

## Reference Questions Statistics

### 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>

### FY 2004

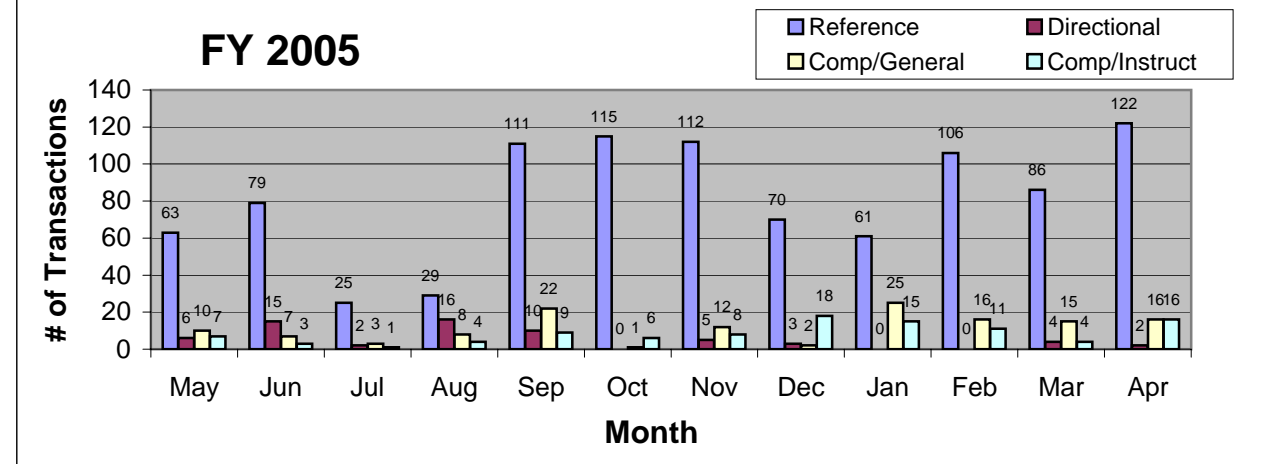
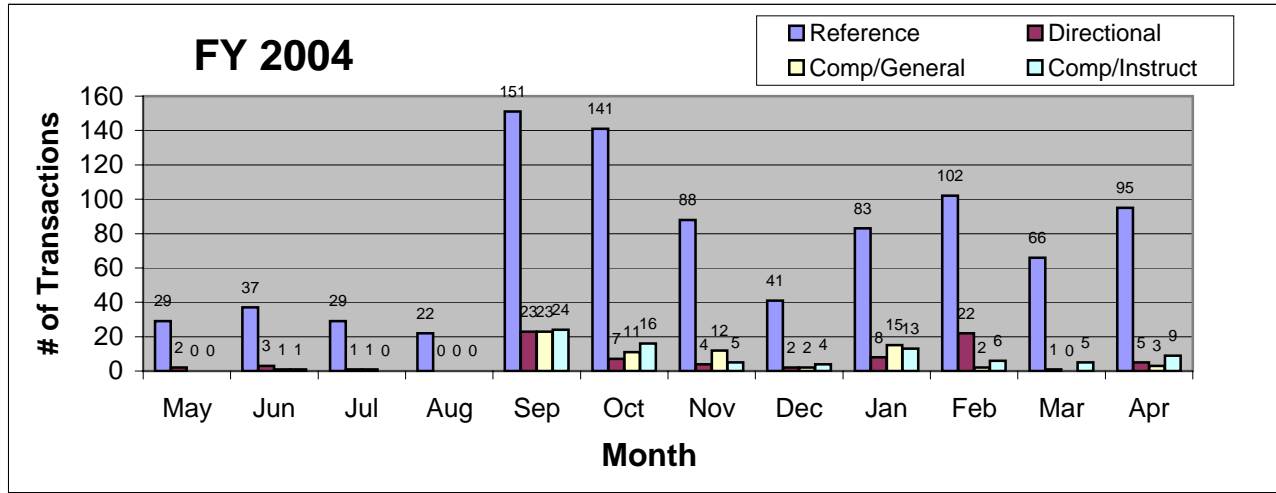
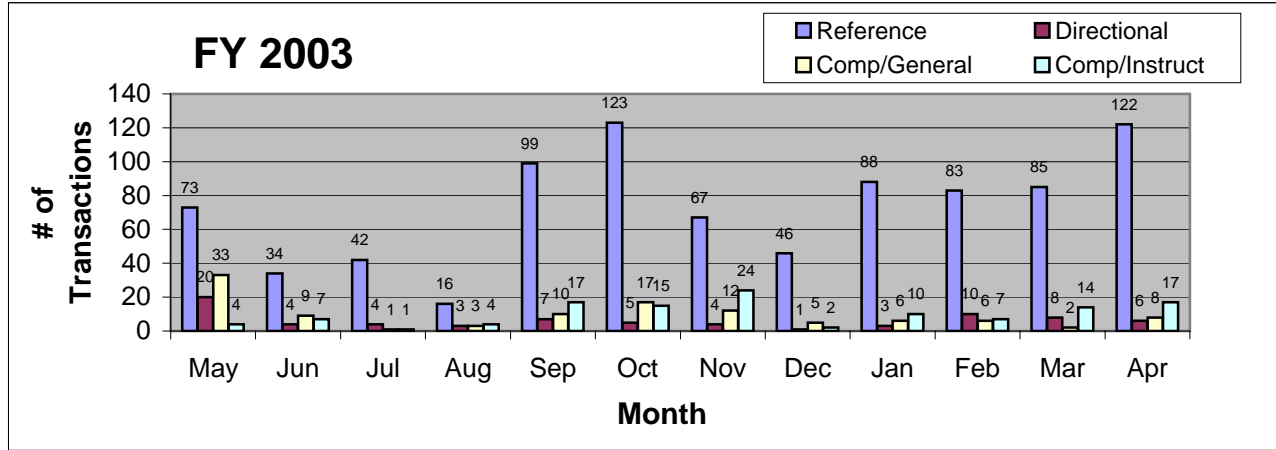
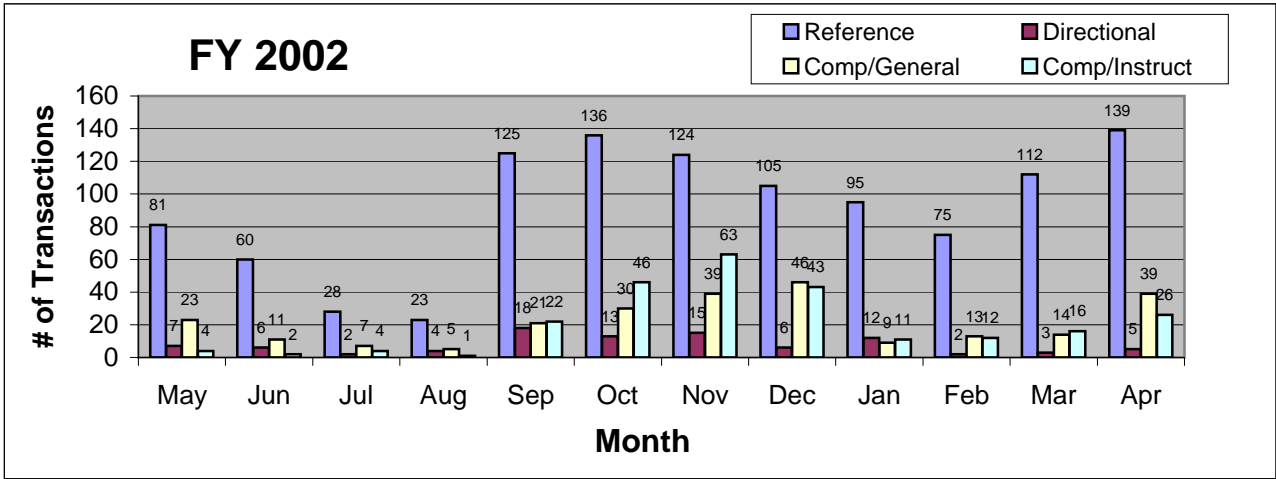
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	29	37	29	22	151	141	88	41	83	102	66	95	884
Directional	2	3	1	0	23	7	4	2	8	22	1	5	78
Comp/General	0	1	1	0	23	11	12	2	15	2	0	3	70
Comp/Instruct	0	1	0	0	24	16	5	4	13	6	5	9	83
<b>Total</b>	<b>31</b>	<b>42</b>	<b>31</b>	<b>22</b>	<b>221</b>	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

