

Reference Questions Statistics

FY2008***

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	30	20	114	112	101	42	23	45	76	88	45	31	727
Directional	0	0	23	19	7	1	3	2	7	5	6	5	78
Comp/General	0	0	5	10	11	6	3	3	7	14	11	1	71
Comp/Instruct	0	1	7	6	11	4	0	5	11	13	3	1	62
Total	30	21	149	147	130	53	29	55	101	120	65	38	938

FY 2008

	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	70	29	30	20	114	112	101	42	23	45	76	88	750
Directional	1	0	0	0	23	19	7	1	3	2	7	5	68
Comp/General	5	0	0	0	5	10	11	6	3	3	7	14	64
Comp/Instruct	6	1	0	1	7	6	11	4	0	5	11	13	65
Total	82	30	30	21	149	147	130	53	29	55	101	120	947

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

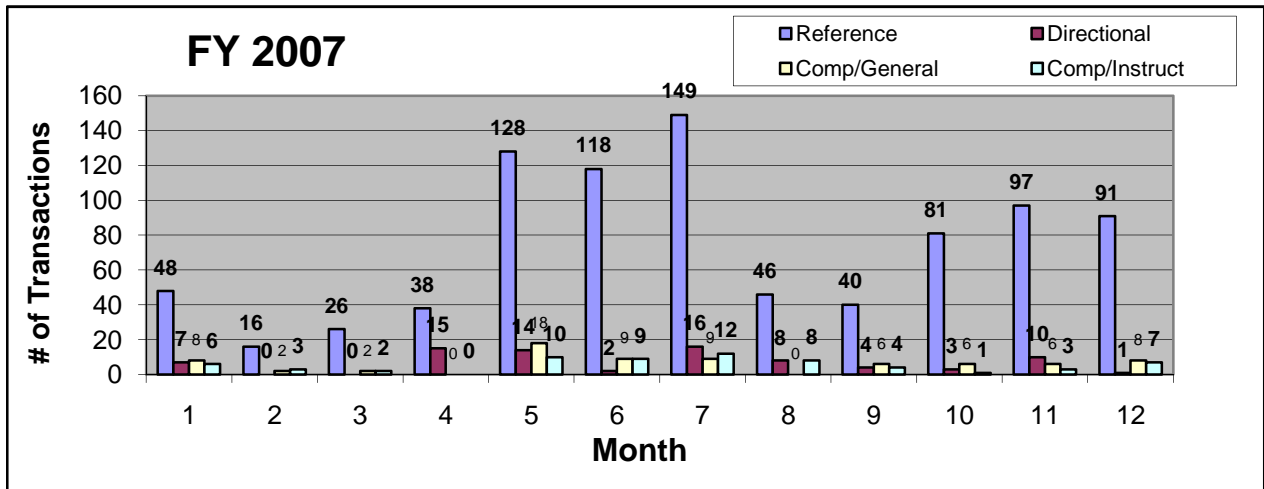
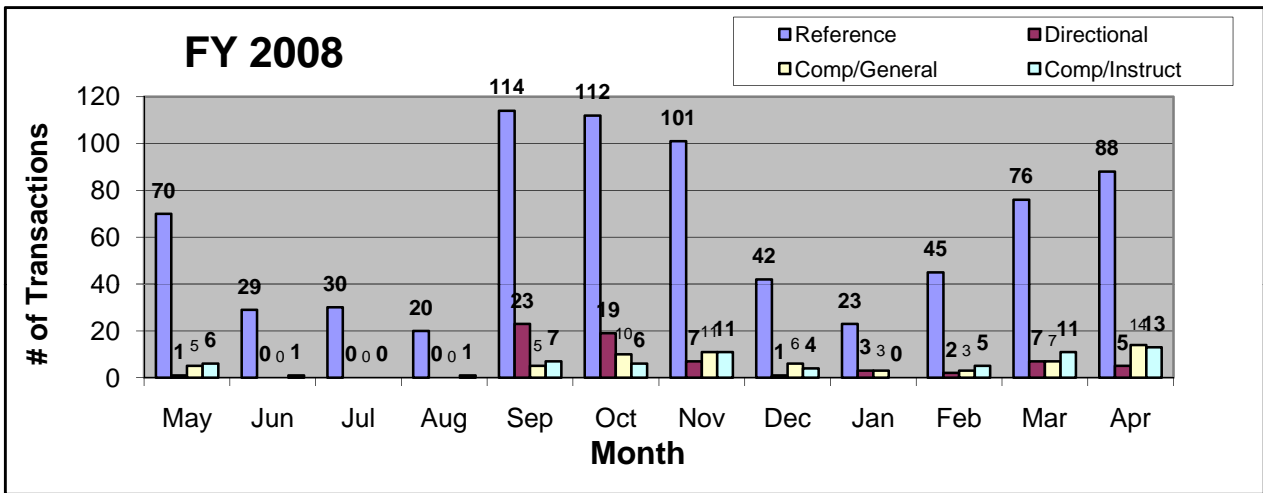
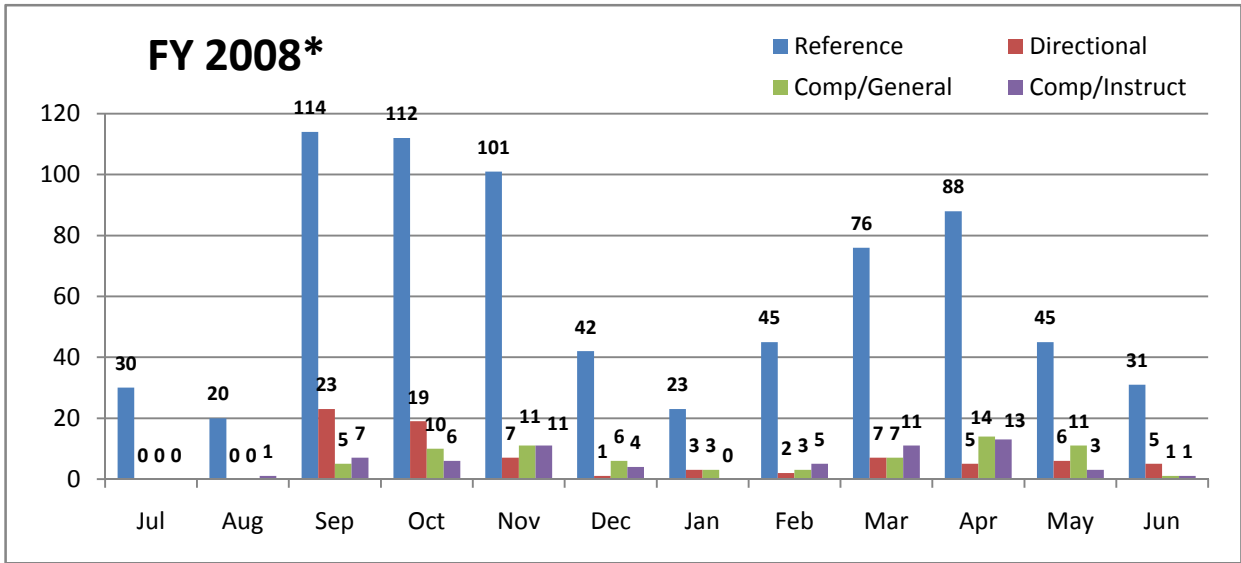
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	37	46	14	15	62	77	87	42	25	41	50	52	548
Directional	1	0	3	1	4	3	0	3	0	15	4	5	39
Comp/General	8	6	6	3	6	3	0	6	2	5	5	12	62
Comp/Instruct	14	4	4	0	5	5	4	5	1	7	3	5	57
Total	60	56	27	19	77	88	91	56	28	68	62	74	706

