

**CLARION UNIVERSITY  
REFERENCE AND INSTRUCTION  
2019-20**

**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	7	17	26	11	11	4	0	1	26		
August	62	69	27	6	11	10	0	0	27		
September	150	118	35	12	7	16	0	1	35		
October	95	81	63	18	19	25	1	6	63		
November	80	65	38	2	14	21	1	8	38		
December	36	31	15	0	10	5	0	2	15		
January	76	39	30	11	7	11	1	3	30		
February	87	58	33	12	17	3	1	3	33		
March	18	18	38	9	10	19	0	3	38		
April			60	2	38	20	0				
May			22	1	14	7	0				
June			51	7	17	23	4				
<b>Totals</b>	<b>611</b>	<b>496</b>	<b>438</b>	<b>91</b>	<b>175</b>	<b>164</b>	<b>8</b>	<b>27</b>	<b>305</b>	<b>0</b>	<b>0</b>

Combined Reference In Person	1,098
Combined Reference Virtual	509
Combined Consultation In Person	41
Combined Consultation Virtual	306
Mobile Questions	0
<b>Total Reference Queries Successfully Answered</b>	<b>1,954</b>
<b>Total Library Instruction Classes Taught</b>	<b>70</b>
<b>Total Students Taught in Library Instruction Classes</b>	<b>1,241</b>

**TY LIBRARIES  
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20**

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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
77	46	6	0	1	53	1	4	0	0
185	87	6	2	0	95	1	22	0	0
339	99	9	3	0	111	24	491	6	36
308	84	5	6	0	95	9	184	2	68
229	53	2	1	0	56	3	46	0	0
99	21	8	1	0	30	0	0	0	0
178	91	7	0	0	98	8	132	0	0
214	91	10	0	0	101	12	190	2	22
115	30	5	1	0	36	2	46	0	0
60	0	8	0	0	8	0	0	0	0
22	0	3	0	0	3	0	0	0	0
51	0	2	0	0	2	0	0	0	0
<b>1877</b>	<b>602</b>	<b>71</b>	<b>14</b>	<b>1</b>	<b>688</b>	<b>60</b>	<b>1115</b>	<b>10</b>	<b>126</b>