

## Reference Questions Statistics

### FY 2009

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	36	33	87	112	70	37	44	74	71	105	31	40	740
Directional	12	6	18	5	5	0	7	8	3	11	2	3	80
Comp/General	5	5	11	6	15	9	4	8	11	18	1	4	97
Comp/Instruct	0	0	13	12	3	5	5	4	3	0	1	0	46
<b>Total</b>	<b>53</b>	<b>44</b>	<b>129</b>	<b>135</b>	<b>93</b>	<b>51</b>	<b>60</b>	<b>94</b>	<b>88</b>	<b>134</b>	<b>35</b>	<b>47</b>	<b>963</b>

### 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
<b>Total</b>	<b>30</b>	<b>21</b>	<b>149</b>	<b>147</b>	<b>130</b>	<b>53</b>	<b>29</b>	<b>55</b>	<b>101</b>	<b>120</b>	<b>65</b>	<b>38</b>	<b>938</b>

### 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
<b>Total</b>	<b>82</b>	<b>30</b>	<b>30</b>	<b>21</b>	<b>149</b>	<b>147</b>	<b>130</b>	<b>53</b>	<b>29</b>	<b>55</b>	<b>101</b>	<b>120</b>	<b>947</b>

### FY 2007

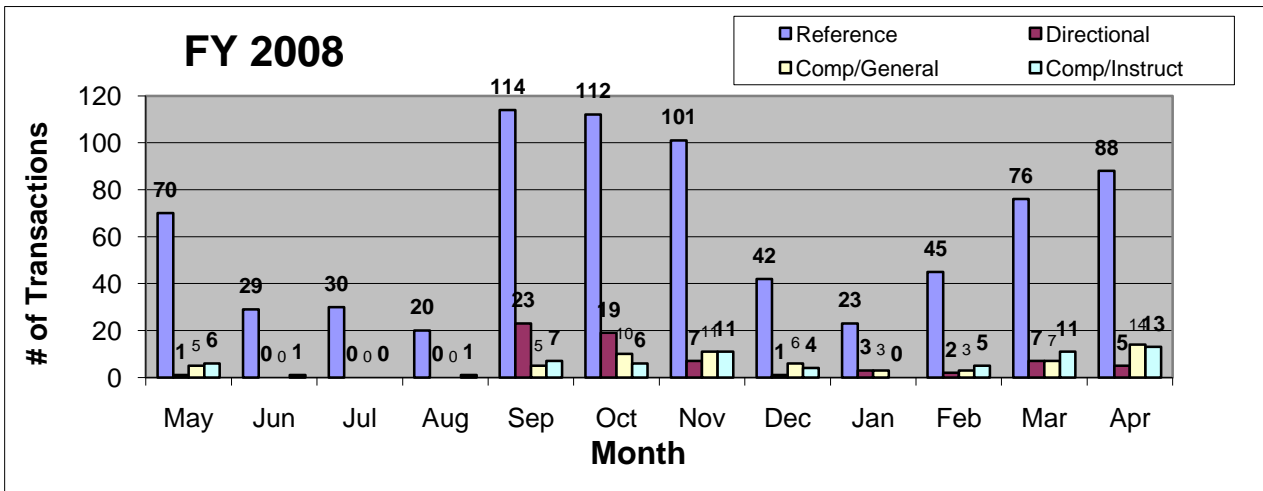
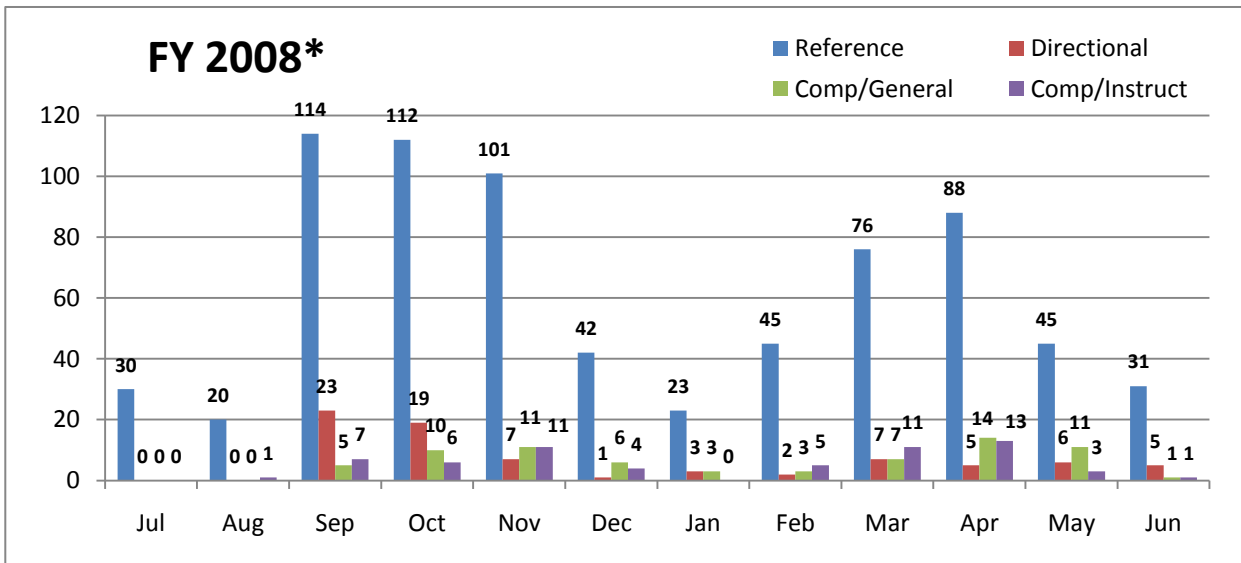
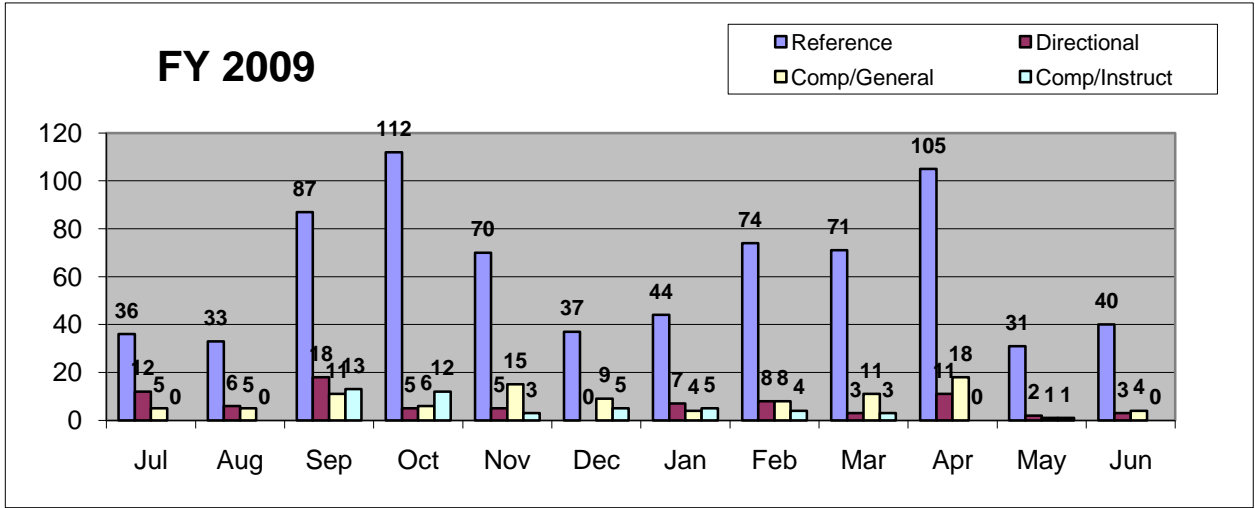
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Reference	48	16	26	38	128	118	149	46	40	81	97	91	878
Directional	7	0	0	15	14	2	16	8	4	3	10	1	80
Comp/General	8	2	2	0	18	9	9	0	6	6	6	8	74
Comp/Instruct	6	3	2	0	10	9	12	8	4	1	3	7	65
<b>Total</b>	<b>69</b>	<b>21</b>	<b>30</b>	<b>53</b>	<b>170</b>	<b>138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

