

Reference Questions Statistics

FY 2007

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	48	16	26	38	128	118	149	46	40	81	97	91	878
Directional	7	0	0	15	14	2	16	8	4	3	10	1	80
Comp/General	8	2	2	0	18	9	9	0	6	6	6	8	74
Comp/Instruct	6	3	2	0	10	9	12	8	4	1	3	7	65
Total	69	21	30	53	170	138	186	62	54	91	116	107	1097

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
Total	60	56	27	19	77	88	91	56	28	68	62	74	706

FY 2005

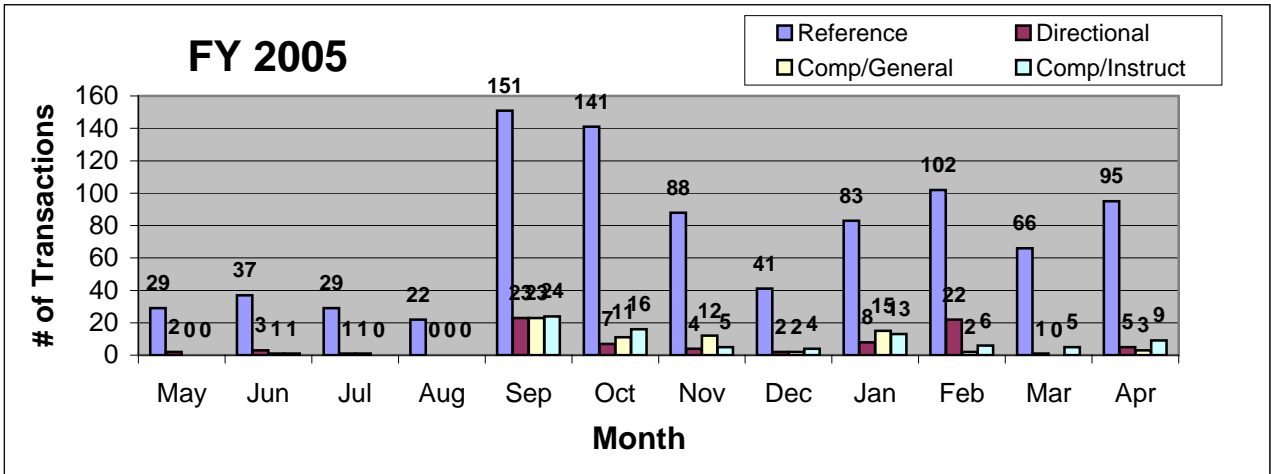
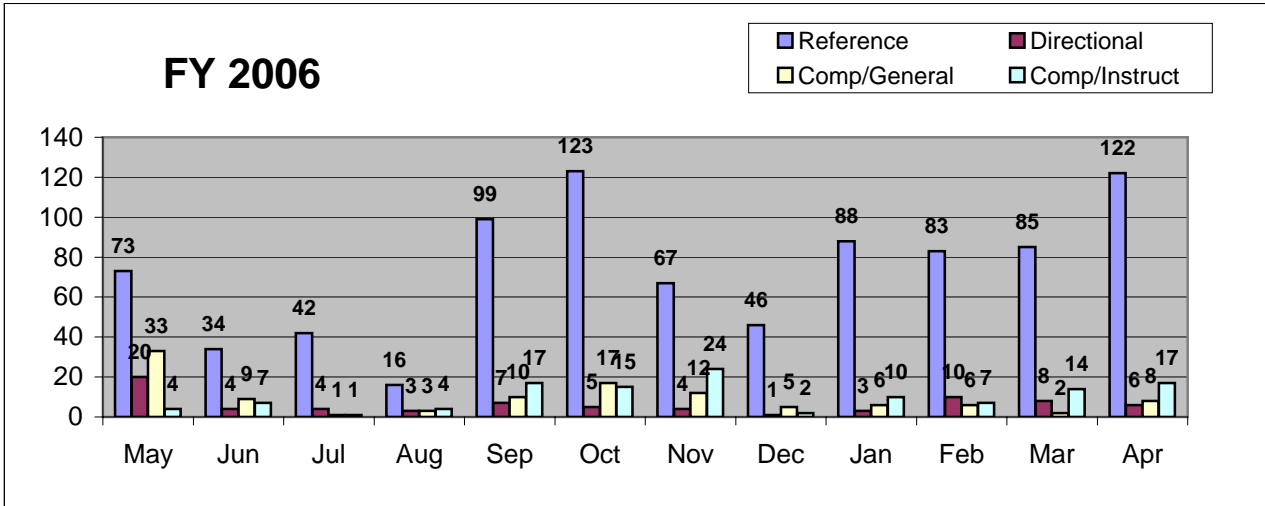
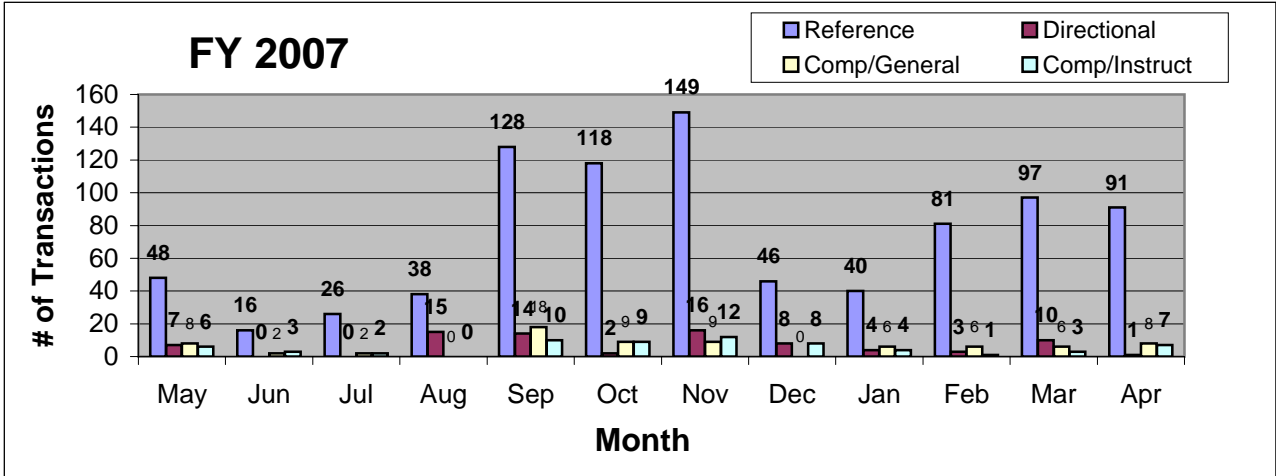
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	63	79	25	29	111	115	112	70	61	106	86	122	979
Directional	6	15	2	16	10	0	5	3	0	0	4	2	63
Comp/General	10	7	3	8	22	1	12	2	25	16	15	16	137
Comp/Instruct	7	3	1	4	9	6	8	18	15	11	4	16	102
Total	86	104	31	57	152	122	137	93	101	133	109	156	1281

