

**CLARION UNIVERSITY LIBRARIES  
REFERENCE AND INSTRUCTION  
2021-2022**

Reference Queries																									Library Instruction Classes											
Month	Directional	Computer Help / Printing	Carlson										Suhr					Carlson						Suhr												
			Reference In Person	Virtual Reference (Includes: Chat, Email, Phone, Zoom, SMS, Social Media)							Consultation In Person	Consultation Virtual	Total Reference	Reference In Person	Virtual Reference	Consultation In Person	Consultation Virtual	Total Reference	Synchronous In-Person		Synchronous Online		Asynchronous Online		Synchronous In-Person		Synchronous Online		Asynchronous Online							
				Chat	Email	Phone	Zoom	SMS	Social Media	Total									# 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	8	5	10	9	11	3	0	0	0	23	4	1	51	0	0	0	0	0	0	1	12	0	0	0	0	0	0	0	0	0						
August	34	73	35	9	9	1	0	0	0	19	0	5	166	0	2	25	1	13	4	80	0	0	0	0	0	0	0	0	0	0						
September	36	121	39	17	20	11	0	1	0	49	4	6	255	0	3	49	1	26	4	148	2	27	0	0	0	0	0	0	0	0						
October	22	71	38	9	5	6	0	0	0	20	3	7	161	0	6	99	0	0	1	49	0	0	0	0	0	0	0	0	0	0						
November	13	39	32	15	12	4	0	0	0	31	3	3	121	0	0	0	0	0	0	0	2	32	0	0	0	0	0	0	0	0						
December	18	23	8	3	6	0	0	1	1	11	0	0	60	0	0	0	0	0	2	22	0	0	0	0	0	0	0	0	0							
January	25	33	33	6	9	5	0	0	1	21	0	7	119	0	2	25	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
February	18	30	20	15	16	4	0	0	0	35	4	9	116	0	3	33	3	65	0	0	0	0	0	0	0	0	0	0	0	0						
March	14	18	23	23	18	7	0	0	0	48	3	6	112	0	3	68	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
April	14	29	25	26	9	4	0	0	0	39	1	10	118	0	1	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
May	2	6	15	2	28	6	0	1	0	37	1	1	62	0	0	0	0	0	1	5	0	0	0	0	0	0	0	0	0							
June	4	0	2	6	1	3	0	0	0	10	1	4	21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
<b>Totals</b>	<b>208</b>	<b>448</b>	<b>280</b>	<b>140</b>	<b>144</b>	<b>54</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>343</b>	<b>24</b>	<b>59</b>	<b>1362</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>	<b>320</b>	<b>5</b>	<b>104</b>	<b>13</b>	<b>316</b>	<b>4</b>	<b>59</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>						

Combined Reference In Person	280
Combined Reference Virtual	343
Combined Consultation In Person	24
Combined Consultation Virtual	59
Total Reference Queries Successfully Answered	706
Total Library Instruction Classes Taught	42
Total Students Taught in Library Instruction Classes	799