

Ask a Librarian DE FY 16 Dewey Delaware from Reference Analytics*

Month	No value	0	100	200	300	400	500	600	700	800	900	Total Dewey	Total with "no value"	Unique # of Questions Asked
Jul-15	219	52	0	4	23	4	7	16	20	21	33	399	618	244
Aug	209	119	0	7	11	1	2	26	18	38	31	253	462	276
Sep	134	91	3	3	14	4	7	27	21	26	18	214	348	235
Oct	127	93	2	4	17	1	14	15	18	52	23	239	366	245
Nov*	102	52	7	1	25	0	2	17	17	42	26	189	291	189
Dec	80	54	3	2	19	0	3	14	12	17	25	149	229	184
Jan-16	144	62	1	2	17	6	2	22	17	40	18	187	331	283
Feb	117	92	2	2	42	4	4	19	29	52	23	269	386	297
Mar	112	62	3	7	16	5	14	18	20	32	16	193	305	228
Apr	96	73	6	4	11	2	0	11	19	23	7	156	252	239
May	79	93	3	3	14	6	3	14	22	40	17	215	294	238
June	106	64	5	3	17	1	9	9	16	46	5	175	281	275
Totals	1525	907	35	42	226	34	67	208	229	429	242	2638	4163	2933

*Reference Analytics is a way for library staff to identify Dewey category of questions asked per interaction with patron. It is not a true indicator of number of questions asked by patrons but gives an impression of types of questions asked. Many questions have multiple back and forth interactions between patron and librarian through emailing and texting.

Queue system began November, 2015.

Chat was discontinued as of June 1, 2016.