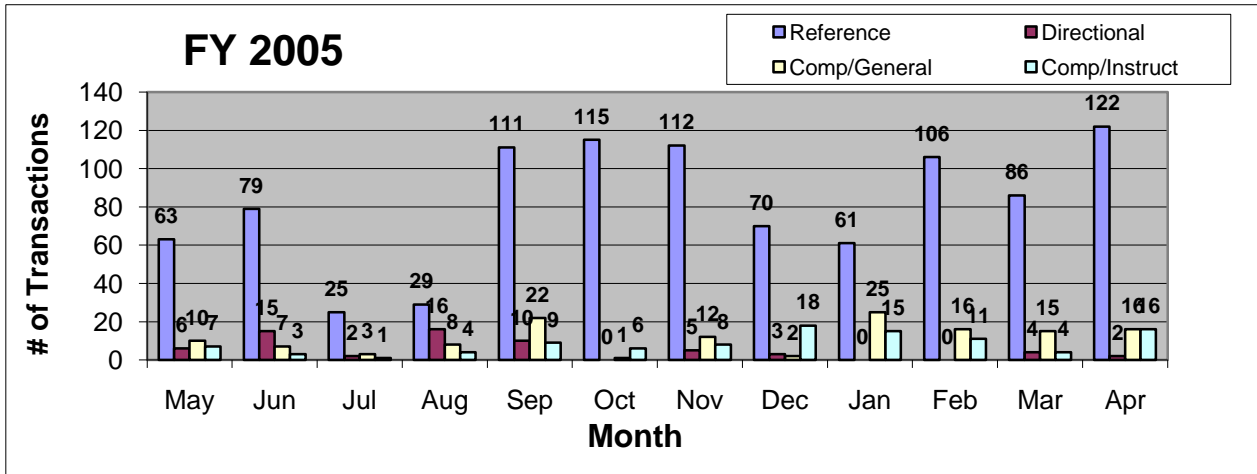
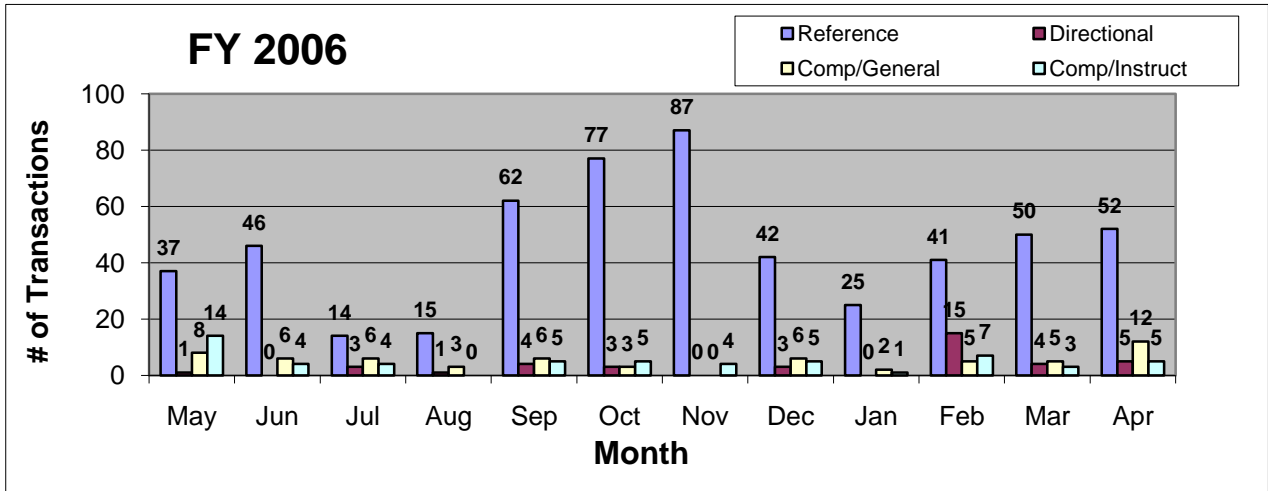
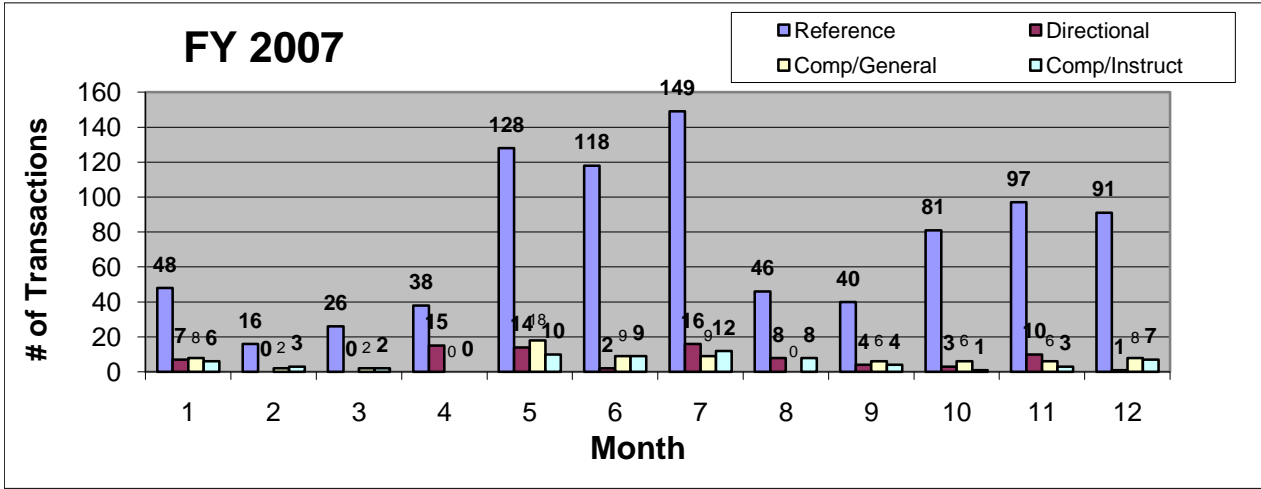
### FY 2006

