

**CLARION UNIVERSITY
REFERENCE AND INSTRUCTION
2018-2019**

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	29	26	31	23				
August	105	61	51	20	13	18	0	4	51		
September	153	116	70	11	18	41	0	6	70		
October	95	142	57	19	13	25	0	6	57		
November	72	115	47	17	6	24	0	3	47		
December	54	33	24	10	8	6	0	2	24		
January	85	63	40	15	13	12	0	0	40		
February	92	83	59	10	18	29	2	2	59		
March	69	55	47	8	30	9	0	0	47		
April	78	60	41	14	7	20	0	2	41		
May	23	30	24	16	3	5	0	2	24		
June			0								
Totals	855	784	491	163	131	195	2	27	491	0	0

Combined Reference In Person	1,736
Combined Reference Virtual	636
Combined Consultation In Person	44
Combined Consultation Virtual	494
Mobile Questions	0
Total Reference Queries Successfully Answered	2,910
Total Library Instruction Classes Taught	63
Total Students Taught in Library Instruction Classes	1,282

**TY LIBRARIES
NSTRUCTION
19**

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
119	44	14	0	1	59	0	0	0	0
218	128	19	0	0	147	1	12	0	0
332	132	27	0	0	159	18	406	2	48
319	197	14	5	0	216	7	198	0	0
259	80	13	7	1	101	2	36	2	40
107	45	6	0	0	51	0	0	0	0
183	59	4	0	0	63	9	155	0	0
262	71	6	0	1	78	11	243	3	26
196	56	11	0	0	67	4	85	1	0
185	104	24	5	0	133	2	33	1	0
104	36	7	0	0	43	0	0	0	0
0					0				
2,284	952	145	17	3	1,117	54	1,168	9	114