

## Reference Questions Statistics

### FY 2000

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total
Informational	41	37	34	17	171	74	61	37	50	69	105	89	27	812
Directional	13	6	9	20	62	8	23	9	24	20	34	34	28	290
Computer	23	11	21	19	65	16	21	31	16	24	32	33	15	327
<b>Total</b>	<b>77</b>	<b>54</b>	<b>64</b>	<b>56</b>	<b>298</b>	<b>98</b>	<b>105</b>	<b>77</b>	<b>90</b>	<b>113</b>	<b>171</b>	<b>156</b>	<b>70</b>	<b>1429</b>

### FY 2001

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Informational	13	80	13	42	230	365	285	166	91	67	118	123	1593
Directional	7	12	0	24	88	86	56	29	10	13	10	14	349
Computer	0	9	5	8	68	49	57	104	59	21	41	50	471
<b>Total</b>	<b>20</b>	<b>101</b>	<b>18</b>	<b>74</b>	<b>386</b>	<b>500</b>	<b>398</b>	<b>299</b>	<b>160</b>	<b>101</b>	<b>169</b>	<b>187</b>	<b>2413</b>

### FY 2002

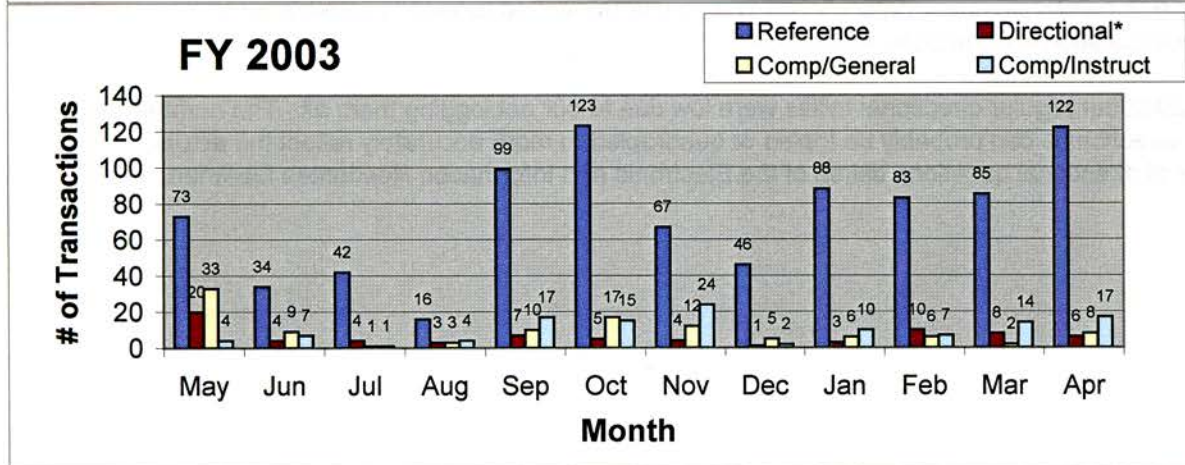
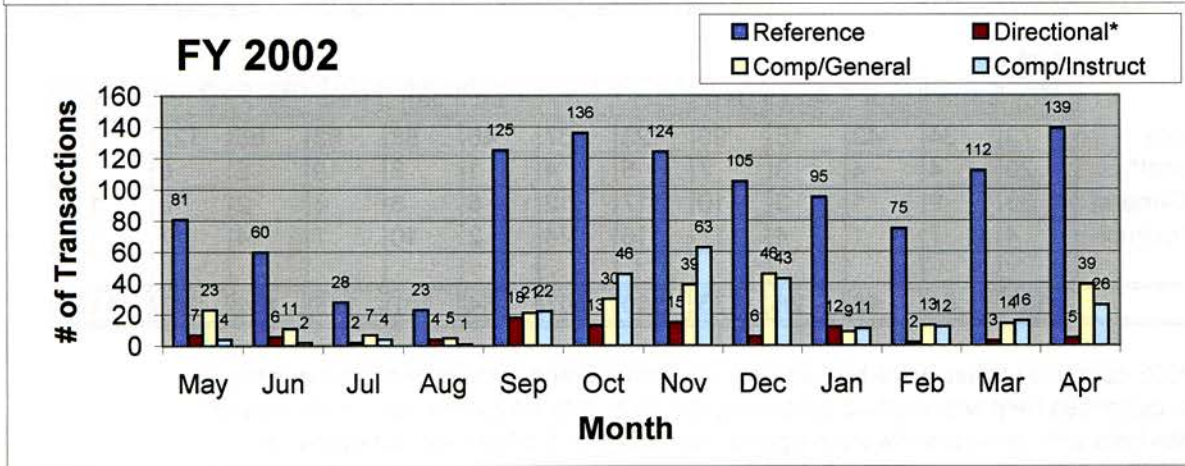
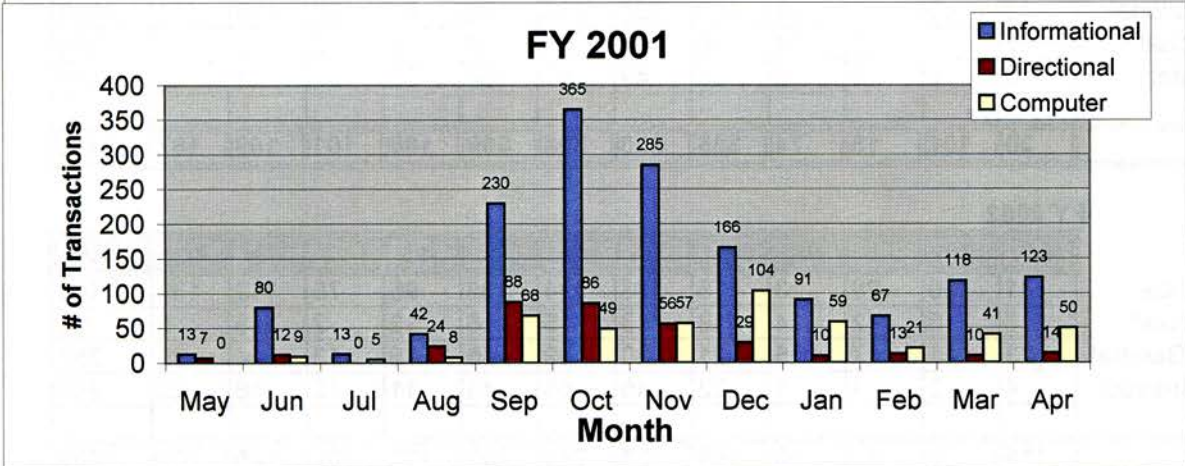
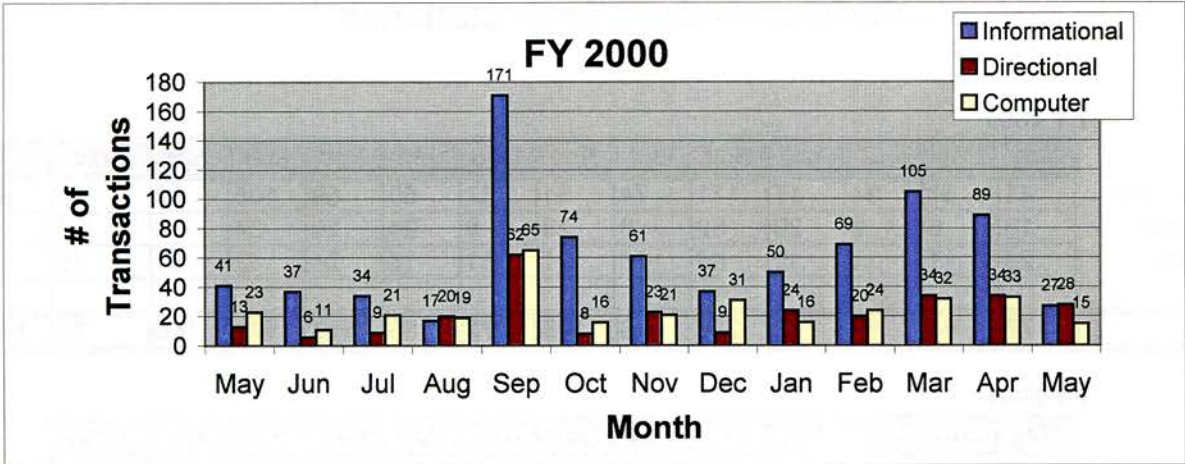
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	81	60	28	23	125	136	124	105	95	75	112	139	1103
Directional*	7	6	2	4	18	13	15	6	12	2	3	5	93
Comp/General	23	11	7	5	21	30	39	46	9	13	14	39	257
Comp/Instruct	4	2	4	1	22	46	63	43	11	12	16	26	250
