

Reference Questions Statistics

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
Total	20	101	18	74	386	500	398	299	160	101	169	187	2413

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
Total	115	79	41	33	186	225	241	200	127	102	145	209	1703

FY 2003

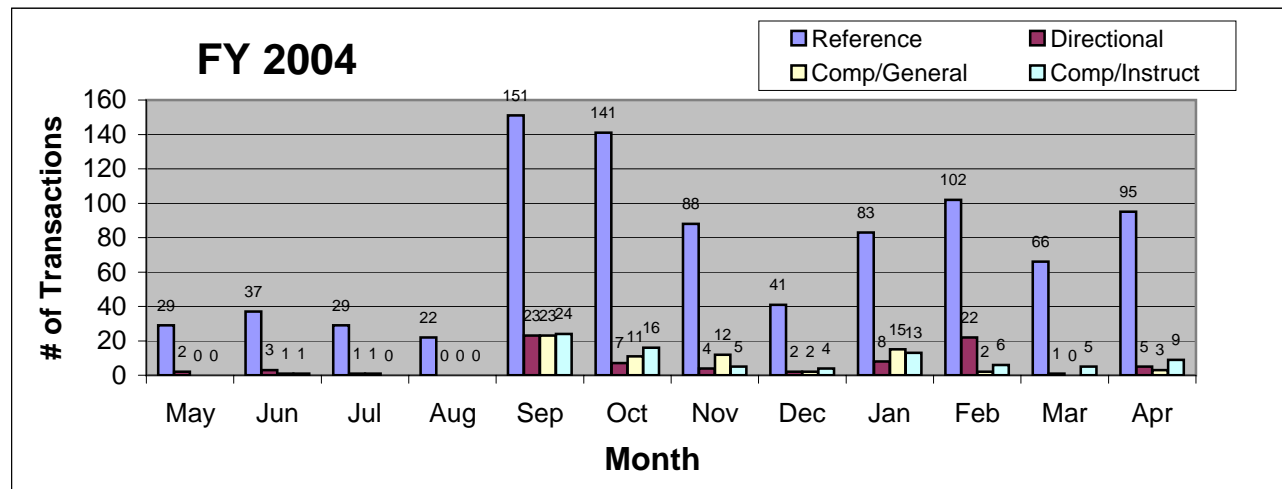
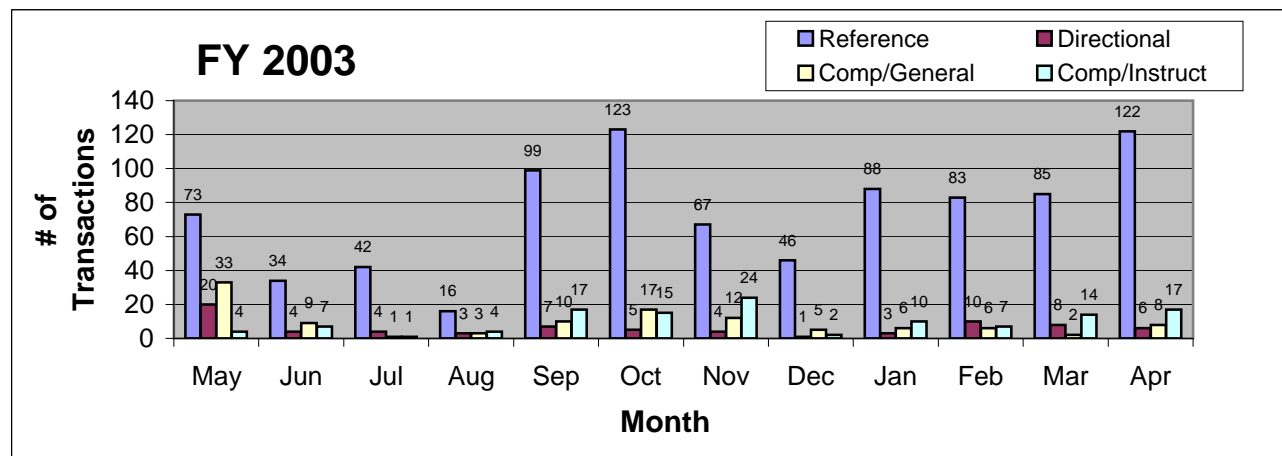
