

## Statistical Supplement

Reference Department

Reference Desk Statistics 2018

### Questions answered by Librarian by Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total	184	260	293	271	95	163	171	220	340	370	327	135	2829
SC	28	38	48	48	12	31	26	44	68	54	37	9	443
CD	54	89	92	67	28	40	53	30	64	77	66	49	709
BMc	46	56	65	74	17	39	35	39	87	104	106	29	697
KN	18	17	11	10	2	13	11	27	19	34	22	12	196
MS	13	34	13	28	2	3	17	18	16	22	24	10	200
MT	25	26	64	44	34	37	29	62	86	79	72	26	584

SC=Scott Crawford CD=Carmen Doering BMc= Bryan McConnell KN= Karen Nichols MS= Mike Saar MT= Megan Toups

### Question Type by Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Tot
Total	184	260	293	271	95	163	171	220	340	370	327	135	2829
Find resources	45	89	101	68	16	35	47	61	94	108	102	47	813
Research help	21	52	47	62	9	1	26	1	59	80	91	23	507
Library Hours	23	12	50	35	29	28	31	26	40	33	37	30	374
Log ins / IT	27	31	32	32	10	23	18	25	41	41	9	7	311
Textbooks	28	17	8	6	0	11	7	38	24	16	5	2	162
Circulation Issues	11	13	10	12	5	14	7	14	22	14	15	7	144
Library info	8	14	16	12	6	7	7	8	6	17	15	9	125
LIT Scavenger	1	0	3	0	0	1	1	0	1	18	3	0	28
ILL	5	10	2	8	2	1	5	4	9	6	6	1	59
Lamar info	5	2	3	5	5	1	7	1	5	4	6	1	45
Other Support (equipment, supplies)	2	12	1	9	4	2	3	2	6	1	6	4	52
Citing Sources	0	3	1	8	1	7	3	1	6	4	4	0	38
Campus Directions	3	2	4	3	3	4	3	7	3	1	1	1	35
Weird Qs	0	3	2	3	3	5	3	2	6	4	2	1	34
Public Computer	0	0	0	0	0	0	0	5	6	12	7	1	31
Writing Center/STARS	1	0	5	6	2	0	2	1	2	1	3	0	23
Starbucks	3	0	3	0	0	2	1	1	4	2	0	0	16
Noise	0	0	1	2	0	0	0	0	2	4	3	1	13
E-reserves	0	0	1	0	0	3	0	1	0	5	0	0	10

Copier	1	0	3	0	0	0	0	0	3	1	1	0	9
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### Question Type by Day of Week

	Sunday	Monday	Tuesday	Wednesday	Thurs	Friday	Saturday	Total
Total	234	454	578	453	533	309	268	2829
Find resources	2	129	150	137	155	115	116	804
Research help	73	113	107	105	69	29	6	502
Library Hours	96	45	57	39	57	24	56	374
Log Ins / IT	13	18	51	25	32	27	8	174
Textbooks	15	26	41	26	37	14	3	162
Circulation issues	0	23	17	16	33	9	14	121
Library info	1	18	15	12	11	13	4	74
ILL	1	7	16	9	13	11	2	59
Library Directions	2	5	13	10	14	3	5	52
Other Support (equipment, supplies)	1	5	9	8	18	4	7	52
Database Access	0	3	16	10	4	9	5	47
Lamar Info	0	7	7	11	11	6	4	46
Printing	1	7	7	5	13	6	4	43
Citing Sources	5	3	10	4	11	3	2	38
Computer Support	3	4	6	4	9	1	8	35
Weird Questions	2	6	7	6	6	4	3	34
Public Computer	0	6	4	8	6	3	4	31
Campus Directions	1	5	9	5	6	1	2	29
LIT Scavenger Hunt	14	3	1	1	1	6	2	28
Writing Center/STARS	1	4	6	2	3	7	0	23
E-reserves	1	4	1	0	4	0	0	10
Noise	2	2	5	1	3	0	0	13
Starbucks	0	1	4	2	3	0	6	16

### Question Format by Month

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total	184	260	293	271	95	163	171	220	340	370	327	135	2829
Walk-up	72	120	115	114	30	46	55	91	153	158	123	43	1120
IM	59	79	79	72	18	49	53	47	96	124	122	43	841
Phone	52	56	93	82	45	67	59	80	87	81	78	46	826
Lib Answers	1	5	6	3	2	1	4	2	4	7	4	3	42

### Question Format by Day of Week

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Total	233	455	578	453	533	309	268	2829

Walk-up	32	190	254	172	247	147	78	1120
IM	90	128	181	147	135	84	76	841
Phone	111	130	133	129	143	75	105	826
LibAnswers	0	7	10	5	8	3	9	42

**Patron Types by Day of Week**

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Total	234	454	578	452	533	309	268	2829
undergrad	45	272	302	265	268	178	151	1481
Unknown	150	59	94	63	85	18	11	480
graduate	4	30	65	30	64	29	42	264
LIT Student	21	18	44	18	37	25	14	177
Community member	2	34	26	30	34	25	23	174
Faculty	0	21	14	25	17	11	4	92
Staff	0	2	11	9	4	9	4	39
Alumni	3	7	6	1	9	6	6	38
Acad Partnerships	8	3	8	2	5	3	4	33
Another Univ	0	4	2	4	2	3	3	18
Perspective Student	0	1	3	3	3	0	1	11
LSC Orange	0	1	0	0	1	1	5	8
LIT Faculty	0	1	3	1	1	0	0	6
LSC Pt A	0	1	0	1	1	1	0	4
Not Local	0	1	0	1	2	0	0	4

