

Where Do Library Patrons Ask Questions?

These data give a demographic breakdown of questions handled at Library service points and librarian offices. Counts were made in four sampling weeks during October, November, and December 2000, and include questions placed in person, by phone, and by email. Cells are blank if no question was recorded for a given school in the sampling time frame. The Biddle Law Library was not included in sampling.

Guide to the Table: This table is a cross tabulation of questions asked by Library and School. The first cell, for example, represents questions asked in Van Pelt by students, faculty, and staff of SAS. In this example, SAS affiliates asked 5,554 questions in Van Pelt. The figure that accounts for 20.9% of all questions, 56.6% of questions placed in Van Pelt, and 55.6% of questions asked by people from Arts and Sciences.

LIBRARY ↓	SCHOOL OR OTHER PATRON AFFILIATION →															Row Total
	SAS	WHRTN	DENTAL	MED	GSFA	SEAS	NURS	VET	HUP/ CHOP	ASC	GSE	SSW	LAW	OTHER Penn†	Non Penn	
VAN PELT	5,554	807	44	133	280	257	103	41	44	217	452	281	126	1,124	354	9,817
Pct. of total questions	20.9%	3.0%	0.2%	0.5%	1.1%	1.0%	0.4%	0.2%	0.2%	0.8%	1.7%	1.1%	0.5%	4.2%	1.3%	36.9%
Pct. of row total	56.6%	8.2%	0.4%	1.4%	2.9%	2.6%	1.0%	0.4%	0.4%	2.2%	4.6%	2.9%	1.3%	11.4%	3.6%	100.0%
Pct. of column total	55.6%	18.9%	3.3%	10.9%	28.9%	33.3%	14.6%	6.0%	8.4%	43.5%	90.6%	91.8%	65.6%	30.5%	34.6%	36.9%
LIPPINCOTT	452	3,319	5	18	45	180	15	4	9	17	21	15	51	582	9	4,742
Pct. of total questions	1.7%	12.5%	0.0%	0.1%	0.2%	0.7%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.2%	2.2%	0.0%	17.8%
Pct. of row total	9.5%	70.0%	0.1%	0.4%	0.9%	3.8%	0.3%	0.1%	0.2%	0.4%	0.4%	0.3%	1.1%	12.3%	0.2%	100.0%
Pct. of column total	4.5%	77.9%	0.4%	1.5%	4.6%	23.3%	2.1%	0.6%	1.7%	3.4%	4.2%	4.9%	26.6%	15.8%	0.9%	17.8%
BIOMED	279	25	16	976	1	35	569	23	454	5	7	9	3	430	2	2,834
Pct. of total questions	1.0%	0.1%	0.1%	3.7%	0.0%	0.1%	2.1%	0.1%	1.7%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	10.6%
Pct. of row total	9.8%	0.9%	0.6%	34.4%	0.0%	1.2%	20.1%	0.8%	16.0%	0.2%	0.2%	0.3%	0.1%	15.2%	0.1%	100.0%
Pct. of column total	2.8%	0.6%	1.2%	80.3%	0.1%	4.5%	80.5%	3.4%	87.0%	1.0%	1.4%	2.9%	1.6%	11.7%	0.2%	10.6%
FINE ARTS	1,016	58	5	21	580	25	14		7	2	4		7	425	58	2,222
Pct. of total questions	3.8%	0.2%	0.0%	0.1%	2.2%	0.1%	0.1%		0.0%	0.0%	0.0%		0.0%	1.6%	0.2%	8.3%
Pct. of row total	45.7%	2.6%	0.2%	0.9%	26.1%	1.1%	0.6%		0.3%	0.1%	0.2%		0.3%	19.1%	2.6%	100.0%
Pct. of column total	10.2%	1.4%	0.4%	1.7%	59.9%	3.2%	2.0%		1.3%	0.4%	0.8%		3.6%	11.5%	5.7%	8.3%
DENTAL	47	2	1,241	16	1	1	1	2	4	1	1			148	19	1,484
Pct. of total questions	0.2%	0.0%	4.7%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%			0.6%	0.1%	5.6%
Pct. of row total	3.2%	0.1%	83.6%	1.1%	0.1%	0.1%	0.1%	0.1%	0.3%	0.1%	0.1%			10.0%	1.3%	100.0%
Pct. of column total	0.5%	0.0%	94.4%	1.3%	0.1%	0.1%	0.1%	0.3%	0.8%	0.2%	0.2%			4.0%	1.9%	5.6%
MUSEUM	1,122	8			23						2			223	75	1,453
Pct. of total questions	4.2%	0.0%			0.1%						0.0%			0.8%	0.3%	5.5%
