

## Learning Commons Statistics | 2011-2012

Prepared and Submitted by Lori Barile, Learning Commons Librarian

### Virtual Reference Questions

The library received 664 total virtual questions (chat, text and email) in Fall 2011 and Spring 2012. The amount of virtual questions received has remained consistent since initiated in the Fall of 2010.

	Fall 2010	Spring 2011	Fall 2011	Spring 2012
Chat	275	289	285	262
Text	3	3	11	8
Email	64	71	40	58
	<b>342</b>	<b>363</b>	<b>336</b>	<b>328</b>

Overwhelmingly, chat is the more popular virtual service compared to texting or email.