<b>Total</b>	<b>115</b>	<b>79</b>	<b>41</b>	<b>33</b>	<b>186</b>	<b>225</b>	<b>241</b>	<b>200</b>	<b>127</b>	<b>102</b>	<b>145</b>	<b>209</b>	<b>1703</b>

### FY 2003

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	73	34	42	16	99	123	67	46	88	83	85	122	878
Directional*	20	4	4	3	7	5	4	1	3	10	8	6	75
Comp/General	33	9	1	3	10	17	12	5	6	6	2	8	112
Comp/Instruct	4	7	1	4	17	15	24	2	10	7	14	17	122
<b>Total</b>	<b>130</b>	<b>54</b>	<b>48</b>	<b>26</b>	<b>133</b>	<b>160</b>	<b>107</b>	<b>54</b>	<b>107</b>	<b>106</b>	<b>109</b>	<b>153</b>	<b>1187</b>

In FY 2002 computer tallies were broken down by general and instructional type questions. General describes help with printing problems, lost files, disk problems, etc. Instructional describes help with using a software program, scanning, and other help not related to reference (for example, showing someone how to use our online catalog is considered a reference question not computer instruction).

\*In FY 2002 our regular directional tallies were low due to our not logging them all. The number of regular directionals can probably be tripled or quadrupled to more accurately reflect the actual number of directional questions asked of the Electronic and Information Resources Librarian.





# Four Year Comparison

- Reference
- Directional
- Comp/General
- Comp/Instruct

