

2023-10

Global 24/7 Queue - Questions Answered (Public and Academic):

227

Institution:	Questions Answered:	Chat Operator:	Questions Answered:
Albright College	2	Barba, Mike	13
Allegheny County Libraries	4	Bigham, Denice	4
Allentown Public Library	8	Coffin, Nina	2
Bucks County Community College	11	Davis, Kelly	13
Bucks County Free Library	13	Gates, Charmaine	49
Cambria County Library System	1	Gerhard, Barbara	5
Carlow University	11	Goode, Megan	4
Delaware County Library System	3	Gudauskas, Marija	2
Franklin County Library System	10	Hale, Kathy	15
Free Library of Philadelphia	30	Harris, Cathy	3
Harrisburg University of Science and T	20	Holderith, Philip	5
La Salle University	12	Hoy, Karen	1
LibAnswers Site#18599_230	1	Laurie, Librarian	8
Margaret R Grundy Memorial Library	5	Maclin-Hurd, Stefanie	15
State Lib of Pennsylvania	32	Pruchnic, Jenny	1
Unaffiliated	49	Simone, Caitlin	1
WAGGIN Washington District Libraries	15	Staten, Leona	1
		Unknown	8
		Unknown	17
		Unknown	11
		Unknown	2
		Unknown	12
		Unknown	3
		Unknown	3
		Unknown	1
		Vance, Katy	14
		Wallace, Sabrina	2
		Woolley, Kenneth	3
		Woytovich, Amy	3
		Yaich, Jill	6

2023-09

Global 24/7 Queue - Questions Answered (Public and Academic):

147

Institution:	Questions Answered:	Chat Operator:	Questions Answered:
Unaffiliated	39	Barba, Mike	8
Allentown Public Library	3	Bigham, Denice	1
Bucks County Community College	7	Coffin, Nina	3
Bucks County Free Library	8	Gates, Charmaine	39
Cambria County Library System	1	Gudauskas, Marija	2
Carlow University	6	Hale, Kathy	2
Delaware County Library System	1	Harris, Cathy	1
Franklin County Library System	14	Holderith, Philip	2
Free Library of Philadelphia	12	Laurie, Librarian	3
Harrisburg University of Science and T	15	Maclin-Hurd, Stefanie	6
La Salle University	12	Morse, Lori	1
Margaret R Grundy Memorial Library	6	Pruchnic, Jenny	1
State Lib of Pennsylvania	17	Saloiye, Laura	6
WAGGIN Washington District Libraries	6	Unknown	7
		Unknown	12
		Unknown	10
		Unknown	4
		Unknown	1
		Unknown	6
		Vance, Katy	13
		Wallace, Sabrina	3
		Woolley, Kenneth	1
		Woytovich, Amy	2
		Yaich, Jill	13

2023-08

Global 24/7 Queue - Questions Answered (Public and Academic):

173

Institution:	Questions Answered:	Chat Operator:	Questions Answered:
Allentown Public Library	4	Barba, Mike	5
Bucks County Free Library	5	Bigham, Denice	3
Cambria County Library System	2	Coffin, Nina	3
Carlow University	20	Danowitz, Erica	2
Franklin County Library System	8	Davis, Kelly	4
Free Library of Philadelphia	18	Gates, Charmaine	43
Harrisburg University of Science and T	21	Gerhard, Barbara	7
La Salle University	10	Gudauskas, Marija	2
Margaret R Grundy Memorial Library	7	Hale, Kathy	3
State Lib of Pennsylvania	23	Holderith, Philip	3
Unaffiliated	46	Homan, Joyce	2
WAGGIN Washington District Libraries	9	Kreider, Tim	1
		Laurie, Librarian	8
		Maclin-Hurd, Stefanie	9
		Morse, Lori	1
		Unknown	20
		Unknown	21
		Unknown	10
		Unknown	1
		Vance, Katy	14
		Woolley, Kenneth	1
		Woytovich, Amy	5
		Yaich, Jill	5

2023-07

Global 24/7 Queue - Questions Answered (Public and Academic):

202

Institution:	Questions Answered:	Chat Operator:	Questions Answered:
Albright College	8	Barba, Mike	2
Allentown Public Library	8	Bigham, Denice	3
Bucks County Community College	3	Coffin, Nina	2
Bucks County Free Library	4	Davis, Kelly	10
Carlow University	13	Duffany, Abigail	3
Delaware County Library System	5	Gates, Charmaine	51
Franklin County Library System	14	Gerhard, Barbara	1
Free Library of Philadelphia	16	Hale, Kathy	7
Harrisburg University of Science and T	23	Harris, Cathy	4
La Salle University	16	Holderith, Philip	2
Margaret R Grundy Memorial Library	9	Horwath, Nancy	1
State Lib of Pennsylvania	26	Kreider, Tim	2
Unaffiliated	51	Laurie, Librarian	4
WAGGIN Washington District Libraries	6	Maclin-Hurd, Stefanie	6
		Ouadda, Houda	2
		Saloie, Laura	5
		Tobin, Mary	1
		Unknown	11
		Unknown	16
		Unknown	13
		Unknown	8
		Unknown	3
		Unknown	4
		Unknown	8
		Vance, Katy	16
		Woolley, Kenneth	5
		Woytovich, Amy	1
		Yaich, Jill	11

