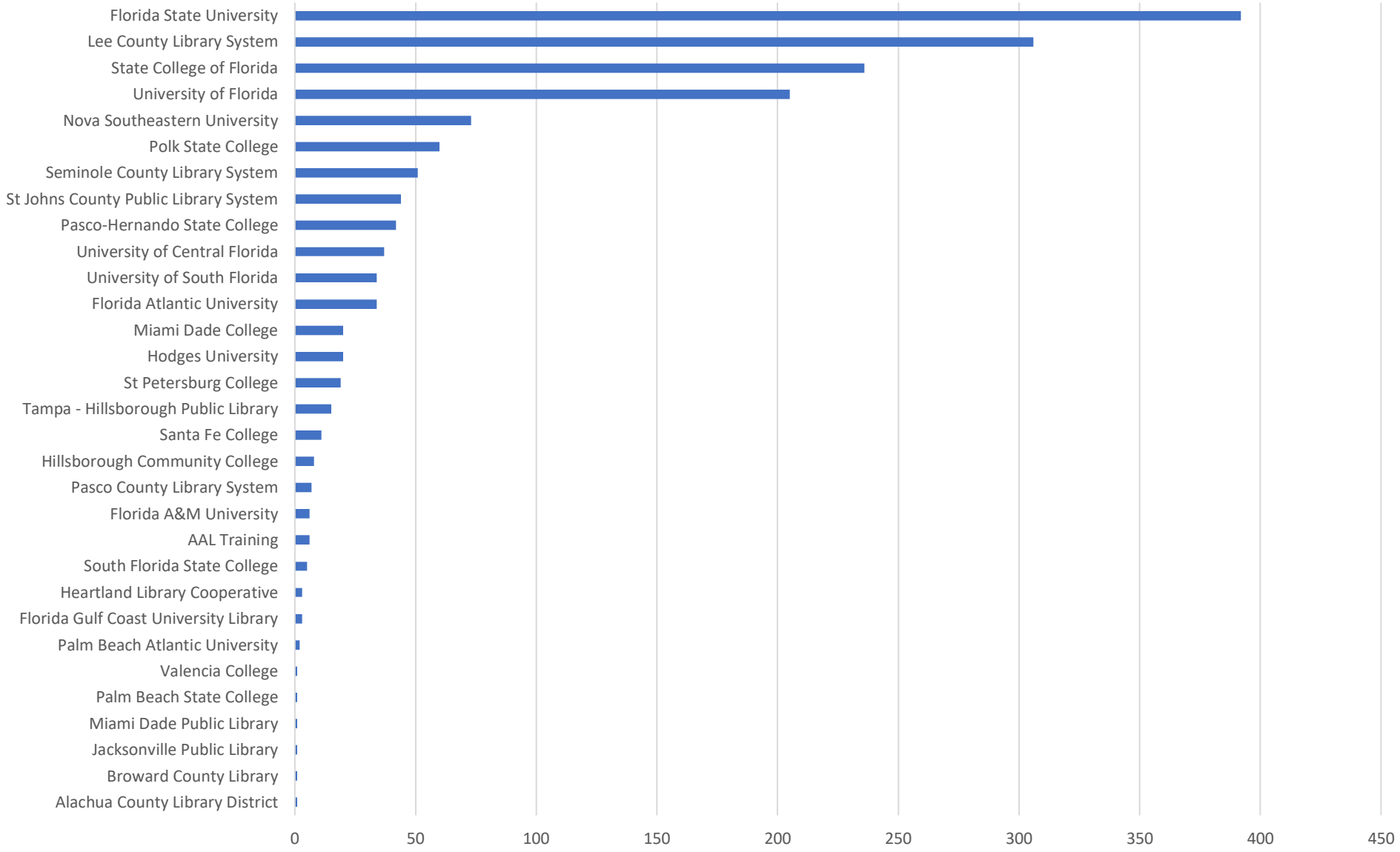
What Percent of Chats Were Answered/Missed?