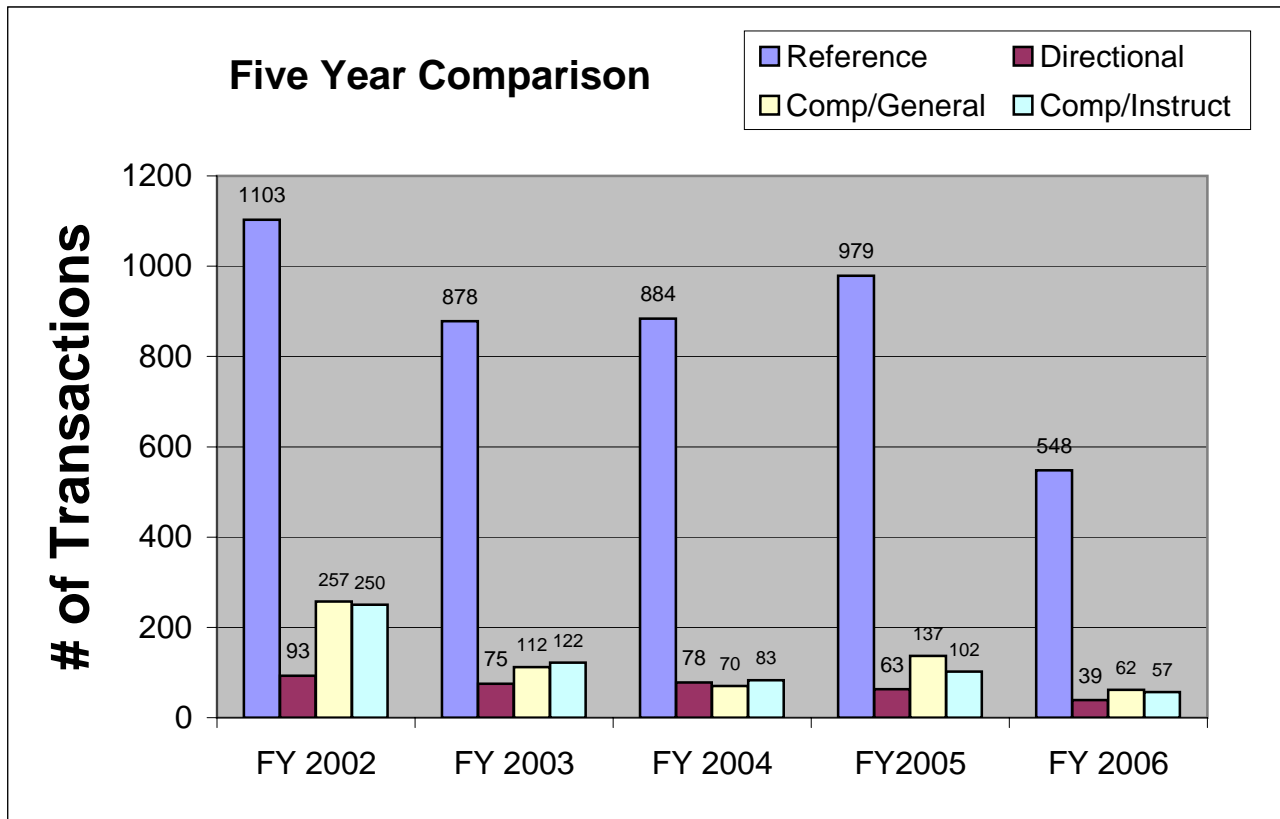
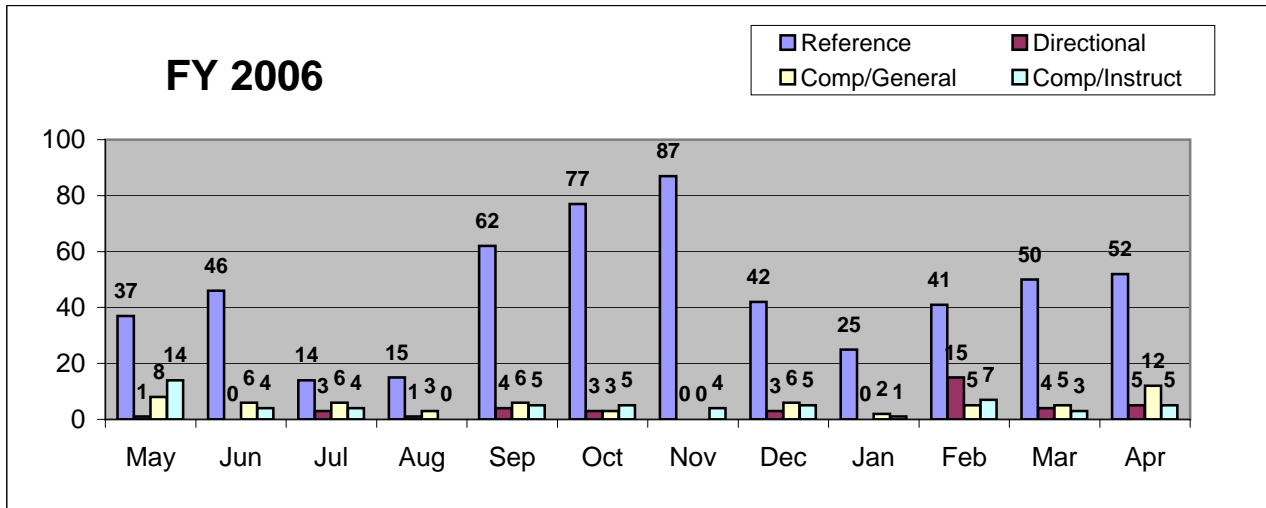
### FY 2005

	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
<b>Total</b>	<b>86</b>	<b>104</b>	<b>31</b>	<b>57</b>	<b>152</b>	<b>122</b>	<b>137</b>	<b>93</b>	<b>101</b>	<b>133</b>	<b>109</b>	<b>156</b>	<b>1281</b>

### FY 2006

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	37	46	14	15	62	77	87	42	25	41	50	52	548
Directional	1	0	3	1	4	3	0	3	0	15	4	5	39
Comp/General	8	6	6	3	6	3	0	6	2	5	5	12	62
Comp/Instruct	14	4	4	0	5	5	4	5	1	7	3	5	57
<b>Total</b>	<b>60</b>	<b>56</b>	<b>27</b>	<b>19</b>	<b>77</b>	<b>88</b>	<b>91</b>	<b>56</b>	<b>28</b>	<b>68</b>	<b>62</b>	<b>74</b>	<b>706</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).