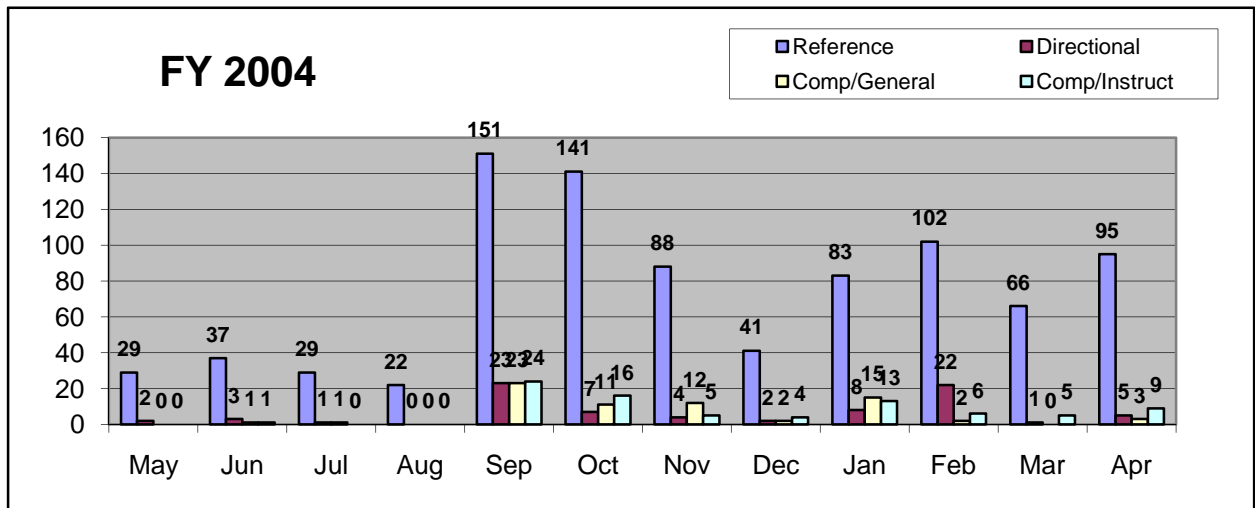
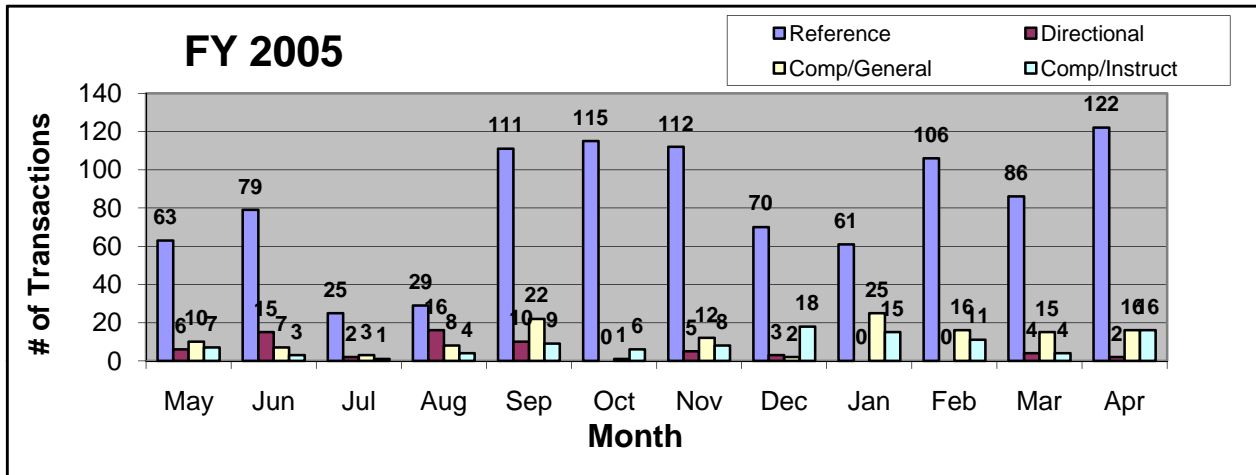
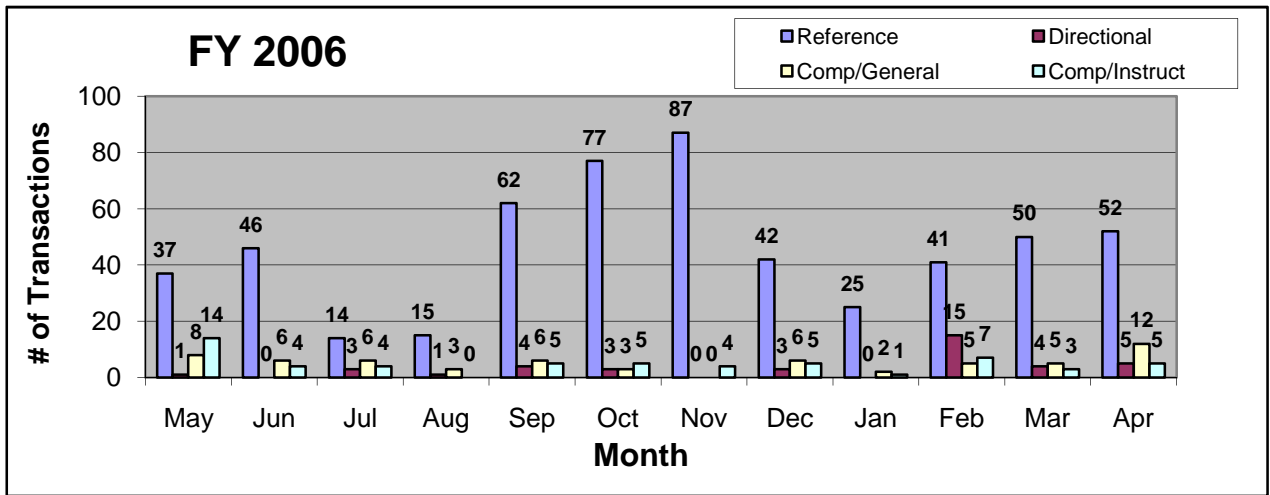
FY 2005