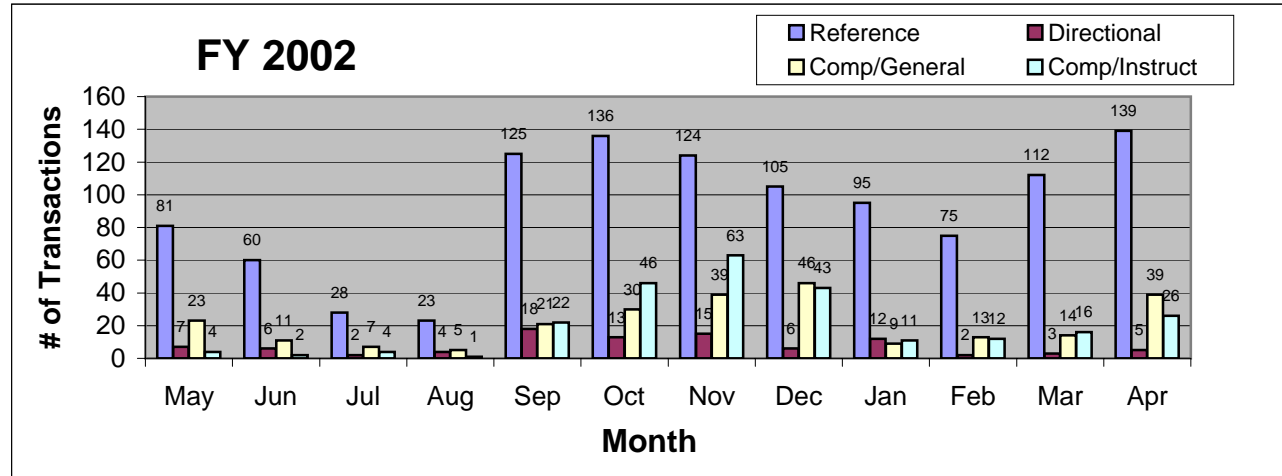
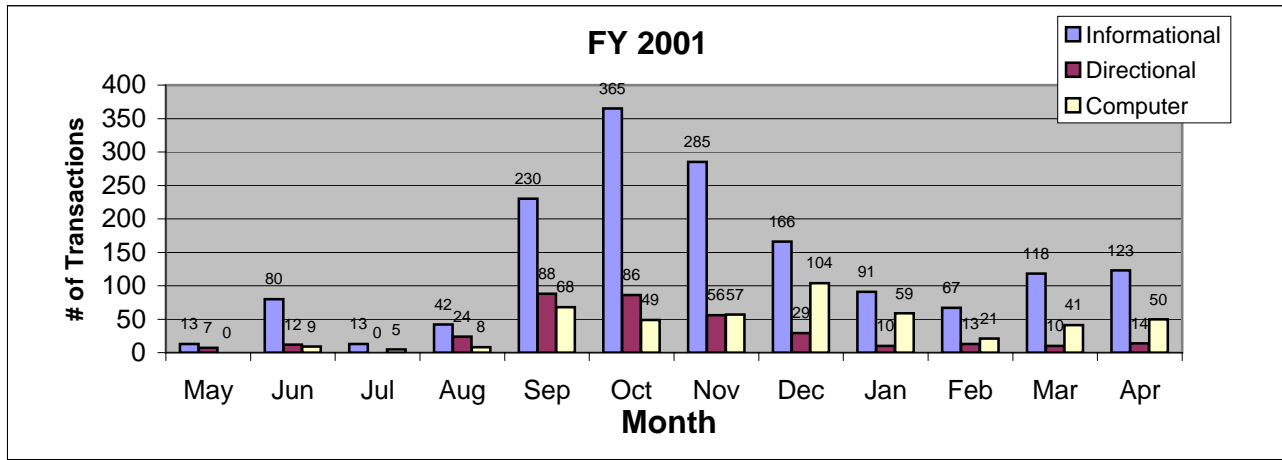
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	73	34	42	16	99	123	67	46	88	83	85	122	878
Directional	20	4	4	3	7	5	4	1	3	10	8	6	75
Comp/General	33	9	1	3	10	17	12	5	6	6	2	8	112
Comp/Instruct	4	7	1	4	17	15	24	2	10	7	14	17	122
Total	130	54	48	26	133	160	107	54	107	106	109	153	1187

