

**Survey Changes**  
**2010 ACADEMIC LIBRARIES SURVEY**  
**Changes from the 2008 form**

**Eligibility Questions**

New question added – “Do your total library expenditures exceed \$10,000?”

**LIBRARY SERVICES, FY 2010**

Item 507 -General circulation transactions - Change in Instructions

Change from “Report the number of items lent from the general collection. Include both initial transactions and renewals.” to “Report the number of items lent from the general collection (all formats). Include both initial transactions and renewals.”

Items 511 – 516 - Information services to individuals - New Questions

(See survey instructions for definitions of new items)

Item 511 – In Person Reference

Item 512 – Virtual Reference

Item 513 – Total Reference

Item 514 – In-Person Consultations

Item 515 – Virtual Consultations

Item 516 – Total Consultations

**LIBRARY SERVICES, TYPICAL WEEK, FY 2010**

Item 602 - Reference Transactions in a typical week - Change in location and duration

This question is now a yearly figure and is reported as item 517 (total information services to individuals).

**VIRTUAL REFERENCE, FY 2010 – New section**

Item 900 - “Does your library support virtual reference services? If no, select “N” and skip 901 thru 904.

If yes, does your library utilize any of the following and does it collect usage statistics from any of the virtual reference utilities?

Item 901 - E-mail Reference

Item 902 - Chat reference, commercial service

Item 903 - Chat reference, instant messaging application

Item 904 - Short message service (SMS) or text messaging

## INSTRUCTIONS FOR THE ACADEMIC LIBRARY SURVEY – FY 2010

### GENERAL INSTRUCTIONS

Please respond to each item in this survey. If the appropriate answer for an item is zero or none, use "0." If you do not collect data for an item, provide your best estimate. PLEASE DO NOT LEAVE ITEMS BLANK. If an item is left blank, NCES will estimate a value using the average for institutions with similar characteristics. Include data for the main or central library and all branch and independent libraries that were open all or part of fiscal year 2010.

LIBRARY - An entity that provides all of the following:

1. Total library expenditures exceed \$10,000.
2. An organized collection of printed or other materials or a combination thereof; and
3. A paid, trained library staff to provide and interpret library materials to meet the informational, cultural, recreational, or educational needs of clientele; and
4. An established hours of operation during which paid, trained staff are available to meet the informational service needs of clientele; and
5. The physical facilities necessary to support such a collection, staff, and schedule.

This includes libraries that are part of learning resource centers.

### Number of Public Service Outlets, Fiscal Year 2010

Branch and independent libraries (item 100) - Report the number of branch and independent libraries at your institution that were open all or part of fiscal year 2010. EXCLUDE THE MAIN OR CENTRAL LIBRARY. Branch and independent libraries are defined as auxiliary library service outlets with quarters separate from the central library of an institution, which have a basic collection of books and other materials, a regular staffing level, and an established schedule.

Branch and independent libraries are administered either by the central library or, as in the case of some libraries (such as law, medical, etc.), through the administrative structure of other units within the university. Departmental study/reading rooms are not included. Include data for all branch and independent libraries on the campus. Include libraries on branch campuses (i.e., located in another community) if those campuses are registered under the same NCES UNITID number as the main campus.

## **Library Staff, Fall 2010 and Salaries/Wages, FY 2010**

Column (1), Full-time equivalent (FTE) employees (items 200-205) - Report the number of filled or temporarily vacant FTE positions during Fall 2010. To compute FTEs for part-time employees and student assistants, take the TOTAL number of hours worked per week by part-time employees and divide it by the number of hours in the library's full-time work week (e.g., 60 hours per week of part-time work divided by 40 hours per full-time week equals 1.50 FTE). Data should be reported to two decimal places.

*Exclude* maintenance and custodial staff, volunteers, and contributed services staff, such as members of religious orders, whose services are valued by bookkeeping entries rather than by full cash transactions.

Column (2), Salaries and wages (items 202-205) - Report expenditures in FY 2010 for full-time and part-time salaries and wages before deductions. *Exclude* employee fringe benefits provided by your institution for all regular library staff that may be reported in item 207.

Librarians (item 200) - Report the total FTE of staff whose duties require professional education (the master's degree or its equivalent) in the theoretical and scientific aspects of librarianship.

Other professional staff (item 201) - Report the total FTE of staff whose duties require education and/or training in related fields (e.g., academic disciplines, archives, media, computing).