	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

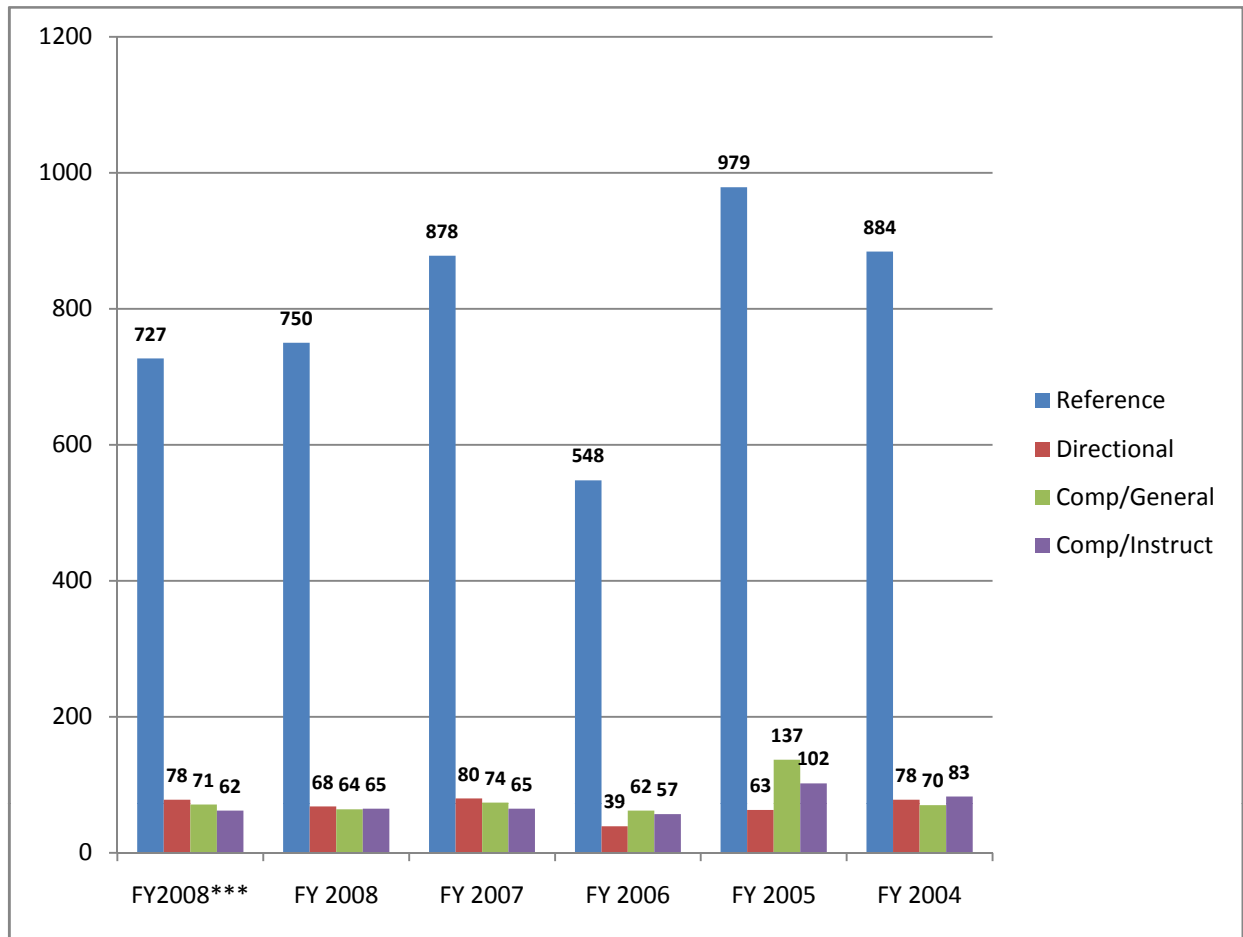
FY 2004

	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





***This year we changed the dates for our fiscal year. It is now from July to June.



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).

March 2008			
Reference			
Week 1	1111 1111	Directional:	1111 11
Week 2	1111 1	Computers	
Week 3	1111 1111 1111-111	Instructional:	1111 1111 1
Week 4	1111 1111 1111 1111 1111 1111 1111 1111 11	General:	1111 11

April 2008			
Reference			
Week 1	1111-1111 1111 1111 1111 1111 1111-1111- 40	Directional:	1111-1111 8
Week 2	1111 11 7	Computers	
Week 3	1111 1111 1111 15	Instructional:	1111-1111-111 13
Week 4	1111 1111 1111 1111 1111 1 26	General:	1111 1111 1111 14

May 2008			
Reference			
Week 1 5/4	1111 1111- 1111 14	Directional:	1111 1 6
Week 2 5/11	11 2	Computers	
Week 3 5/18	1111 1111 10	Instructional:	111 3
Week 4 5/25	1111-1111 1111 1111 19	General:	1111- 1111 1 11

June 2008			
Reference			
Week 1 6/1	1111 1111 111 13	Directional:	1111
Week 2 6/8	1111 11 7	Computers	
Week 3 6/15	111 3	Instructional:	1
Week 4 6/22	1111 111 8	General:	1