2023-06

Global 24/7 Queue - Questions Answered (Public and Academic):

150

Institution:	Questions Answered:	Chat Operator:	Questions Answered:
Albright College	7	Barba, Mike	6
Allentown Public Library	8	Beveridge, Eileen	1
Abington Township Public Library	1	Bigham, Denice	1
Bucks County Community College	2	Coffin, Nina	2
Bucks County Free Library	6	Davis, Kelly	7
Cambria County Library System	1	Gerhard, Barbara	7
Carlow University	17	Gudauskas, Marija	3
Dauphin County Library System	1	Hale, Kathy	2
Delaware County Library System	7	Harris, Cathy	5
Franklin County Library System	13	Holderith, Philip	3
Free Library of Philadelphia	20	Horwath, Nancy	1
Harrisburg University of Science and T	12	Hoy, Karen	2
La Salle University	12	Kreider, Tim	3
Margaret R Grundy Memorial Library	19	Laurie, Librarian	6
State Lib of Pennsylvania	8	Maclin-Hurd, Stefanie	15
WAGGIN Washington District Libraries	16	Mitchell, Barb	1
		Mitchell, Margaret	1
		Palmer, Lynette	1
		Saloiye, Laura	12
		Spila, Mary	2
		Tobin, Mary	2
		Unknown	17
		Unknown	1
		Unknown	11
		Unknown	12
		Unknown	2
		Unknown	7
		Woolley, Kenneth	4
		Woytovich, Amy	1
		Yaich, Jill	12

2023-05

Global 24/7 Queue - Questions Answered (Public and Academic):

181

Institution:	Questions Answered:	Chat Operator:	Questions Answered:
Albright College	3	Barba, Mike	8
Allentown Public Library	8	Bigham, Denice	6
Bucks County Community College	3	Davis, Kelly	14
Bucks County Free Library	8	Duffany, Abigail	2
Cambria County Library System	1	Gates, Charmaine	20
Carlow University	10	Gerhard, Barbara	5
Franklin County Library System	22	Gudauskas, Marija	2
Free Library of Philadelphia	25	Hale, Kathy	3
Harrisburg University of Science and T	18	Harris, Cathy	1
La Salle University	17	Holderith, Philip	5
LibAnswers Site#18599_225	2	Horwath, Nancy	2
Margaret R Grundy Memorial Library	9	Laurie, Librarian	8
State Lib of Pennsylvania	10	Maclin-Hurd, Stefanie	23
Unaffiliated	22	Mitchell, Barb	1
WAGGIN Washington District Libraries	23	Morse, Lori	1
		Saloiye, Laura	2
		Spila, Mary	3
		Tobin, Mary	1
		Unknown	17
		Unknown	10
		Unknown	2
		Unknown	18
		Unknown	3
		Unknown	1
		Unknown	2
		Woolley, Kenneth	1
		Woytovich, Amy	4
		Yaich, Jill	16

2023-04

Global 24/7 Queue - Questions Answered (Public and Academic):

186

Institution:	Questions Answered:	Chat Operator:	Questions Answered:
Albright College	13	Barba, Mike	9
Allentown Public Library	7	Bigham, Denice	2
Bucks County Community College	30	Davis, Kelly	1
Bucks County Free Library	9	Gates, Charmaine	42
Cambria County Library System	1	Gerhard, Barbara	6
Carlow University	9	Gudauskas, Marija	1
Delaware County Library System	1	Holderith, Philip	4
Franklin County Library System	3	Horwath, Nancy	2
Free Library of Philadelphia	12	Laurie, Librarian	6
Harrisburg University of Science and T	15	Maclin-Hurd, Stefanie	15
Holy Family University	1	Pruchnic, Jenny	1
La Salle University	17	Staten, Leona	4
Margaret R Grundy Memorial Library	6	Tobin, Mary	1
State Lib of Pennsylvania	4	Unknown	13
Unaffiliated	43	Unknown	21
WAGGIN Washington District Libraries	15	Unknown	1
		Unknown	9
		Unknown	15
		Unknown	9
		Unknown	17
		Unknown	1
		Woolley, Kenneth	1
		Woytovich, Amy	4
		Yaich, Jill	1

