CLARION UNIVERSITY LIBRARIES
REFERENCE AND INSTRUCTION
2020-2021

Reference Queries

Month	Directional	Computer Help / Printing	Carlson: Reference In Person	Carlson: Virtual Reference (Includes: Chat, Email, Phone, Zoom, SMS, Social Media)							Carlson: Consultation In Person	Carlson: Consultation Virtual	Carlson: Total Reference	Suhr: Reference In Person	Suhr: Virtual Reference	Suhr: Consultation In Person	Suhr: Consultation Virtual	Suhr: Total Reference
				Chat	Email	Phone	Zoom	SMS	Social Media	*Total*								
July	0	0	0	19	11	1	0	0	0	31	0	1	32	0	0	0	0	0
August	16	26	11	17	17	4	0	0	0	38	0	5	96	24	7	0	0	31
September	10	7	25	23	25	8	0	0	0	56	5	4	107	45	5	0	0	50
October	0	4	18	29	29	3	0	0	0	61	4	15	102	28	5	0	0	33
November	1	1	7	8	9	1	0	1	1	20	2	3	34	12	1	0	0	13
December	0	0	0	4	27	3	0	0	0	34	0	3	37	1	2	0	0	3
January	4	9	12	6	13	5	0	0	0	24	1	5	55	20	5	0	0	25
February	7	7	17	23	20	8	0	0	0	51	2	3	87	16	5	0	0	21
March	4	3	12	21	19	3	0	0	0	43	1	6	69	10	4	0	0	14
April	0	4	3	16	16	3	0	0	0	35	3	4	49	16	0	0	0	16
May	1	2	5	7	24	1	0	0	0	32	0	1	41	4	0	0	0	4
June	1	1	4	3	11	3	0	0	0	17	3	3	29	2	2	0	0	4
Totals	**44**	**64**	**114**	**176**	**221**	**43**	**0**	**1**	**1**	**442**	**21**	**53**	**738**	**178**	**36**	**0**	**0**	**214**

Library Instruction Classes

Month	Carlson: Synchronous In-Person		Carlson: Synchronous Online		Carlson: Asynchronous Online		Suhr: Synchronous In-Person		Suhr: Synchronous Online		Suhr: Asynchronous Online	
	# of classes	# of students	# of classes	# of students	# of classes	# of students	# of classes	# of students	# of classes	# of students	# of classes	# of students
July	0	0	0	0	3	27						
August	0	0	4	110	1	33						
September	0	0	20	557	4	99						
October	0	0	5	129	0	0						
November	0	0	0	0	0	0						
December	0	0	1	10	2	38						
January	0	0	0	0	0	0						
February	0	0	13	348	4	106						
March	0	0	7	375	4	122						
April	0	0	1	31	1	31						
May	0	0	0	0	1	11						
June	0	0	0	0	0	0						
Totals	**0**	**0**	**51**	**1560**	**20**	**467**	**0**	**0**	**0**	**0**	**0**	**0**

Combined Reference In Person	**292**
Combined Reference Virtual	**478**
Combined Consultation In Person	**21**
Combined Consultation Virtual	**53**
Total Reference Queries Successfully Answered	**844**
Total Library Instruction Classes Taught	**71**
Total Students Taught in Library Instruction Classes	**2,027**