

Maryland AskUsNow! Statistics

Q1 – Q2 Comparative Stats, 2009 + 2010

2009

Number of Sessions Requested (Customer Activity)

Number of Sessions Accepted (Librarian Activity)

Number of Answers Sent (Email and Follow-up Activity)

2010

Number of Sessions Requested (Customer Activity)

Number of Sessions Accepted (Librarian Activity)

Number of Answers Sent (Email and Follow-up Activity)



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Maryland AskUsNow! Statistics Comparison Q1-2 of 2010 and Q1-2 of 2009

AskUsNow! Statistics

6 months, Q1 and Q2

	ALL (TOTAL)			ACADEMIC			PUBLIC		
	Jan-June 2009	Jan-June 2010	% change	Jan-June 2009	Jan-June 2010	% change	Jan-June 2009	Jan-June 2010	% change
email/follow-up	8509	8238	-3.18%	1162	1207	3.87%	7332	7031	-4.11%
chat requested	20442	19386	-5.17%	2408	2638	9.55%	18034	17748	-1.59%
chat accepted	13404	12182	-9.12%	1434	1907	32.98%	11970	10566	-11.73%
answering %	65.57%	62.84%	-4.17%	59.55%	72.29%	21.39%	66.37%	59.53%	-10.31%
qwidget	2229	1465	-34.28%	0	0		2229	1465	-34.28%
qwidget %	10.90%	7.56%	-30.70%	0.00%	0.00%		12.36%	8.25%	-33.22%

2009 TOTAL	jan	feb	march	april	may	june	TOTALS
email/follow-up	1695	1445	1501	1400	1173	1295	8509
chat requested	3456	3516	4038	3546	3324	2562	20442
chat accepted	2065	2316	2513	2465	2183	1862	13404
answering %	59.75%	65.87%	62.23%	69.51%	65.67%	72.68%	65.57%
qwidget	287	389	402	431	326	394	2229
qwidget %	8.30%	11.06%	9.96%	12.15%	9.81%	15.38%	10.90%

2010 TOTAL	jan	feb	march	april	may	june	TOTALS
email/follow-up	1461	1551	1540	1321	1122	1243	8238
chat requested	3893	2615	3638	3637	3276	2327	19386
chat accepted	2126	1773	2305	2217	2076	1685	12182
answering %	54.61%	67.80%	63.36%	60.96%	63.37%	72.41%	62.84%
qwidget	278	188	264	270	249	216	1465
qwidget %	7.14%	7.19%	7.26%	7.42%	7.60%	9.28%	7.56%

Number of Chat Sessions Requested 2009, Q1-2: (Customer activity)

PUBLIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ALLEGANY COUNTY LIBRARY SYSTEM (MDAsk)	34	19	34	24	19	10	140
ANNE ARUNDEL COUNTY PL (MDAsk)	419	424	389	376	342	272	2222
BALTIMORE COUNTY PL (MDAsk)	734	778	716	670	909	473	4280
CALVERT LIBRARY (MDAsk)	75	40	40	43	33	27	258
CAROLINE COUNTY PL (MDAsk)	41	54	39	45	24	6	209
CARROLL COUNTY PL (MDAsk)	104	117	125	107	110	88	651
CECIL COUNTY PL (MDAsk)	54	68	55	43	43	33	296
CHARLES COUNTY PL (MDAsk)	73	32	52	65	40	28	290
ENOCH PRATT FREE & S L R C, BALTIMORE CITY (MDAsk)	161	80	100	174	115	101	731
FREDERICK COUNTY PL (MDAsk)	28	19	16	23	17	22	125
HARFORD COUNTY PL (MDAsk)	96	124	114	107	87	70	598
HOWARD COUNTY LIBRARY (MDAsk)	350	274	810	238	327	314	2313
MARYLAND ASKUSNOW! [generic PUBLIC queue] (MDAsk)	95	42	49	31	56	20	293
MARYLAND STATE LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED (MDAsk)	4	8	5	6	15	11	49
MARYLAND ASKUSNOW! Español (MDAsk)	2	1	0	2	0	2	7
MONTGOMERY COUNTY PL (MDAsk)	592	701	721	782	650	679	4125
PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM (MDAsk)	96	136	171	132	141	64	740
QUEEN ANNE'S COUNTY FREE LIBRARY (MDAsk)	4	2	2	5	4	3	20
SOMERSET COUNTY PL (MDAsk)	7	1	1	1	2	0	12
ST. MARY'S COUNTY LIBRARY (MDAsk)	123	99	61	91	67	26	467
WASHINGTON COUNTY FREE LIBRARY (MDAsk)	12	21	13	13	9	11	79
WICOMICO PUBLIC LIBRARY (MDAsk)	11	13	10	11	7	3	55
WORCESTER COUNTY LIBRARY (MDAsk)	15	29	7	14	3	6	74
TOTAL	3130	3082	3530	3003	3020	2269	18034

ACADEMIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ALLEGANY COLL OF MD (MDAsk-A)	22	7	13	7	7	16	72
ANNE ARUNDEL COMM COL TRUXAL LIBRARY (MDAsk-A)	31	31	32	24	10	11	139
BALTIMORE CITY COMM COL (MDAsk-A)	28	29	19	13	6	8	103
CARROLL COMM COL (MDAsk-A)	6	4	4	5	10	7	36
COMMUNITY COL BALTIMORE CNTY (MDAsk-A)	6	24	52	85	22	48	237
HARFORD COMMUN COL (MDAsk-A)	2	4	2	2	1	3	14
LOYOLA BLAKEFIELD (MDAsk)	1	3	4	2	1	0	11
MARYLAND ASKUSNOW! [generic ACADEMIC queue] (MDAsk-A)	72	42	67	54	47	26	308
MONTGOMERY COLLEGE LIBRARIES (MDAsk-A)	8	14	17	32	14	7	92
PRINCE GEORGE'S COMM COL (MDAsk-A)	7	14	24	27	7	14	93
SALISBURY UNIVERSITY (MDAsk-A)	8	8	11	15	7	3	52
STEVENSON UNIVERSITY (MDAsk-A)	5	15	5	11	9	12	57
UNIV OF MARYLAND COLLEGE PARK (MDAsk-A)	130	236	258	264	161	138	1187
UNIV OF MARYLAND EASTERN SHORE (MDAsk-A)	0	3	0	2	2	0	7
TOTAL	326	434	508	543	304	293	2408

Number(Total) of Chat Sessions Accepted 2009, Q1-2: (Librarian Activity)

PUBLIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ALLEGANY COUNTY LIBRARY SYSTEM (MDAsk)	14	12	22	11	11	7	77
ANNE ARUNDEL COUNTY PL (MDAsk)	137	155	144	130	118	86	770
BALTIMORE COUNTY PL (MDAsk)	133	134	168	110	128	129	802
CALVERT LIBRARY (MDAsk)	44	50	47	65	47	45	298
CAROLINE COUNTY PL (MDAsk)	47	54	67	50	48	34	300
CARROLL COUNTY PL (MDAsk)	30	8	23	11	22	9	103
CECIL COUNTY PL (MDAsk)	36	40	29	46	34	28	213
CHARLES COUNTY PL (MDAsk)	13	18	24	24	34	15	128
ENOCH PRATT FREE & S L R C, BALTIMORE CITY (MDAsk)	633	621	724	664	653	497	3792
Enoch Pratt Free Library, Baltimore (MDAsk)	0	0	0	1	0	0	1
FREDERICK COUNTY PL (MDAsk)	27	19	15	31	22	16	130
HARFORD COUNTY PL (MDAsk)	126	143	145	165	137	134	850
HOWARD COUNTY LIBRARY (MDAsk)	79	97	123	119	70	78	566
MARYLAND ASKUSNOW! [generic PUBLIC queue] (MDAsk)	1	0	0	0	2	0	3
MARYLAND STATE LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED (MDAsk)	3	0	7	3	3	6	22
MONTGOMERY COUNTY PL (MDAsk)	301	423	460	478	378	422	2462
PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM (MDAsk)	148	140	131	137	152	105	813
ST. MARY'S COUNTY LIBRARY (MDAsk)	38	42	39	48	31	25	223
WASHINGTON COUNTY FREE LIBRARY (MDAsk)	53	53	60	55	61	38	320
WICOMICO PUBLIC LIBRARY (MDAsk)	4	7	2	2	0	1	16
WORCESTER COUNTY LIBRARY (MDAsk)	5	6	18	17	21	14	81
Total	1872	2022	2248	2167	1972	1689	11970

ACADEMIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ANNE ARUNDEL COMM COL TRUXAL LIBRARY (MDAsk-A)	29	39	33	39	29	23	192
BALTIMORE CITY COMM COL (MDAsk-A)	6	3	4	4	5	0	22
CARROLL COMM COL (MDAsk-A)	16	19	20	14	11	13	93
COMMUNITY COL BALTIMORE CNTY (MDAsk-A)	6	16	13	9	13	5	62
HARFORD COMMUN COL (MDAsk-A)	4	21	6	16	7	2	56
LOYOLA BLAKEFIELD (MDAsk)	6	1	4	3	5	0	19
MONTGOMERY COLLEGE LIBRARIES (MDAsk-A)	28	24	27	28	29	18	154
PRINCE GEORGE'S COMM COL (MDAsk-A)	6	8	16	10	5	2	47
SALISBURY UNIVERSITY (MDAsk-A)	3	6	7	11	6	5	38
STEVENSON UNIVERSITY (MDAsk-A)	18	34	34	24	15	11	136
UNIV OF MARYLAND COLLEGE PARK (MDAsk-A)	71	123	101	140	86	94	615
UNIV OF MARYLAND EASTERN SHORE (MDAsk-A)	0	0	0	0	0	0	0
Total	193	294	265	298	211	173	1434

Answers Sent (email and follow-up) 2009, Q1 and Q2

PUBLIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ALLEGANY COUNTY LIBRARY SYSTEM (MDAsk)	2	0	3	1	1	1	8
ANNE ARUNDEL COUNTY PL (MDAsk)	521	435	469	376	364	398	2563
BALTIMORE COUNTY PL (MDAsk)	354	329	384	289	269	278	1903
CALVERT LIBRARY (MDAsk)	2	3	4	5	3	3	20
CAROLINE COUNTY PL (MDAsk)	4	0	4	0	0	0	8
CARROLL COUNTY PL (MDAsk)	4	9	7	7	2	3	32
CECIL COUNTY PL (MDAsk)	3	1	4	0	2	3	13
CHARLES COUNTY PL (MDAsk)	1	1	1	0	0	1	4
ENOCH PRATT FREE & S L R C, BALTIMORE CITY (MDAsk)	1	2	1	2	1	3	10
Enoch Pratt Free Library, Baltimore (MDAsk)	316	284	275	325	274	357	1831
FREDERICK COUNTY PL (MDAsk)	5	7	7	8	3	4	34
HARFORD COUNTY PL (MDAsk)	9	7	14	9	5	6	50
HOWARD COUNTY LIBRARY (MDAsk)	18	12	28	16	15	11	100
MARYLAND ASKUSNOW! [generic PUBLIC queue] (MDAsk)	0	1	0	0	0	1	2
MARYLAND STATE LAW LIBRARY (MDAsk)	6	4	3	11	6	3	33
MARYLAND STATE LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED (MDAsk)	0	0	0	3	0	1	4
MONTGOMERY COUNTY PL (MDAsk)	208	86	73	67	51	58	543
NATIONAL AGRICULTURAL LIBRARY (MDAsk-A)	1	0	2	3	0	0	6
NATIONAL REHABILITATION INFORMATION CENTER [NARIC] (MDAsk-A)	1	0	0	1	0	0	2
PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM (MDAsk)	28	23	15	29	27	10	132
QUEEN ANNE'S COUNTY FREE LIBRARY (MDAsk)	0	1	0	0	0	0	1
ST. MARY'S COUNTY LIBRARY (MDAsk)	2	3	1	3	2	1	12
WASHINGTON COUNTY FREE LIBRARY (MDAsk)	1	4	5	3	1	2	16
WICOMICO PUBLIC LIBRARY (MDAsk)	0	0	0	0	1	0	1
WORCESTER COUNTY LIBRARY (MDAsk)	0	1	1	1	0	1	4
TOTAL	1487	1213	1301	1159	1027	1145	7332

ACADEMIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ALLEGANY COLL OF MD (MDAsk-A)	2	2	2	0	1	0	7
ANNE ARUNDEL COMM COL TRUXAL LIBRARY (MDAsk-A)	1	0	0	4	0	0	5
BALTIMORE CITY COMM COL (MDAsk-A)	0	1	0	0	0	0	1
CARROLL COMM COL (MDAsk-A)	0	2	0	1	1	1	5
COMMUNITY COL BALTIMORE CNTY (MDAsk-A)	1	5	11	18	4	4	43
HARFORD COMMUN COL (MDAsk-A)	0	0	0	0	0	1	1
MARYLAND ASKUSNOW! [generic ACADEMIC queue] (MDAsk-A)	0	1	0	0	0	0	1
MONTGOMERY COLLEGE LIBRARIES (MDAsk-A)	3	0	7	2	1	0	13
PRINCE GEORGE'S COMM COL (MDAsk-A)	1	1	2	2	1	0	7
SALISBURY UNIVERSITY (MDAsk-A)	4	11	3	5	0	0	23
STEVENSON UNIVERSITY (MDAsk-A)	22	10	14	21	4	11	82
UNIV OF MARYLAND COLLEGE PARK (MDAsk-A)	174	184	161	188	134	133	974
UNIV OF MARYLAND EASTERN SHORE (MDAsk-A)	0	0	0	0	0	0	0
TOTAL	208	217	200	241	146	150	1162

Number of Chat Sessions Requested 2010, Q1-2: (Customer activity)

PUBLIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ALLEGANY COUNTY LIBRARY SYSTEM (MDAsk)	57	18	18	17	21	10	141
ANNE ARUNDEL COUNTY PL (MDAsk)	401	423	407	319	334	299	2183
BALTIMORE COUNTY PL (MDAsk)	911	721	683	711	938	528	4492
CALVERT LIBRARY (MDAsk)	295	127	71	67	85	67	712
CAROLINE COUNTY PL (MDAsk)	33	20	19	10	21	20	123
CARROLL COUNTY PL (MDAsk)	206	135	129	228	161	95	954
CECIL COUNTY PL (MDAsk)	22	34	37	27	23	28	171
CHARLES COUNTY PL (MDAsk)	105	55	51	58	37	48	354
ENOCH PRATT FREE & S L R C, BALTIMORE CITY (MDAsk)	189	212	134	148	140	123	946
FREDERICK COUNTY PL (MDAsk)	25	26	21	62	41	10	185
HARFORD COUNTY PL (MDAsk)	93	77	95	91	56	54	466
HOWARD COUNTY LIBRARY (MDAsk)	348	528	540	604	356	198	2574
MARYLAND ASKUSNOW! [generic PUBLIC queue] (MDAsk)	46	46	29	38	52	34	245
MARYLAND ASKUSNOW! Español (MDAsk)	3	1	3	1	4	2	14
MARYLAND STATE LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED (MDAsk)	10	5	16	6	10	23	70
MONTGOMERY COUNTY PL (MDAsk)	560	452	488	460	426	379	2765
PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM (MDAsk)	187	170	94	140	105	70	766
QUEEN ANNE'S COUNTY FREE LIBRARY (MDAsk)	4	2	4	5	3	2	20
SOMERSET COUNTY PL (MDAsk)	1	0	4	4	3	2	14
ST. MARY'S COUNTY LIBRARY (MDAsk)	31	33	203	44	32	25	368
WASHINGTON COUNTY FREE LIBRARY (MDAsk)	14	16	16	12	15	21	94
WICOMICO PUBLIC LIBRARY (MDAsk)	16	6	13	9	3	3	50
WORCESTER COUNTY LIBRARY (MDAsk)	6	3	8	7	15	2	41
Total Number of Records	3563	3110	3083	3068	2881	2043	17748

ACADEMIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ALLEGANY COLL OF MD (MDAsk-A)	7	8	9	18	8	8	58
ANNE ARUNDEL COMM COL TRUXAL LIBRARY (MDAsk-A)	8	32	21	44	19	17	141
BALTIMORE CITY COMM COL (MDAsk-A)	17	23	28	20	8	15	111
CARROLL COMM COL (MDAsk-A)	6	3	1	8	3	2	23
COMMUNITY COL BALTIMORE CNTY (MDAsk-A)	22	32	62	72	94	14	296
HARFORD COMMUN COL (MDAsk-A)	0	1	8	3	3	0	15
LOYOLA BLAKEFIELD (MDAsk)	1	0	1	6	0	0	8
MARYLAND ASKUSNOW! [generic ACADEMIC queue] (MDAsk-A)	60	57	77	58	31	28	311
MONTGOMERY COLLEGE LIBRARIES (MDAsk-A)	10	15	18	30	8	6	87
PRINCE GEORGE'S COMM COL (MDAsk-A)	7	9	7	17	9	6	55
SALISBURY UNIVERSITY (MDAsk-A)	3	5	6	7	3	1	25
STEVENSON UNIVERSITY (MDAsk-A)	3	2	1	4	4	1	15
UNIV OF MARYLAND COLLEGE PARK (MDAsk-A)	182	315	308	274	201	181	1461
UNIV OF MARYLAND EASTERN SHORE (MDAsk-A)	4	3	8	8	4	5	32
Total Number of Records	330	505	555	569	395	284	2638

Number(Total) of Chat Sessions Accepted 2010, Q1-2: (Librarian Activity)

PUBLIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ALLEGANY COUNTY LIBRARY SYSTEM (MDAsk)	11	15	15	9	9	6	65
ANNE ARUNDEL COUNTY PL (MDAsk)	122	109	175	144	141	111	802
BALTIMORE COUNTY PL (MDAsk)	145	146	191	198	154	110	944
CALVERT LIBRARY (MDAsk)	67	33	61	71	64	47	343
CAROLINE COUNTY PL (MDAsk)	93	90	86	85	68	50	472
CARROLL COUNTY PL (MDAsk)	34	24	31	36	28	16	169
CECIL COUNTY PL (MDAsk)	39	30	47	48	43	35	242
CHARLES COUNTY PL (MDAsk)	19	10	36	15	32	22	134
ENOCH PRATT FREE & S L R C, BALTIMORE CITY (MDAsk)	468	352	457	433	453	315	2478
FREDERICK COUNTY PL (MDAsk)	50	50	50	49	51	46	296
HARFORD COUNTY PL (MDAsk)	165	132	175	169	148	112	901
HOWARD COUNTY LIBRARY (MDAsk)	93	55	104	78	86	72	488
MARYLAND ASKUSNOW! [generic PUBLIC queue] (MDAsk)	0	1	2	0	1	4	8
MARYLAND STATE LAW LIBRARY (MDAsk)	0	0	0	0	2	6	8
MARYLAND STATE LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED (MDAsk)	0	0	3	5	3	0	11
MONTGOMERY COUNTY PL (MDAsk)	285	217	285	295	280	233	1595
PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM (MDAsk)	166	123	152	165	135	107	848
ST. MARY'S COUNTY LIBRARY (MDAsk)	41	41	44	32	38	34	230
WASHINGTON COUNTY FREE LIBRARY (MDAsk)	70	47	55	65	70	45	352
WICOMICO PUBLIC LIBRARY (MDAsk)	4	3	0	0	0	0	7
WORCESTER COUNTY LIBRARY (MDAsk)	32	22	30	23	40	26	173
Total Number of Records	1904	1500	1999	1920	1846	1397	10566

ACADEMIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ANNE ARUNDEL COMM COL TRUXAL LIBRARY (MDAsk-A)	30	26	38	19	23	23	159
BALTIMORE CITY COMM COL (MDAsk-A)	2	5	4	2	1	3	17
CARROLL COMM COL (MDAsk-A)	12	17	15	15	11	10	80
CHARLES COUNTY PL (MDAsk)	19	10	36	15	32	22	134
COMMUNITY COL BALTIMORE CNTY (MDAsk-A)	7	15	10	11	4	2	49
HARFORD COMMUN COL (MDAsk-A)	15	4	15	5	7	13	59
InfoEyes	0	0	1	5	1	1	8
MONTGOMERY COLLEGE LIBRARIES (MDAsk-A)	23	30	36	21	11	14	135
PRINCE GEORGE'S COMM COL (MDAsk-A)	3	8	6	13	7	3	40
SALISBURY UNIVERSITY (MDAsk-A)	4	3	6	5	22	90	130
STEVENSON UNIVERSITY (MDAsk-A)	24	28	31	22	24	22	151
UNIV OF MARYLAND COLLEGE PARK (MDAsk-A)	91	121	136	165	108	103	724
UNIV OF MARYLAND EASTERN SHORE (MDAsk-A)	8	9	6	12	9	4	48
WORCESTER COUNTY LIBRARY (MDAsk)	32	22	30	23	40	26	173
TOTAL	270	298	370	333	300	336	1907