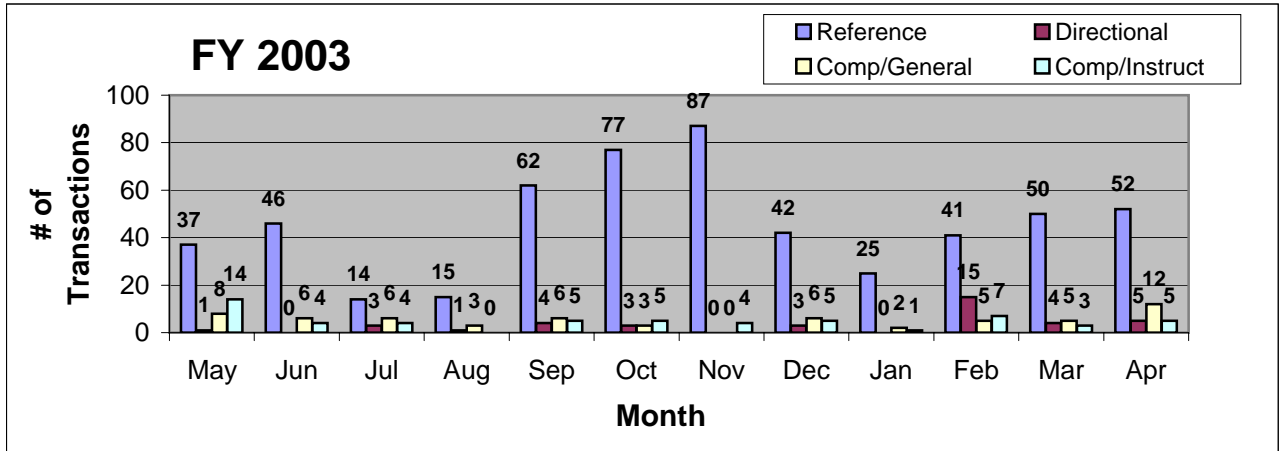
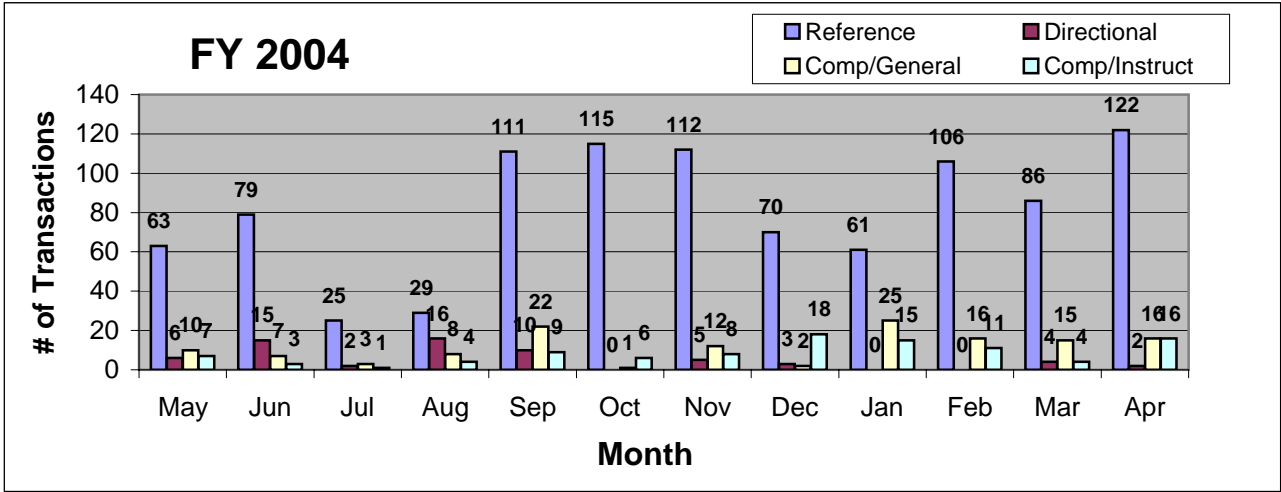
FY 2004

