

Electronic Reference Services: Docutek E-Mail and Chat and Library E-Mail
Types of questions by service - FY2006

Breakdown:

Docutek: Email							Total
Reference	Circulation	Interlib.loan	BB/Webct	Other Tech	Acad.Arch.	Testing	
8	1	1	0	1	1	0	12

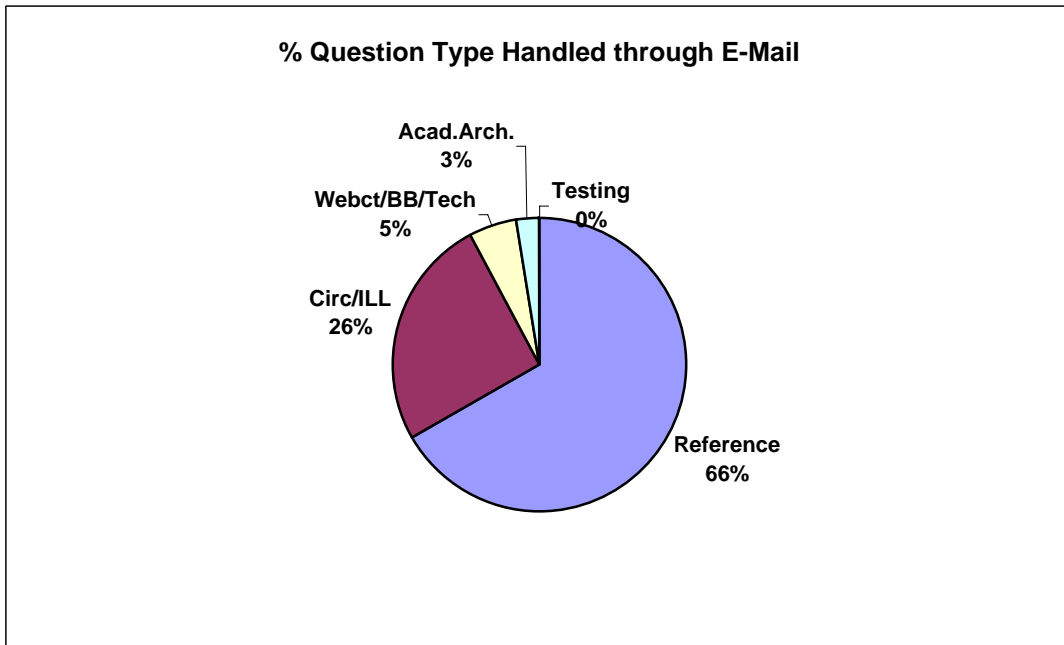
Docutek: Chat					Total
Reference	webct	ftp	Circulation	other	
6	0	0	1	0	7

Library email form:					Total
Reference	Circulation	Gen.Libr. Info.	ILL	IT	
18	1	1	7	1	28

Totals:

Total Email:						Total Email
Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Other	
26	10	2	1	0	1	40

Total Chat:			Total Chat
Reference	Circulation	Webct/ftp/Other	
6	1	0	7



Annual Comparison: Email Questions

FY2004 Total Email:

Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Other
33	4	5	4	3	0

Total Email
49

FY2005 Total Email:

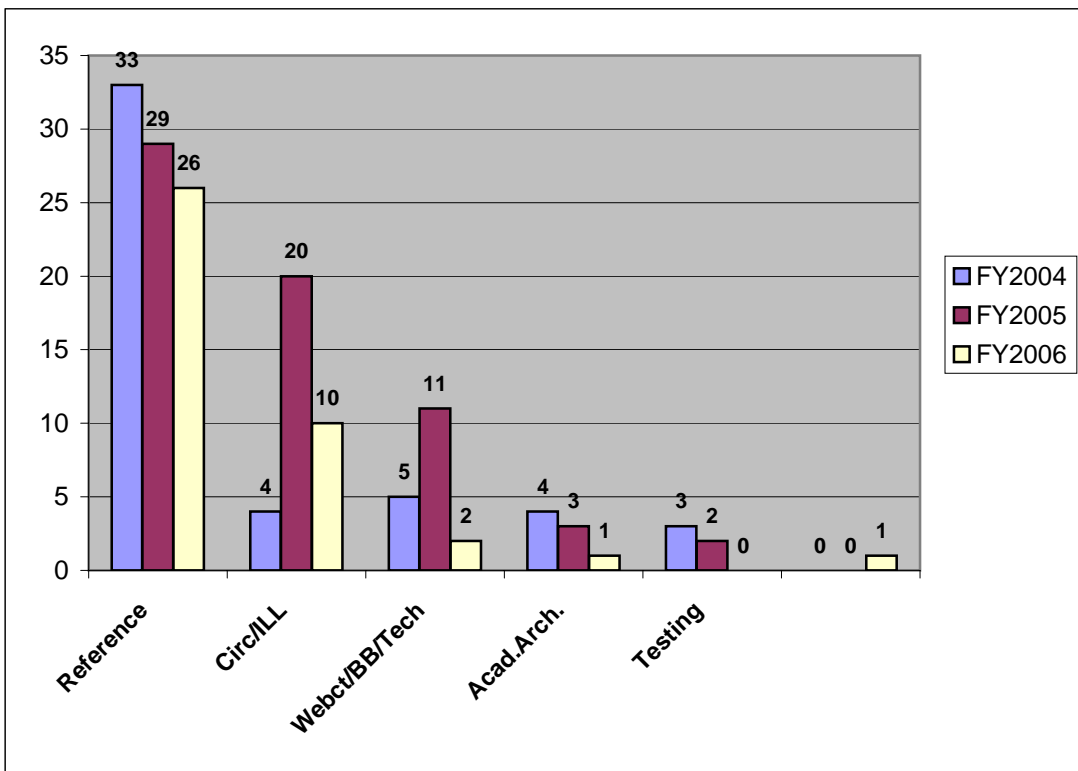
Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Other
29	20	11	3	2	0

Total Email
65

FY2006 Total Email:

Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Other
26	10	2	1	0	1

Total Email
40



Erroneous virtual mail example not available online.