

Chat reference statistics for April 16,2003 - July 31, 2004.

| County | College/Research | Elementary/Middle (K-8) | General Interest | High School (9-12) | Professional | Total |
|------------|------------------|-------------------------|------------------|--------------------|--------------|-------|
| Baker | | | 2 | | | 2 |
| Benton | 29 | 37 | 72 | 18 | 6 | 162 |
| Clackamas | 40 | 49 | 90 | 11 | 15 | 205 |
| Clatsop | 1 | 4 | | | | 5 |
| Columbia | 1 | | 3 | 2 | | 6 |
| Coos | 4 | 5 | 14 | | | 23 |
| Crook | 6 | 3 | | 7 | | 16 |
| Curry | 1 | | 6 | | | 7 |
| Deschutes | 34 | 5 | 72 | 5 | 11 | 127 |
| Douglas | 2 | 2 | 5 | 16 | 3 | 28 |
| Gilliam | 23 | 63 | 12 | 12 | | 110 |
| Grant | | 1 | 1 | | 3 | 5 |
| Harney | 4 | | | | | 4 |
| Hood River | 2 | | 4 | | 1 | 7 |
| Jackson | 29 | 89 | 152 | 65 | 138 | 473 |
| Jefferson | 4 | 1 | | 6 | 1 | 12 |
| Josephine | 12 | 4 | 23 | 9 | 9 | 57 |
| Klamath | 12 | 1 | 15 | 1 | 15 | 44 |
| Lake | 2 | | | | | 2 |
| Lane | 218 | 37 | 420 | 48 | 91 | 814 |
| Lincoln | 7 | 3 | 17 | | 6 | 33 |
| Linn | 4 | 1 | 9 | 1 | 2 | 17 |
| Malheur | 7 | 1 | 7 | 2 | 1 | 18 |
| Marion | 31 | 21 | 67 | 13 | 16 | 148 |
| Morrow | 5 | 1 | 2 | | | 8 |
| Multnomah | 145 | 178 | 317 | 89 | 82 | 811 |
| Polk | 4 | 4 | 9 | 1 | 1 | 19 |
| Sherman | 1 | | | 1 | | 2 |
| Tillamook | 1 | | 3 | | 1 | 5 |
| Umatilla | 5 | 1 | 10 | 20 | 2 | 38 |
| Union | 13 | 2 | 21 | 8 | 3 | 47 |
| Wallowa | | | | | 1 | 1 |
| Wasco | 4 | 12 | 3 | | 7 | 26 |
| Washington | 48 | 47 | 235 | 76 | 34 | 440 |
| Wheeler | 4 | 3 | 8 | 11 | | 26 |
| Yamhill | 1 | 2 | 28 | 2 | 2 | 35 |
| Totals | 704 | 577 | 1627 | 424 | 451 | 3783 |

Zip codes have been the most reliable way to assign a question to a library's service area.

We realize that this data does not serve academic partners well. Because a patron chose "College/Research" as their *Level of Service Required* does not mean they are an academic library patron. Also, many counties have more than one academic institution.

Similarly, some counties do not operate with a single public library for the whole system. Some cooperative systems span more than one county.

We can certainly provide more detailed reports by community, based on the zip code, but there needs to be another set of data collected to determine exactly how many academic library patrons are being served.