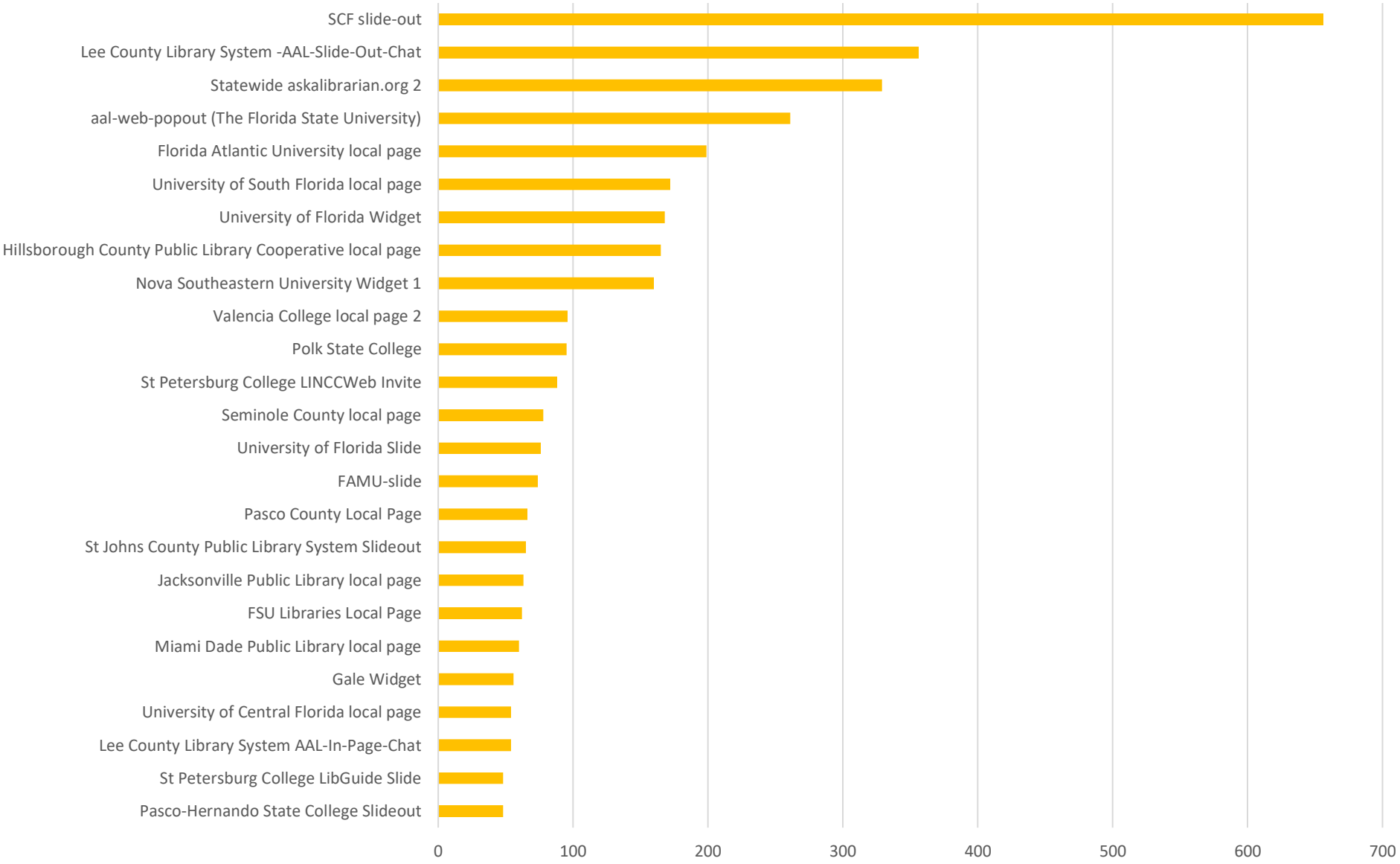
Which Departments Answered Chats (by type)?



Which Department Answered Chats (by local library)?

