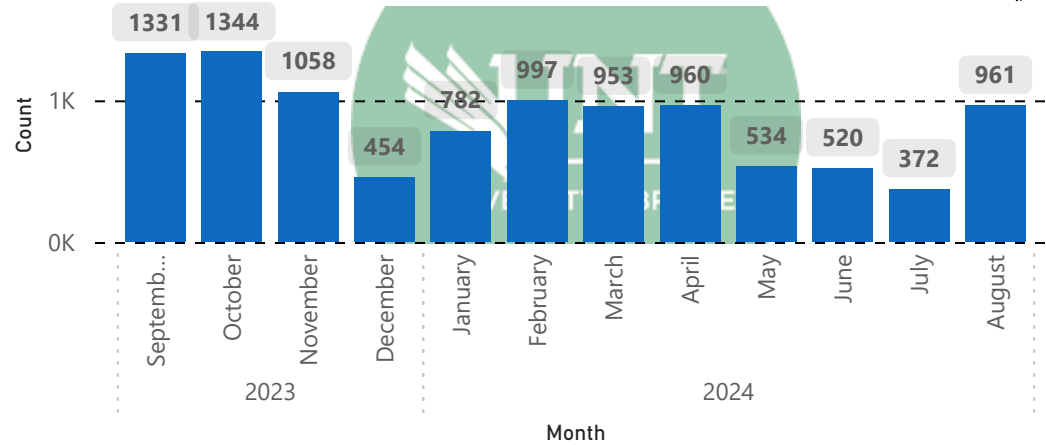


Reference Analytics Transactions: Ask Us and Chat for the Fiscal Year 2023-24

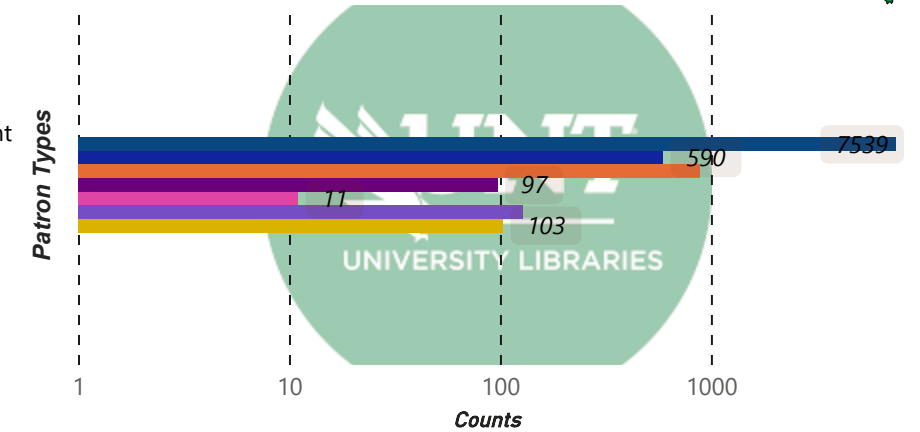
Monthly Breakdown



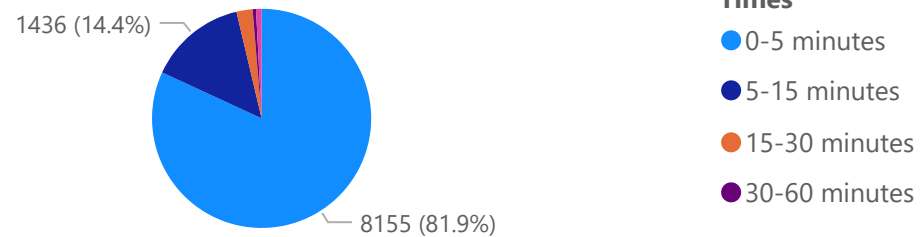
Types of Patron

List of Patron's type

- Student (unknown)
- Undergraduate Student
- Graduate Student
- Former Student
- Retired Faculty
- Staff
- Unknown



Time Spent by Responders to Assist Patrons

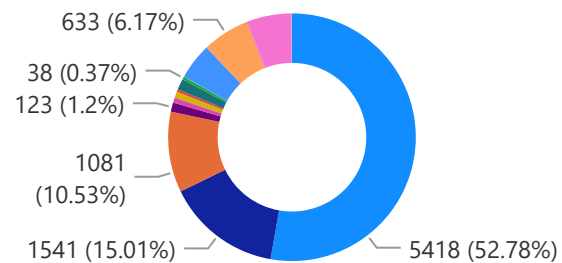


BreakDown of Total Transaction

10266	1442	6437	888	1393
Total Tran...	Email	In-Person	Phone	Chat
47	48	8	2	1
Text SMS	Multiple	Virtual Me...	Hybrid* (V...	Other

Question Types

- General Information
- Research/Reference
- Help/How to
- Comment/Issue
- Multiple



Top Responders

Student Assistant
GSA
Staff
Librarian