Total librarians and other professional staff (item 202) - Report the sum of items 200 and 201, column 1.

All other paid staff (except student assistants) (item 203) - Report the total FTE of all other library staff, including technical and clerical staff who are paid annual salaries or hourly wages.

Student assistants from all funding sources (item 204) - Report the total FTE of student assistants, employed on an hourly basis. Include salaries and wages from all sources (e.g., College Work Study Program). If not available leave line blank.

Total FTE staff (item 205) - Report the sum of items 202 through 204, columns 1 and 2.

Employee fringe benefits (item 206) — If benefits are paid from the library budget, select "Y" and report the amount in item 207. If benefits are not paid from the library budget, select "N" and skip to item 300.

Benefits (item 207) - If benefits are paid from the library budget, report the amount here.

## **Library Expenditures, Fiscal Year 2010**

Total salaries and wages (item 205) - This line will automatically be filled in from the total Salaries and Wages Expenditures from the previous section.

Expenditures on information resources and operations (items 300-311) - Report funds expended by the library in fiscal year 2010 (regardless of when received) from its regular budget and from all other sources; e.g., research grants, special projects, gifts and endowments, and fees for services. If items in this section are not paid from the library budget but can be easily identified in other parts of the institution's budget, report them here. **Expenditures should be reported for the 12-month period that corresponds to your library's fiscal year between the calendar period June 1, 2009 to September 30, 2010.** All expenditures should be reported in whole dollars in the most appropriate category to provide an unduplicated count of expenditures. *Exclude* expenditures for new buildings and building renovation.

Information resources (items 300-307) -

Books, serial backfiles, and other materials (one time purchases) (item 300) - Report expenditures for published materials in all formats except current subscriptions to serials.

Electronic (item 301) - Report expenditures that are not current subscriptions to serials (i.e. are non-subscription, one-time, or monographic in nature) for software and machine-readable materials considered part of the collections. Examples include serial backfiles, literature collections, and one-time costs for electronic backfiles, etc. These expenditures have already been reported as part of item 300 above. Therefore, item 301 is not added into Total Expenditures (item 311).

Audiovisual (item 302) - Report expenditures for all library materials that are displayed by visual projection or magnification or through sound reproduction, or both, including graphic materials, audio materials, motion pictures, video materials, and special visual materials such as three-dimensional materials. These expenditures have already been reported as part of item 300 above. Therefore, item 302 is not added into Total Expenditures (item 311).

Current serial subscriptions (ongoing commitments) (item 303) - Report expenditures for ongoing subscriptions to serials in all formats. These are publications issued in successive parts, usually at regular intervals, and, as a rule, intended to be continued indefinitely. Serials include periodicals, newspapers, annuals (reports, yearbooks, etc.), memoirs, proceedings, and transactions of societies.

Electronic serials (item 304) – Report subscription expenditures (or those which are expected to be ongoing commitments) for serial publications whose primary format is electronic. Examples include paid subscriptions for electronic journals and indexes/abstracts available via the Internet, CD-ROM serials, and annual access fees. These expenditures have already been reported as part of item 303. Therefore, item 304 is not added into Total Expenditures (item 311).

Other Information Resources (items 305-307) -

Document delivery/interlibrary loan (item 305) - Report expenditures for document delivery and

interlibrary loan services. Include fees paid for photocopies, costs of facsimile transmission, royalties and access fees paid to provide document delivery or interlibrary loan. Include fees paid to bibliographic utilities if the portion paid for interlibrary loan can be separately counted. Do not count expenditures related to transactions between the main or central library and branches reported in item 100, transactions between branches (item 100), or expenditures for on campus delivery.

Preservation (item 306) - Report expenditures associated with maintaining library and archival materials for use either in their original physical form or in some other usable way. This includes but is not limited to binding and rebinding, materials conservation, deacidification, lamination, and restoration. Also, include preservation-related contracts for services (e.g. digitization). Do not include staff salaries and wages.

Other expenditures for information resources (item 307) - Report any other collection expenditures not already included in items 300, 303, 305, and 306, such as expenditures for cartographic materials and manuscripts. Include copyright fees and fees for database searches, e.g. (DIALOG, Lexis-Nexis).