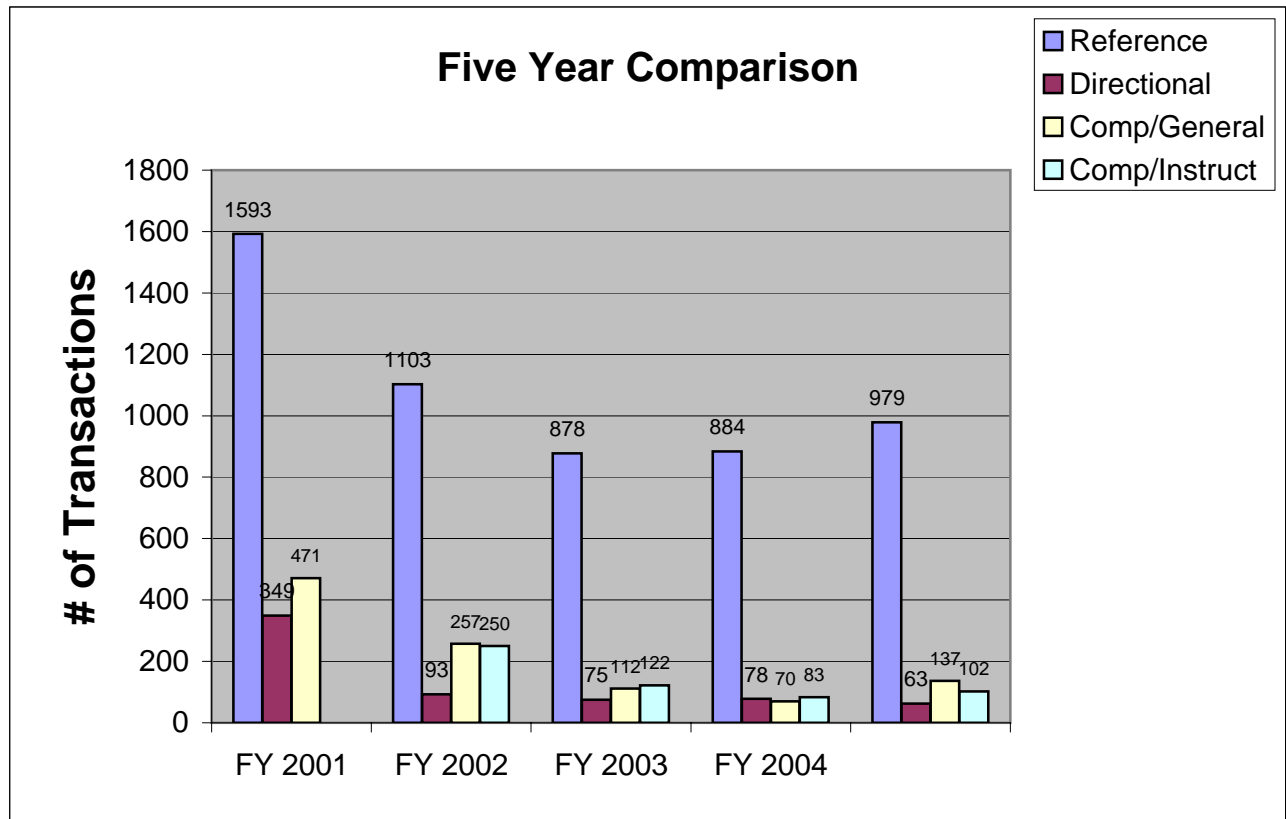
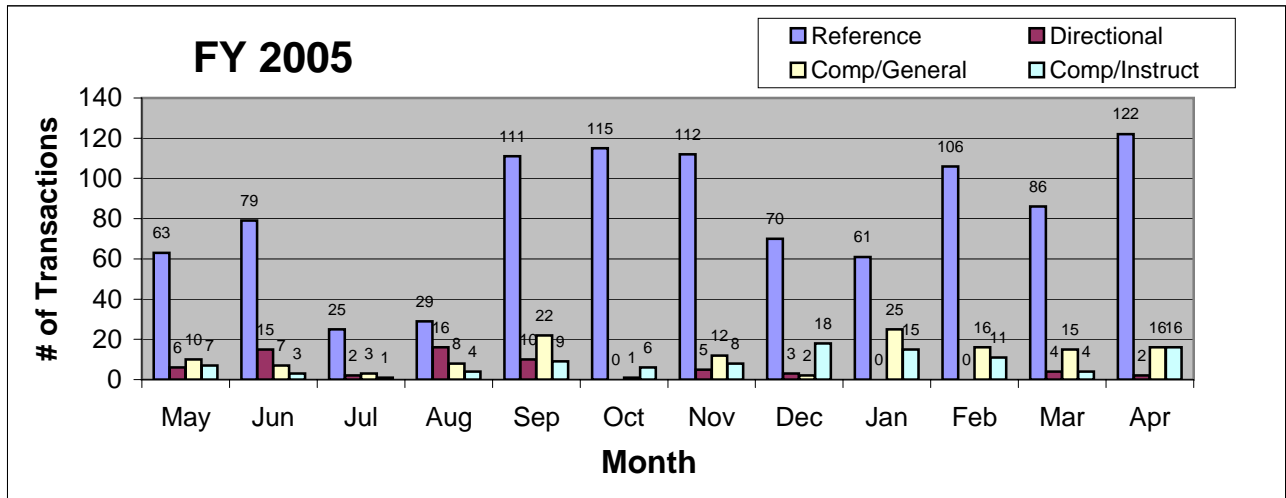
FY 2004

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	29	37	29	22	151	141	88	41	83	102	66	95	884
Directional	2	3	1	0	23	7	4	2	8	22	1	5	78
Comp/General	0	1	1	0	23	11	12	2	15	2	0	3	70
Comp/Instruct	0	1	0	0	24	16	5	4	13	6	5	9	83
Total	31	42	31	22	221	175	109	49	119	132	72	112	1115

FY 2005

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	63	79	25	29	111	115	112	70	61	106	86	122	979
Directional	6	15	2	16	10	0	5	3	0	0	4	2	63
Comp/General	10	7	3	8	22	1	12	2	25	16	15	16	137
Comp/Instruct	7	3	1	4	9	6	8	18	15	11	4	16	102
Total	86	104	31	57	152	122	137	93	101	133	109	156	1281





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).