**Questions Asked Each Hour by Day of Week**

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
7:00 AM			1	2	1	2		6
8:00 AM		25	35	26	38	12		136
9:00 AM		51	42	44	43	39		219
10:00 AM		53	41	66	56	44	36	296
11:00 AM		51	65	38	62	45	43	304
Noon		37	72	52	58	53	20	292
1:00 PM		31	61	31	48	44	23	238
2:00 PM	36	39	58	44	51	26	40	294
3:00 PM	32	44	49	37	45	22	36	265
4:00 PM	30	24	27	26	37	11	30	185
5:00 PM	30	29	29	18	19	11	23	159
6:00 PM	20	17	31	17	22		16	123
7:00 PM	25	17	20	19	11		1	93
8:00 PM	30	16	21	15	16			98

9:00 PM	20	9	15	9	14			67
10:00 PM	8	9	6	6	9			38
11:00 PM	2	3	5	3	3			16
Total	233	455	578	453	533	309	268	2829

## LibGuides

Guide Name	Total Views
Lamar Competency Exam	80807
LIT - SPCH 1315 - Public Speaking	21527
Hours	10330
Educational Leadership (Ed.D.)	4271
Counseling & Development Resources	2760
MLA Citation Style Guide	2557
EDLD 5301: Action Research	2479
Westlaw Next	2180
U.S. Constitution	1974
APA Citation Style Guide	1752
EDLD 5333 Leadership for Accountability	1401
School Community Partnership Project	1352
Undergraduate Guide	2063
LIT - DORI 0200	1293
Copy of Organizing Your Social Sciences Research Paper	1175
Literary Criticism	1079
Nursing	944
ENGL 2326 - American Literature - Loges	909
Faculty Distance Learning Library Support	884
Videos	807
Undergraduate Guide	772
Education	722
COMM 1315 Public Speaking for Lamar University	687

HIST 4344 Witchcraft and the Occult in Early Modern Europe	635
HIST 3390 Historical Research	613
Copyright	609
Psychology	600
LIT – DORI 200	450
CRIJ 4380 – Criminal Justice Research	409
QEP	396
LU Career Information	382
Printing at the Mary & John Gray Library	359
Dissertations and Theses (PQDT) from Lamar University and Around the World	317
ENGL 1301 - Argumentative/Persuasive Research	309
LIT - DHYG 1431 - Dental Hygiene	285
Faculty Toolkit	268
HIST 4314/5314 - American Civil War	266
BIOL 2401: Anatomy & Physiology 1	264
HIST 2301 - Texas History	241
LIT – ENGL 1301	214
Government Databases by Subject	213
ENGL 3340 - Mythology	213
Assessment and Accountability	213
ENGL 1302 – Composition II	210
American Literature	205
LIT Career Information Sources	203
Curriculum & Instruction Resources	201
TIEP Introduction to Library Resources	189
ENGL 2322 - British Literature	186
Children's Literature	181
EDUD 6314 – Academic Research Writing	181
COLLECTION DEVELOPMENT TOOLS	178
Government Information at Gray Library	177

LIT SPCH 1315-3A1/3B1 Library Assignment	148
Spanish Language & Literature	138
Music Research	137
STATISTICS & ASSESSMENT RESOURCES	130
PSYC 2270: Learning & Study Skills	115
BIOL 2402: Anatomy & Physiology II	114
EDUD 6322: Trends & Issues in Multicultural Education	103

## E-Reserves

Course Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
School Community Relations	0	0	0	0	0	0	0	0	3	4962	2684	7	7656
Cognition & Instruction	2305	1156	2	22	1	0	0	0	0	0	0	0	3486
Creative Instructional Strategies	8	19	28	2109	839	0	0	0	0	0	0	0	3003
Using Assessment Data to Guide Instructional Decisions	0	0	0	0	0	2	946	487	0	3	0	0	1438
Public School Curriculum	0	256	900	41	0	0	0	0	0	0	0	0	1197
Differentiated Instruction	0	0	0	0	110	868	82	0	0	0	0	0	1060
School Law	0	0	0	0	0	0	0	36	490	0	0	1	527
Practicing Teacher Leadership	109	70	57	4	1	0	56	51	30	99	29	0	506
Disaster & Hazard Mgmt for Public Admin	0	0	0	0	54	176	73	0	0	0	0	0	303

Educational Psychology	0	0	0	0	0	0	0	0	0	0	0	85	137	222
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## LibChat (Instant Messaging)

### Monthly

Status	Jan	Feb	Mar	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec
Missed	11	18	12	13	1	4	7	6	13	26	22	8
Answered	81	121	105	105	21	70	68	56	128	164	171	58
Total	92	139	117	118	22	74	75	62	141	190	193	66

### Daily

Status	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Missed	31	18	29	20	7	28	8
Answered	175	232	204	206	120	88	123
Total	206	250	233	226	127	116	131

### Hourly

Status	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p	6p	7p	8p	9p	10p	11p
Missed	4	2	9	15	19	19	14	3	11	11	14	4	6	3	4	3
Answered	44	70	97	101	66	106	121	75	91	93	75	52	61	52	34	10
Total	48	72	106	116	85	125	135	78	102	104	89	56	67	55	38	13

### Answerer

Status	Scott	Carmen	Bryan	Karen	Michael	Megan
Answered	138	189	429	124	105	163
% Answered	11%	15%	33%	10%	8%	13%



MARY AND JOHN GRAY LIBRARY  
**LAMAR UNIVERSITY**