Operating Expenditures (items 308-310) -

Computer hardware and software (item 308) - Report expenditures from the library budget for computer hardware and software used to support library operations, whether purchased or leased, local or remote. Include expenditures for maintenance. Include the expenditure for equipment used to run information service products when that expenditure can be separated from the price of the product. Exclude expenditures reported in item 304.

Bibliographic utilities, networks, and consortia (item 309) - Report expenditures from the library operating budget for services provided by national, regional, and local bibliographic utilities, networks, and consortia. Exclude expenditures already reported on items 301, 304, and 305.

All other operating expenditures (item 310) - Report all other expenditures from the library budget not already reported in items 205 through 309 except employee fringe benefits that are reported in item 207. Exclude expenditures for new buildings and building renovations. Include all expenditures for furniture and equipment except computer hardware, which should be reported in item 308. Include any related maintenance costs.

Total Expenditures (item 311) - Report the sum of items 205, 300, 303, 305 through 310.

### **Library Collections, Fiscal Year 2010**

NOTE - This section of the survey collects data on selected types of material. It does not cover all materials.

Column (1), Total number added during fiscal year - Report the gross number of each category added during FY 2010. Do not subtract the number withdrawn.

Column (2), Total number held at end of fiscal year - Report the total number of each category held at end of FY 2010. To get this figure, take the total number held at the end of FY 2007, add the number added during FY 2010, and subtract the number withdrawn FY 2010.

Books, serial backfiles and other paper materials (include government documents) (item 400) - Report the number of volumes using the ANSI/NISO Z39.7-1995 definition for volume, which is as follows: A single physical unit of any printed, typewritten, handwritten, mimeographed, or processed work, distinguished from other units by a separate binding, encasement, portfolio, or other clear distinction, which has been cataloged, classified, and made ready for use, and which is typically the unit used to charge circulation transactions. Include print photographs, duplicates and bound volumes of periodicals. For purposes of this questionnaire, unclassified bound serials arranged in alphabetical order are considered classified. Exclude microfilms, maps, nonprint materials, and uncataloged items. Include Government document volumes that are accessible through the library's catalogs regardless of whether they are separately shelved. "Classified" includes documents arranged by Superintendent of Documents, CODOC, or similar numbers. "Cataloged" includes documents for which records are provided by the library or downloaded from other sources into the library's card or online catalogs.

E-Books (item 401) - Report the number of electronic monographs that have been cataloged by your library and are accessible through the library's catalog.

Microforms (item 402) - Report units of all photographic reproduction of textual, tabular, or graphic materials reduced in size so that they can be used only with magnification. Examples of microforms are roll microfilm, microcard, microfiche, and ultrafiche.

Audiovisual Materials (item 403) - Report units of all library materials that are displayed by visual projection or magnification or through sound reproduction, or both, including graphic materials, audio materials (include audio books), motion pictures, video materials, and special visual materials such as three-dimensional materials.

Current serial subscriptions (item 404) - Report the total number of titles in all formats. If the title comes in both paper and electronic form, count it twice. Count each individual title if it is received as part of a publisher's package. Include paper and microfilm government documents issued serially if they are accessible through the library's catalog. Report indexing and abstracting services that may contain full-text in item 405.

Electronic reference sources and aggregation services (item 405) - Report the total number of citation indexes and abstracts; full-text article databases; full-text reference sources (e.g., encyclopedias, almanacs, biographical and statistical sources and other quick fact-finding sources); dissertation and conference proceedings databases. Licensed electronic resources also include those databases that institutions mount locally. [Aggregation services are defined by NISO Z39.7-2004 as "4.10.3.2 Aggregated Full Text Databases: Collection of both bibliographic references and full text articles from periodical and/or other titles presented on a continuous basis that may relate to a common discipline or may provide multi-disciplinary

coverage. This includes electronic reference and indexing tools that, if existed in print form, would be counted as periodicals. The content of aggregated full text databases consists predominately of full text articles rather than bibliographic references without associated full text, although both may be represented in the database."]

### **Library Services, Fiscal Year 2010**

Interlibrary loans and documents (items 500-506) – In items 500 and 501, report the number of filled requests for material provided to other libraries. In items 503 and 504, report the number of filled requests for material received from other libraries. Do not include transactions between the main or central library and branches reported in item 100, or transactions between branches (item 100).

Returnables (item 500 and 503) - Report materials that the library expects to have returned. Examples of returnables include books, dissertations and theses, microfilm reels, sound recordings, and audiovisual material.