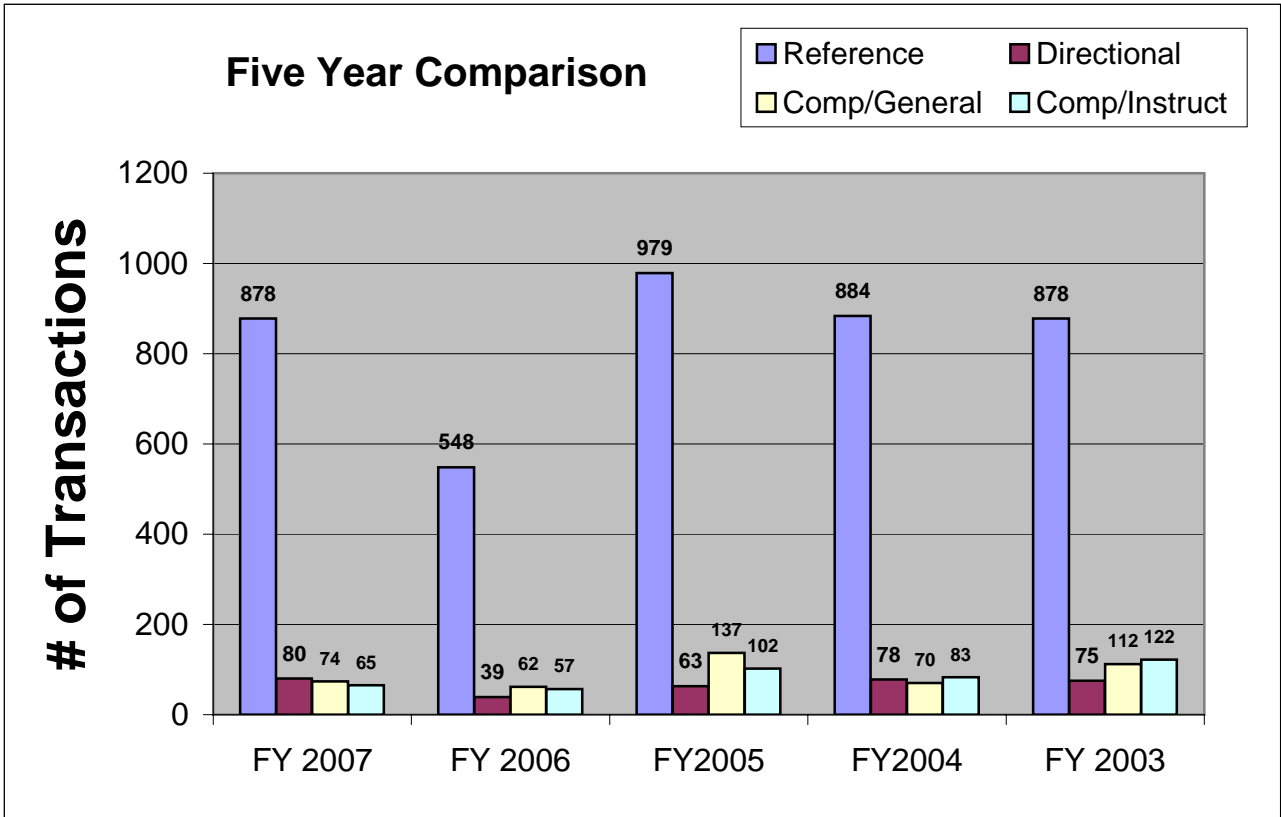
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	29	37	29	22	151	141	88	41	83	102	66	95	884
Directional	2	3	1	0	23	7	4	2	8	22	1	5	78
Comp/General	0	1	1	0	23	11	12	2	15	2	0	3	70
Comp/Instruct	0	1	0	0	24	16	5	4	13	6	5	9	83
Total	31	42	31	22	221	175	109	49	119	132	72	112	1115

FY 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







Computer tallies are 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).