

Reference Quer

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	16	31	18	-				
August	110	75	33	-	-	-	-	1			
September	287	336	41	-	-	-	-	1			
October	108	173	59	-	-	-	-	15			
November	89	139	43	-	-	-	-	3			
December	71	55	15	-	-	-	-	1			
January	70	130	20	3	3	14	0	0			
February	128	173	54	17	13	23	1	2			
March	89	110	38	7	6	24	1	8			
April	105	138	40	8	8	24	0	1			
May	60	60	16	9	2	5	0	0			
June	37	6	35	8	12	14	1	0			
Totals	1170	1,426	412	52	44	104	3	33	0	0	0

Combined Reference In Person	2,359
Combined Reference Virtual	608
Combined Consultation In Person	33
Combined Consultation Virtual	6
Mobile Questions	0
Total Reference Queries Successfully Answered	3,006
Total Library Instruction Classes Taught	71
Total Students Taught in Library Instruction Classes	2,119

**ARION UNIVERSITY LIBRARIES
REFERENCE AND INSTRUCTION
2017-2018**

ies						Library Instructi			
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
50	23	17	0	0	40	0	0	0	0
109	94	32	0	0	126	1	18	0	0
378	170	20	0	0	190	28	837	1	20
247	107	15	0	3	125	6	167	0	0
185	60	9	0	0	69	6	113	0	0
71	39	15	0	0	54	0	0	0	0
150	61	9	0	3	73	7	151	0	0
229	77	17	0	0	94	13	267	0	0
156	71	9	0	0	80	4	108	0	0
179	110	22	0	0	132	3	48	0	0
76	65	18	0	0	83	1	9	0	0
41	56	13	0	0	69	1	11	0	0
1,871	933	196	0	6	1,135	70	1,729	1	20


on Classes

Media Site	Total
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# of classes	# of students	# of classes	# of students
0	0	0	0
0	0	1	18
0	0	29	857
0	0	6	167
0	0	6	113
0	0	0	0
0	0	7	151
5	315	18	582
0	0	4	108
0	0	3	48
0	0	1	9
1	55	2	66
6	370	77	2,119