Non-returnables (item 501 and 504) - Report materials that the library does not expect to have returned. Examples of non-returnables include photocopies or facsimiles, fiche-to-fiche copies, print copies from microfilm, electronic full-text documents, and gratis print copies of unpublished reports and/or departmental working papers.

Documents delivered from commercial services (item 505) - Report the number of documents from commercial document delivery services received by your users. Count all transactions for which the library pays even if library staff is not involved in the transaction. Include documents received by regular or express mail, by fax, or in electronic form.

Total loans (items 502 and 506) - Sum items 500 and 501 for item 502, and sum items 503, 504, and 505 for item 506.

General circulation transactions (item 507) - Report the number of items lent from the general collection. Include both initial transactions and renewals.

Reserve circulation transactions (item 508) – Report reserve transactions of all types. Include both initial transactions and renewals.

Information services to groups (items 509 and 510) - Report the total number of presentations (item 509) and the total number of persons attending or served by those presentations (item 510). Information services to groups are presentations at which a staff member or person invited by a staff member provides information intended for a number of persons and planned in advance. These services may be either bibliographic instruction or library use presentations, or cultural, recreational, or educational presentations. Presentations both on and off the library premises should be included, as long as they are sponsored by the library. Self-paced tutorials and staff training should be excluded, as well as meetings sponsored by other groups using library meeting rooms. Include web-based presentations.

Information services to individuals (items 511 – 516) – *Reference and consultation interactions are information contacts* that involve the knowledge, use, recommendation, interpretation, or instruction in the use of one or more information sources by a member of the library staff. Information sources include printed and non-printed materials, machine-readable databases (including assistance with computer searching), the Web, catalogs and other holdings records, and, through communication or referral, other libraries and institutions, and persons both inside and outside the library.

*Reference interactions may be in person, by phone, by e-mail, by the Web, and may take place at the reference desk or elsewhere and take less than 20 minutes to complete. Include information and referral services. Consultation interactions typically occur in person and take longer than 20 minutes to complete.*

If a contact includes both reference and directional services, it should be reported as one reference transaction. When a staff member utilizes information gained from a previous use of information sources to answer a question, report as a reference transaction, even if the source is not consulted again during this transaction.

Do not report directional transactions here. A directional transaction is an information contact which facilitates the use of the library in which the contact occurs and which does NOT involve the knowledge, use, recommendation, interpretation, or instruction in the use of any information sources other than those which describe the library; such as schedules, floor plans, handbooks, and policy statements. Examples of directional transactions include giving instruction in locating, within the library, staff, library users, or physical features, etc., and giving assistance of a nonbibliographic nature with machines.

Report the total number of reference interactions in-person and virtual (item 511 and 512). A reference interaction is defined as requiring less than 20 minutes of a staff persons time to complete.

Total Reference (item 513) – Sum of In-person reference (item 511) and Virtual reference (item 512).

Report the total number of consultations in-person and virtual (item 514 and 515). A consultation is defined as requiring 20 minutes of more of a staff persons time to complete and may also require a reservation.

For both reference and consultation, figures may be determined by using “per typical week” measures and multiply for the total number of weeks the library is open.

Total Consultations (item 516) – Sum of In-person consultations (item 514) and Virtual consultations (item 515).

Total information services to individuals (item 517) – Sum of Total Reference (513) and Total Consultations (item 516). A yearly figure of the reference transactions per typical week (item

602 )in previous collections.

### **Library Services - Typical Week, Fall 2010**

Collect data during a typical week in the fall. A typical week is one that is neither unusually busy nor unusually slow. Avoid vacation periods for key staff or days when unusual events are taking place on the campus or in the library. Choose a week in which the library is open its regular hours. Include any seven consecutive calendar days. If waiting for a typical week in Fall 2010 will delay this form, please use typical week data from the preceding fiscal year. If you have data for the entire year, divide by the number of weeks that the library was open.

Number of weekly public service hours (item 600) – Report an unduplicated count of the total public service hours for physical libraries per typical full-service week (i.e., no holidays or other special accommodations) across both main library and branches using the following method (corresponds to IPEDS): If a library is open from 9:00 a.m. to 5:00 p.m. Monday through Friday, it should report 40 hours per week. If several of its branches are also open during these hours, the figure remains 40 hours per week. Should Branch A also be open one evening from 7:00 p.m. to 9:00 p.m., the total hours during which users can find service somewhere within the system becomes 42 hours per week. If Branch B is open the same hours on the same evening, the count is still 42, but if Branch B is open two hours on another evening, or remains open two hours later, the total is then 44 hours per week. Exclude 24-hour unstaffed reserve or similar reading rooms. The maximum total is 168 (i.e., a staffed reading room open 7 days per week, 24 hours per day).