Pct. of row total	77.2%	0.6%			1.6%						0.1%			15.3%	5.2%	100.0%
Pct. of column total	11.2%	0.2%			2.4%						0.4%			6.0%	7.3%	5.5%
VET	6		3	15	1	3		608						63	33	732
Pct. of total questions	0.0%		0.0%	0.1%	0.0%	0.0%		2.3%						0.2%	0.1%	2.7%
Pct. of row total	0.8%		0.4%	2.0%	0.1%	0.4%		83.1%						8.6%	4.5%	100.0%
Pct. of column total	0.1%		0.2%	1.2%	0.1%	0.4%		89.7%						1.7%	3.2%	2.7%
SPECIAL COLL	229	7		3	2	1	5			2			1	282	186	718
Pct. of total questions	0.9%	0.0%		0.0%	0.0%	0.0%	0.0%			0.0%			0.0%	1.1%	0.7%	2.7%
Pct. of row total	31.9%	1.0%		0.4%	0.3%	0.1%	0.7%			0.3%			0.1%	39.3%	25.9%	100.0%
Pct. of column total	2.3%	0.2%		0.2%	0.2%	0.1%	0.7%			0.4%			0.5%	7.7%	18.2%	2.7%
MUSIC	492	14	1	3	9	8				4	4		1	81	28	645
Pct. of total questions	1.8%	0.1%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%		0.0%	0.3%	0.1%	2.4%
Pct. of row total	76.3%	2.2%	0.2%	0.5%	1.4%	1.2%				0.6%	0.6%		0.2%	12.6%	4.3%	100.0%
Pct. of column total	4.9%	0.3%	0.1%	0.2%	0.9%	1.0%				0.8%	0.8%		0.5%	2.2%	2.7%	2.4%
JUDAIC STUDIES	83	0		3										167	234	487
Pct. of total questions	0.3%	0.0%		0.0%										0.6%	0.9%	1.8%
Pct. of row total	17.0%	0.0%		0.6%										34.3%	48.0%	100.0%
Pct. of column total	0.8%	0.0%		0.2%										4.5%	22.9%	1.8%
MATH	358	4		6		39			2					32	9	450
Pct. of total questions	1.3%	0.0%		0.0%		0.1%			0.0%					0.1%	0.0%	1.7%
Pct. of row total	79.6%	0.9%		1.3%		8.7%			0.4%					7.1%	2.0%	100.0%
Pct. of column total	3.6%	0.1%		0.5%		5.1%			0.4%					0.9%	0.9%	1.7%
ENGINEERING	22	14		11	20	207			1	1	8		3	72	9	368
Pct. of total questions	0.1%	0.1%		0.0%	0.1%	0.8%			0.0%	0.0%	0.0%		0.0%	0.3%	0.0%	1.4%
Pct. of row total	6.0%	3.8%		3.0%	5.4%	56.3%			0.3%	0.3%	2.2%		0.8%	19.6%	2.4%	100.0%
Pct. of column total	0.2%	0.3%		0.9%	2.1%	26.8%			0.2%	0.2%	1.6%		1.6%	2.0%	0.9%	1.4%
CHEMISTRY	284			6	1	15			1	1				41	4	353
Pct. of total questions	1.1%			0.0%	0.0%	0.1%			0.0%	0.0%				0.2%	0.0%	1.3%
Pct. of row total	80.5%			1.7%	0.3%	4.2%			0.3%	0.3%				11.6%	1.1%	100.0%
Pct. of column total	2.8%			0.5%	0.1%	1.9%			0.2%	0.2%				1.1%	0.4%	1.3%
ANNENBERG	38	1				1				249		1		12		302
Pct. of total questions	0.1%	0.0%				0.0%				0.9%		0.0%		0.0%		1.1%
Pct. of row total	12.6%	0.3%				0.3%				82.5%		0.3%		4.0%		100.0%
Pct. of column total	0.4%	0.0%				0.1%				49.9%		0.3%		0.3%		1.1%
HD STORAGE	4	1		5	6									4	3	23
Pct. of total questions	0.0%	0.0%		0.0%	0.0%									0.0%	0.0%	0.1%
Pct. of row total	17.4%	4.3%		21.7%	26.1%									17.4%	13.0%	100.0%
Pct. of column total	0.0%	0.0%		0.4%	0.6%									0.1%	0.3%	0.1%
COLUMN TOTAL	9,986	4,260	1,315	1,216	969	772	707	678	522	499	499	306	192	3,686	1,023	26,630
Pct. of total questions	37.5%	16.0%	4.9%	4.6%	3.6%	2.9%	2.7%	2.5%	2.0%	1.9%	1.9%	1.1%	0.7%	13.8%	3.8%	100.0%
Pct. of column total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No. of Libraries used	15	13	7	13	12	12	6	5	8	10	8	4	7	15	14	

† Other Penn includes Library staff, academic centers such as the Provost's Center, and a large group of administrative centers such as Student Life, Development, and Facilities.