

Electronic Reference Services: Docutek E-Mail and Chat and Library E-Mail
Types of questions by service - FY2007

Breakdown:

Docutek: Email						Total
Reference	Circulation	Interlib.loan	BB/Webct	IT	Acad.Arch.	
18	2	0	0	1	1	22

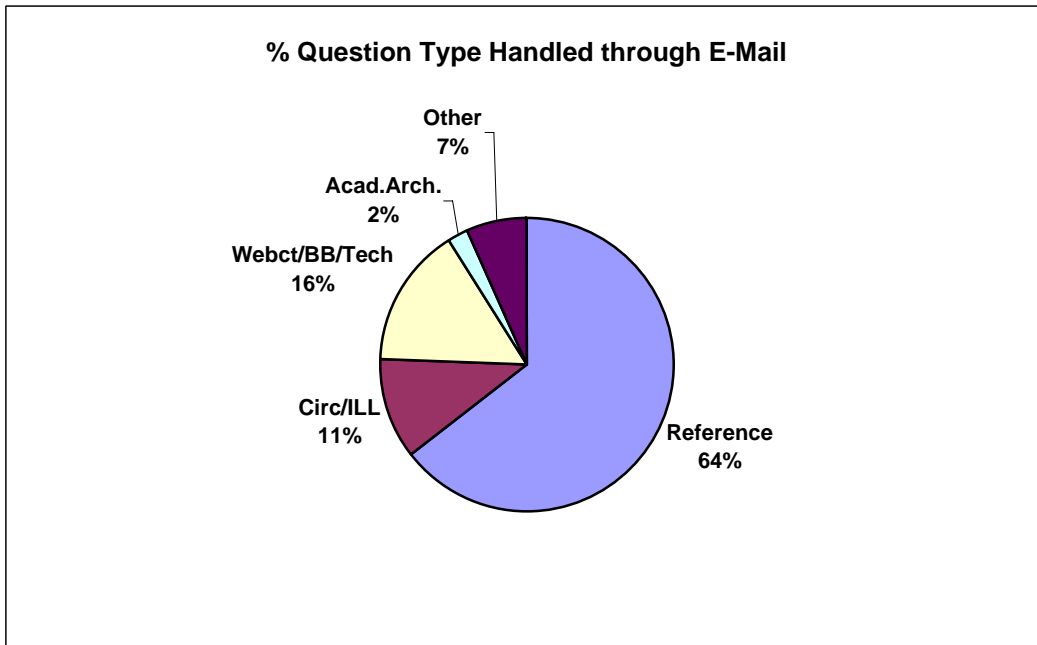
Docutek: Chat					Total
Reference	webct	ftp	Circulation	other	
7	0	0	2	0	9

Library email form:						Total
Reference	Circulation	Other	ILL	IT	BB/Webct	
11	2	3	1	1	5	23

Totals:

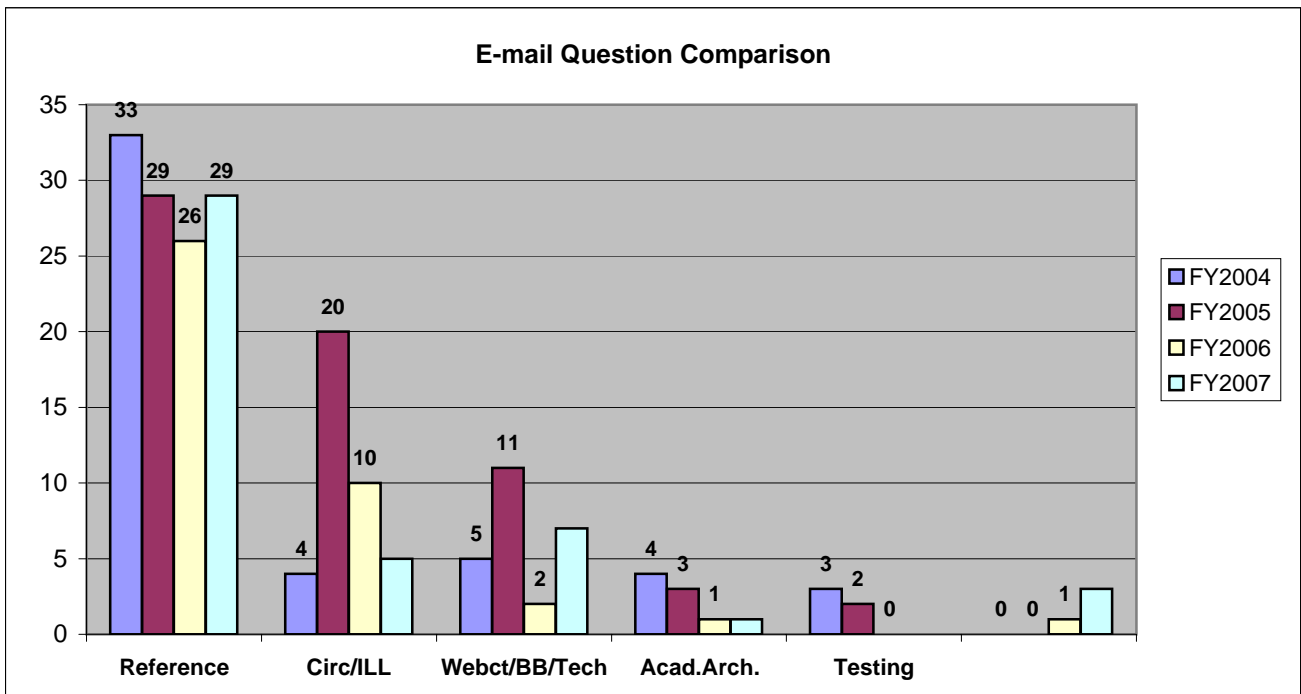
Total Email:					Total Email
Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Other	
29	5	7	1	3	45

Total Chat:			Total Chat
Reference	Circulation	Webct/ftp/Other	
7	2	0	9



Annual Comparison: Email Questions

FY2004 Total Email:							
Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Other		Total Email
33	4	5	4	3	0		49
FY2005 Total Email:							
Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Other		Total Email
29	20	11	3	2	0		65
FY2006 Total Email:							
Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Other		Total Email
26	10	2	1	0	1		40
FY2007 Total Email:							
Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Other		Total Email
29	5	7	1	0	3		45



Annual Comparison: Chat Questions

FY2005 Total Chat:							
Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Other		Total Email
6	0	2	0	0	1		9
FY2006 Total Chat:							
Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Other		Total Email
6	1	0	0	0	0		7
FY2007 Total Chat:							
Reference	Circ/ILL	Webct/BB/Tech	Acad.Arch.	Testing	Other		Total Email
7	2	0	0	0	0		9