	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>

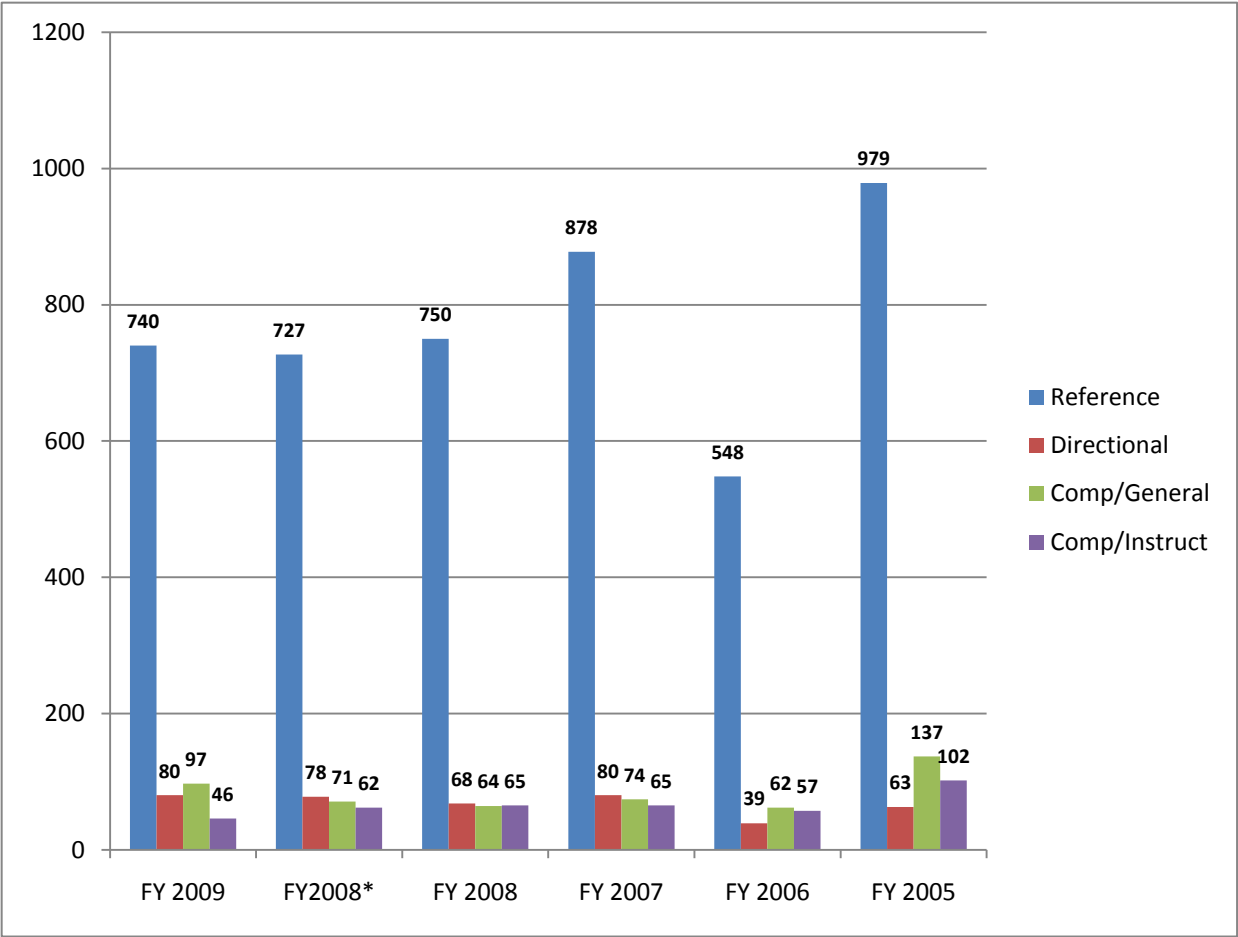
### FY 2005

	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>





\*Last 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).