

## Electronic Reference Services: Docutek E-Mail and Chat and Library E-Mail

### Types of questions by service - FY2005

#### Breakdown:

Docutek: Email							
Reference	Circulation	Interlib.loan	BB/Webct	Other Tech	Acad.Arch.	Testing	Total
21	4	3	6	5	3	2	44

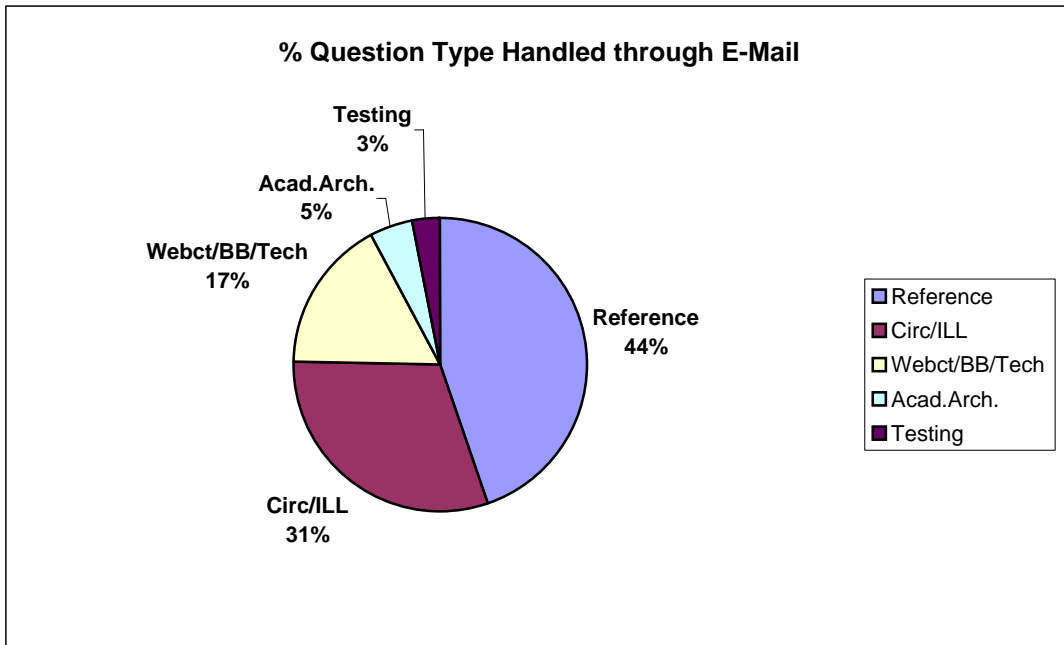
Docutek: Chat				
Reference	webct	ftp	other	Total
6	1	1	1	9

Library email form:		
Reference	Circulation	Total
8	13	21

#### Totals:

Total Email:					
Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Total Email
29	20	11	3	2	65

Total Chat:			
Reference		Webct/ftp/Other	Total Chat
6		3	9



## Two Year Comparison: Email Questions

### FY2004 Total Email:

Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing
33	4	5	4	3

Total Email
49

### FY2005 Total Email:

Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing
29	20	11	3	2

Total Email
65