Gate count in a typical week (item 601) - Report the number of persons who physically enter library facilities in a typical week. It is understood that a single person may be counted more than once. If the library is virtual or entirely electronic, please leave the line blank.

Reference transactions in a typical week (item 602) – Now reported as an annual figure in item 517.

### **Electronic Services**

This section requests information about the electronic services provided by the library. The questions require a "yes" or "no" response. If the answer was "yes" at any time during the academic year, respond "yes". Examples of Technology to assist patrons with disabilities (item 702) are TDD and specially equipped work stations.

### **Information Literacy**

This section requests information about institutional support for information literacy, which includes the set of skills needed to find, retrieve, analyze, and use information. The questions require a "yes" or "no" response.

Items 800-804 ask about information literacy activities undertaken by the postsecondary

institution, not by the library.

**Virtual Reference (revised language 3.5.09)** (from NISO Z39.7, text integrated for clarity)

A virtual reference *interaction* is a question that is received and responded to in electronic format and conforms to reference *interactions* in that it is an information contact that involves the knowledge, use, commendation, interpretation, or instruction in the use of one or more information sources by a member of the library staff. Virtual *reference interactions* include e-mail, webform, chat, text messaging, instant messaging, or other network-based medium designed to support virtual reference. Examples of Chat reference, commercial service (item 902) are QuestionPoint and Tutor.com. Examples of Chat reference, instant messaging applications (item 904) are Meebo and Library Help.

## ACADEMIC LIBRARIES SURVEY

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### SURVEY ELIGIBILITY

**You are eligible to complete the survey if your institution has its own library, defined as an entity that provides all of the following:**

- |    |  |        |
|----|--|--------|
| a. | Do your total library expenditures exceed \$10,000?  | Yes/No |
| b. | Do you have an organized collection of printed or other materials or a combination thereof?  | Yes/No |
| c. | Do you have paid, trained library staff to provide and interpret library materials to meet the informational, cultural, recreational, or educational needs of clientele? | Yes/No |
| d. | Do you have established hours of operation during which paid, trained staff are available to meet the informational service needs of clientele?                          | Yes/No |
| e. | Does the library have the physical facilities necessary to support such a collection, staff, and schedule?   | Yes/No |

Data collected by NCES are used for statistical and directory purposes only.

**ACADEMIC LIBRARIES SURVEY**

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**OUTLETS & STAFF, FY 2010**

<b>Item</b>	<b>Outlets</b>	<b>Number</b>
100	Branch and independent libraries – Exclude main or central library	_____

*(Exclude maintenance and custodial staff, volunteers and contributed services staff.)  
Report FTE data to two decimals.*

<b>Item</b>	<b>Staff</b>	<b>FALL 2010 Number of full-time equivalents (FTEs) (1)</b>	<b>FY 2010 Salaries and wages (whole dollars only) (2)</b>
200	Librarians	_____	
201	Other professional staff	_____	
202	<b>Total librarians and other professional staff</b> (sum items 200 and 201)	_____	\$ _____
203	All other paid staff (except student assistants)	_____	\$ _____
204	Student assistants from all funding sources	_____	\$ _____
205	<b>Total full-time equivalent (FTE) staff</b> (sum items 202, 203 and 204)	_____	\$ _____
206	Are employee fringe benefits paid from the library budget? If no, select "N" and skip to item 300		_____ (Yes/No)
207	Employee fringe benefits (if paid from library budget)		\$ _____

ACADEMIC LIBRARIES SURVEY

LIBRARY EXPENDITURES, FY 2010

See instructions for definitions.