**2023-03**

**Global 24/7 Queue - Questions Answered (Public and Academic):**

**217**

<b>Institution:</b>	<b>Questions Answered:</b>	<b>Chat Operator:</b>	<b>Questions Answered:</b>
Albright College	10	Barba, Mike	11
Allentown Public Library	9	Beveridge, Eileen	1
Berks County Public Library System	1	Bigham, Denice	6
Bethel Park Public Library	1	Coffin, Nina	2
Bucks County Community College	22	Davis, Kelly	10
Bucks County Free Library	11	Gaines, Leslie	1
Cambria County Library System	2	Gates, Charmaine	33
Carlow University	10	Gerhard, Barbara	14
Delaware County Library System	3	Gudauskas, Marija	3
Franklin County Library System	16	Harris, Cathy	2
Free Library of Philadelphia	21	Holderith, Philip	1
Harrisburg University of Science and T	19	Horwath, Nancy	6
La Salle University	21	Hoy, Karen	1
Margaret R Grundy Memorial Library	14	Kreider, Tim	2
State Lib of Pennsylvania	9	Laurie, Librarian	3
Unaffiliated	33	Lutz, Claire	2
WAGGIN Washington District Libraries	15	Maclin-Hurd, Stefanie	10
		Pruchnic, Jenny	2
		Spila, Mary	1
		Tanner, Melinda	4
		Thieroff, Rachel	1
		Tobin, Mary	1
		Unknown	19
		Unknown	21
		Unknown	6
		Unknown	16
		Unknown	10
		Unknown	10
		Woolley, Kenneth	2
		Woytovich, Amy	6
		Yaich, Jill	10



2023-02

Global 24/7 Queue - Questions Answered (Public and Academic):

276

Institution:	Questions Answered:	Chat Operator:	Questions Answered:
Albright College	14	Barba, Mike	9
Allentown Public Library	7	Beveridge, Eileen	1
Bucks County Community College	18	Bigham, Denice	18
Bucks County Free Library	9	Coffin, Nina	2
Cambria County Library System	3	Davis, Kelly	5
Carlow University	12	Dennis, Marie	2
Delaware County Library System	6	Gates, Charmaine	52
Franklin County Library System	26	Gerhard, Barbara	11
Free Library of Philadelphia	23	Gudauskas, Marija	4
Harrisburg University of Science and T	22	Harris, Cathy	2
La Salle University	15	Holderith, Philip	2
Margaret R Grundy Memorial Library	20	Horwath, Nancy	2
State Lib of Pennsylvania	17	Hoy, Karen	1
Unaffiliated	52	Lutz, Claire	3
WAGGIN Washington District Libraries	32	Maclin-Hurd, Stefanie	14
		Palmer, Sara	5
		Pruchnic, Jenny	3
		Savitsky, Nicole	7
		Staten, Leona	3
		Tanner, Melinda	17
		Tobin, Mary	4
		Unknown	8
		Unknown	10
		Unknown	15
		Unknown	14
		Unknown	21
		Unknown	12
		Unknown	1
		Woolley, Kenneth	3
		Woytovich, Amy	17
		Yaich, Jill	8

2023-01

Global 24/7 Queue - Questions Answered (Public and Academic):

292

Institution:	Questions Answered:	Chat Operator:	Questions Answered:
Unaffiliated	81	Barba, Mike	5
Albright College	7	Beveridge, Eileen	2
Allentown Public Library	10	Bigham, Denice	5
Bucks County Free Library	5	Coffin, Nina	2
Bucks County Community College	19	Davis, Kelly	12
Cambria County Library System	5	Dunlap, David	1
Delaware County Library System	3	Gates, Charmaine	81
Bethlehem Area Public Library	1	Gerhard, Barbara	7
Franklin County Library System	21	Hale, Kathy	5
Free Library of Philadelphia	28	Harris, Cathy	2
Holy Family University	2	Holderith, Philip	1
La Salle University	32	Hornig, Beth	1
Margaret R Grundy Memorial Library	11	Horwath, Nancy	3
State Lib of Pennsylvania	21	Hoy, Karen	7
Carlow University	15	Kreider, Tim	5
Harrisburg University of Science and T	18	Laurie, Librarian	5
WAGGIN Washington District Libraries	12	Lutz, Claire	2
LibAnswers Site#18599_376	1	Maclin-Hurd, Stefanie	1
		Mitchell, Barb	5
		Saloiye, Laura	4
		Spila, Mary	3
		Tanner, Melinda	9
		Tobin, Mary	1
		Unknown	32
		Unknown	17
		Unknown	15
		Unknown	18
		Unknown	2
		Unknown	7
		Unknown	2
		Woolley, Kenneth	6
		Woytovich, Amy	8
		Yaich, Jill	16