

**CLARION UNIVERSITY
REFERENCE AND INSTRUCTION
2015-2016**

Reference Query

Carlson

Month	Directional	Reference In Person	Virtual Reference (Includes: Phone, Email, Chat, SMS, Virtual Consultation)					Consultation In Person	Consultation Virtual	Mobile Hours	Mobile Questions
			Total	Phone	Email	Chat	SMS				
July		42	39					0	1	0	0
August		224	21					4	3	14	0
September		378	62					13	10		
October		303	34					5	7		
November		237	27					10	3	8	3
December		100	21					3	1	2	1
January		185	23					3	2	0	0
February	122	159	48	21	10	17	0	4	0	0	0
March	86	127	78	14	7	18	0	9	39	2	
April	143	150	31	9	8	14	0	10		8	2
May	39	50						0	18	0	0
June	33	28							20	0	0
Totals		1,983	384					61	104	34	6

Combined Reference In Person	3,379
Combined Reference Virtual	612
Combined Consultation In Person	93
Combined Consultation Virtual	108
Mobile Questions	6
Total Reference Queries Successfully Answered	4,198
Total Library Instruction Classes Taught	102
Total Students Taught in Library Instruction Classes	2,621

**TY LIBRARIES
NSTRUCTION
16**

ies						Library Instruction			
Suhr						Carlson	Suhr		
Total Reference	Reference In Person	Reference Virtual	Consultation In Person	Consultation Virtual	Total Reference	# of classes	# of students	# of classes	# of students
82	45	22	0	0	67			0	0
266	177	14	4	3	198			0	0
463	256	25	6	0	287	27	960	7	116
349	155	18	3	0	176	20	378	2	64
288	135	20	2	1	158	0	0	0	0
128	60	14	4	0	78			0	0
213	116	19	0	0	135	10	290	0	0
259	135	25	2	0	162	23	600	3	44
294	115	21	5	0	141	6	96	2	46
232	103	17	3	0	123			0	0
68	56	19	3	0	78	1	14	0	0
48	43	14	0	0	57	1	13	0	0
2,690	1,396	228	32	4	1,660	88	2,351	14	270