<b>Item</b>	<b>Expenditures</b>	<b>Amount (whole dollars only)</b>
205	<b>Total salaries and wages (from previous page):</b>	\$ _____
	<b>Information resources:</b>	
300	<b>One-time purchases of books, serial backfiles and other materials</b>	\$ _____
301	Electronic \$ _____	
302	Audiovisual \$ _____	
303	<b>Ongoing commitments to serial subscriptions</b>	\$ _____
304	Electronic serials \$ _____	
	<b>Other information resources:</b>	
305	Document delivery/interlibrary loan	\$ _____
306	Preservation	\$ _____
307	Other expenditures for information resources	\$ _____
	<b>Operating expenditures:</b>	
308	Computer hardware and software (include maintenance)	\$ _____
309	Bibliographic utilities, networks and consortia	\$ _____
310	All other operating expenditures	\$ _____
311	<b>TOTAL EXPENDITURES (Sum 205, 300, 303 and 305 through 310)</b>	\$ _____

ACADEMIC LIBRARIES SURVEY

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LIBRARY COLLECTIONS, FY 2010

See instructions for definitions.

Item	Collections	Added during the Fiscal Year (1)	Held at end of Fiscal Year (2)
400	Books, serial backfiles and other paper materials (include government documents)	_____	_____
401	E-Books	_____	_____
402	Microforms	_____	_____
403	Audiovisual materials	_____	_____
404	Current serial titles	_____	_____
405	Electronic reference sources and aggregation services	_____	_____
406	Is the library collection entirely electronic?	Yes/No _____	

ACADEMIC LIBRARIES SURVEY

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LIBRARY SERVICES, FY 2010

See instructions for definitions.

Item	Services	Number
<b>Interlibrary loans and documents provided to other libraries:</b>		
500	Returnable	_____
501	Non-returnable	_____
502	<b>Total provided</b> (sum of items 500 and 501)	_____
<b>Interlibrary loans and documents received:</b>		
503	Returnable	_____
504	Non-returnable	_____
505	Documents received from commercial services	_____
506	<b>Total received</b> (sum of items 503, 504 and 505)	_____
<b>Circulation:</b>		
507	General circulation transactions	_____
508	Reserve circulation transactions	_____

ACADEMIC LIBRARIES SURVEY

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LIBRARY SERVICES CONT., FY 2010

See instructions for definitions.

Item	Services	Number
<b>Information services to groups:</b>		
509	Number of presentations	_____
510	Total attendance at all presentations	_____
<b>Information services to individuals:</b>		
<b>Reference (under 20 minutes):</b>		
511	In-person	_____
512	Virtual	_____
513	<b>Total Reference (sum of items 511 and 512)</b>	_____
<b>Consultations (20 minutes or more):</b>		
514	In-person	_____
515	Virtual	_____
516	<b>Total Consultations (sum of items 514 and 515)</b>	_____
517	Total information services to individuals (sum of items 513 and 516)	_____

ACADEMIC LIBRARIES SURVEY

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LIBRARY SERVICES, TYPICAL WEEK, FALL 2010

See instructions for definitions.

Item	Services	Number in a typical week
600	Number of weekly public service hours	_____
601	Gate count in a typical week	_____
602	<b>Reference Transactions - Now reported as an annual figure in item 517</b>	

**ACADEMIC LIBRARIES SURVEY**

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**ELECTRONIC SERVICES, FY 2010**

See instructions for definitions.

<b>Item</b>	<b>Services</b>	<b>Yes/No</b>
	<b>Does your library provide the following?</b>	
700	Documents digitized by the library staff	_____
701	Library reference service by e-mail or the Web	_____
702	Technology to assist patrons with disabilities	_____
703	Electronic theses and dissertations produced by your students	_____

ACADEMIC LIBRARIES SURVEY

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INFORMATION LITERACY, FY 2010

See instructions for definition.

Item	Yes/No
<b>Does your postsecondary institution have the following, or has it done the following?</b>	
800 A definition of information literacy or of an information literate student	_____
801 Incorporated information literacy in the institution's mission	_____
802 Incorporated information literacy in the institution's strategic plan If no, select "N" and skip 803 and 804.	_____
803 An institution-wide committee to implement the strategic plans for information literacy	_____
804 The strategic plan formally recognizes the library's role in information literacy instruction?	_____

## ACADEMIC LIBRARIES SURVEY

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### VIRTUAL REFERENCE, FY 2010

See instructions for definition.

Item		Yes/No
900	Does your library support virtual reference services? If no, select "N" and skip 901 thru 904.	_____
If yes, does your library utilize any of the following and does it collect usage statistics form any of the virtual reference utilities?		
901	E-mail reference	_____
902	Chat reference, commercial service	_____
903	Chat reference, instant messaging applications	_____
904	Short message service (SMS) or text messaging	_____



## Outgoing Calls