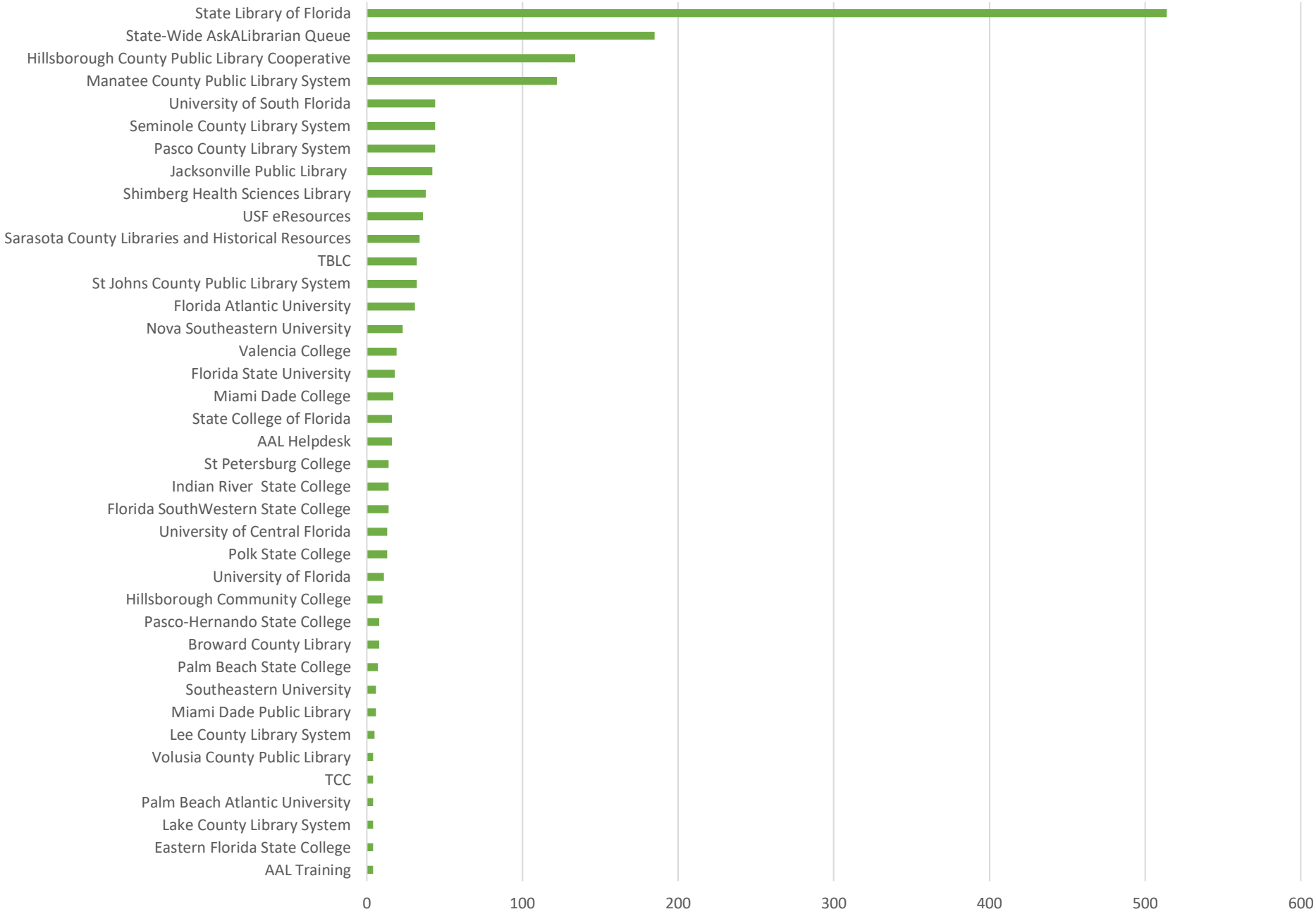


Which Widgets Brought in the Most Chats (Top 25)?



Email

Total Emails by Library



Top 25 FAQ Search Terms (Queries)

license	61
driver	32
same	29
find	21
florida	20
name	19
new	16
cannot	16
lost	16
mine	14
trying	14
business	14
says	14
last	14
printing	14
although	14
state	13
exemption	9
tax	9
drivers	7
need	7
information	7
library	7
county	7
receive	6