

**Question Point Stats - Monthly Breakdown Per Library FY10**

**NOTE: Stats include Ask and Chat. Ask stats are total number of questions received. Chat stats are total number of sessions accepted.**

Library	Ask or Chat	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Totals
<i>AskMT academic</i>	Ask	18	19	19	20	27	22	21	38					184
	Chat Accepted	0	0	0	0	0	0	0	0	0				0
	Chat Requested	1	4	6	8	13	0	4	6					42
<i>Ft. Peck Community College</i>	Ask	0	0	0	0	0	0	0	0	0				0
	Chat Accepted	0	0	0	0	0	0	0	0	0				0
	Chat Requested	0	0	1	0	0	0	0	0	0				1
<i>MSU-Bozeman (joined Oct 08)</i>	Ask	0	0	0	0	1	2	2	0					5
	Chat Accepted	6	6	13	15	14	13	12	3					57
	Chat Requested	0	0	2	3	0	4	5	13					25
<i>Montana Tech</i>	Ask	3	1	6	3	6	2	3	3					27
	Chat Accepted	0	0	0	0	0	0	0	0					0
	Chat Requested	1	0	1	3	0	0	1	1					7
<i>MSU-GF</i>	Ask	0	0	0	0	0	0	0	0					0
	Chat Accepted	0	0	0	0	0	0	0	0					0
	Chat Requested	0	1	0	0	2	0	1	1					5
<i>Rocky Mtn. College</i>	Ask	0	0	0	0	0	0	0	0					0
	Chat Accepted	5	4	1	3	5	1	4	4					27
	Chat Requested	0	0	1	0	0	0	1	2					4
<i>UGF</i>	Ask	0	0	1	0	1	1	1	0					4
	Chat Accepted	9	17	40	40	32	25	10	24					197
	Chat Requested	0	4	0	3	0	4	0	1					12
<i>UM</i>	Ask	0	0	0	0	0	0	1	1					2
	Chat Accepted	2	2	1	1	3	1	4	2					16
	Chat Requested	10	7	2	13	8	8	9	6					63
<i>UM-Western</i>	Ask	0	0	0	0	0	0	0	0					0
	Chat Accepted	1	0	0	0	0	0	0	0					1
	Chat Requested	2	0	0	0	0	0	0	1					3
<i>AskMT public</i>	Ask	2	2	2	6	9	6	9	1					37
	Chat Accepted	1	3	4	2	3	2	3	1					19
	Chat Requested	25	28	57	53	87	58	101	67					476
<i>Bitterroot Public</i>	Ask	0	0	0	0	1	0	0	0					1
	Chat Accepted	13	17	8	18	10	21	9	2					98
	Chat Requested	0	0	0	1	2	2	3	20					28
<i>Bozeman Public</i>	Ask	0	0	0	0	1	0	0	0					1
	Chat Accepted	0	0	0	1	0	4	0	0					5
	Chat Requested	1	2	0	3	3	1	3	2					15
<i>Flathead County Library</i>	Ask	0	0	0	0	0	0	0	0					0
	Chat Accepted	13	7	14	13	13	22	18	14					94
	Chat Requested	2	5	1	1	3	2	2	0					9
<i>Hearst Free Library</i>	Ask	5	3	1	0	0	1	1	2					13

	Chat Accepted	7	6	7	0	3	4	8	5	40
	Chat Requested	0	0	0	11	2	1	1	0	15
<i>Lewis &amp; Clark Library</i>	Ask	0	0	0	2	0	1	0	0	3
	Chat Accepted	3	0	4	1	7	4	6	11	36
	Chat Requested	3	4	2	3	1	3	1	2	19
<i>Lewistown Public</i>	Ask	0	0	0	0	0	0	0	1	1
	Chat Accepted	0	0	0	0	0	0	0	0	0
	Chat Requested	0	0	0	0	0	0	0	0	0
<i>Lincoln County Public</i>	Ask	0	0	0	1	0	0	0	0	1
	Chat Accepted	6	6	6	13	10	12	4	10	67
	Chat Requested	4	0	2	4	3	10	3	1	27
<i>Livingston Public</i>	Ask	0	0	0	1	0	1	0	0	2
	Chat Accepted	13	11	17	13	8	4	8	9	83
	Chat Requested	0	0	0	1	2	3	1	1	8
<i>Missoula Public</i>	Ask	0	4	0	1	3	8	3	1	20
	Chat Accepted	0	0	5	6	2	2	3	3	21
	Chat Requested	5	0	2	5	8	6	11	5	42
<i>Parmly Billings</i>	Ask	0	1	1	0	0	0	0	0	2
	Chat Accepted	0	0	0	0	0	0	0	0	0
	Chat Requested	2	3	6	5	7	6	5	2	36
<i>Sidney Public</i>	Ask	0	0	0	0	0	0	0	0	0
	Chat Accepted	0	0	0	0	0	0	0	0	0
	Chat Requested	0	0	0	0	0	1	1	0	2
<i>Skyview High School (dropped out 11/09)</i>	Ask	0	0	0	0					0
	Chat Accepted	0	0	0	0					0
	Chat Requested	0	0	0	0					0
<i>Whitehall Community</i>	Ask	0	0	0	0	0	2	1	0	3
	Chat Accepted	8	2	2	11	4	3	7	6	43
	Chat Requested	0	0	0	0	1	3	1	0	5
<b>TOTALS</b>		<b>171</b>	<b>169</b>	<b>235</b>	<b>288</b>	<b>305</b>	<b>276</b>	<b>292</b>	<b>272</b>	<b>1954</b>

NOTE 1: Ask statistics are the number of email questions that librarians received.

NOTE 2: Chat statistics are the number of chat sessions that Montana librarians completed.

NOTE 3: Chat sessions requested are the number of times that an AskMontana library patron requested a chat session w/someone