Answers Sent (email and follow-up) 2010, Q1 and Q2

	PUBLIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ALLEGANY COUNTY LIBRARY SYSTEM (MDAsk)		4	1	1	1	0	1	8
ANNE ARUNDEL COUNTY PL (MDAsk)		393	508	431	322	336	444	2434
BALTIMORE COUNTY PL (MDAsk)		370	359	324	253	221	246	1773
CALVERT LIBRARY (MDAsk)		9	3	3	3	3	2	23
CAROLINE COUNTY PL (MDAsk)		8	2	3	2	1	0	16
CARROLL COUNTY PL (MDAsk)		35	20	6	13	6	7	87
CECIL COUNTY PL (MDAsk)		2	0	2	4	0	1	9
CHARLES COUNTY PL (MDAsk)		1	1	0	1	0	1	4
ENOCH PRATT FREE & S L R C, BALTIMORE CITY (MDAsk)		0	0	2	1	2	1	6
Enoch Pratt Free Library, Baltimore (MDAsk)		311	332	371	367	329	305	2015
FREDERICK COUNTY PL (MDAsk)		1	5	4	2	4	1	17
HARFORD COUNTY PL (MDAsk)		4	4	7	10	7	7	39
HOWARD COUNTY LIBRARY (MDAsk)		21	35	23	31	16	17	143
MARYLAND ASKUSNOW! [generic PUBLIC queue] (MDAsk)		0	1	2	0	3	0	6
Maryland AskUsNow! Sandbox		0	1	0	0	0	0	1
MARYLAND DEPT OF NATURAL RES		0	0	0	0	1	0	1
MARYLAND STATE LAW LIBRARY (MDAsk)		2	7	3	4	2	9	27
MARYLAND STATE LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED (MDAsk)		5	0	0	0	0	1	6
MONTGOMERY COUNTY PL (MDAsk)		60	55	51	35	24	34	259
NATIONAL AGRICULTURAL LIBRARY (MDAsk-A)		2	0	0	0	0	0	2
PRINCE GEORGE'S COUNTY MEMORIAL LIBRARY SYSTEM (MDAsk)		20	32	20	23	12	5	112
ST. MARY'S COUNTY LIBRARY (MDAsk)		2	2	8	4	3	7	26
WASHINGTON COUNTY FREE LIBRARY (MDAsk)		2	1	4	1	1	4	13
WORCESTER COUNTY LIBRARY (MDAsk)		0	1	2	0	0	1	4
TOTAL		1252	1370	1267	1077	971	1094	7031

	ACADEMIC	Jan	Feb	Mar	Apr	May	Jun	TOTAL
ALLEGANY COLL OF MD (MDAsk-A)		2	0	1	3	1	1	8
ANNE ARUNDEL COMM COL TRUXAL LIBRARY (MDAsk-A)		0	0	0	1	0	1	2
CARROLL COMM COL (MDAsk-A)		4	0	0	2	1	0	7
COMMUNITY COL BALTIMORE CNTY (MDAsk-A)		5	3	8	5	14	1	36
HARFORD COMMUN COL (MDAsk-A)		0	0	0	0	2	0	2
MONTGOMERY COLLEGE LIBRARIES (MDAsk-A)		1	3	4	8	2	4	22
PRINCE GEORGE'S COMM COL (MDAsk-A)		0	1	0	1	1	1	4
SALISBURY UNIVERSITY (MDAsk-A)		6	8	1	1	1	0	17
STEVENSON UNIVERSITY (MDAsk-A)		16	20	13	30	5	4	88
UNIV OF MARYLAND COLLEGE PARK (MDAsk-A)		175	146	244	192	124	137	1018
UNIV OF MARYLAND EASTERN SHORE (MDAsk-A)		0	0	2	1	0	0	3
TOTAL		209	181	273	244	151	149	1207