

Appendix D Reference Questions Statistics

FY 2010

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Total |
|---------------|-----------|-----------|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Reference | 24 | 25 | 83 | 75 | 105 | 46 | 43 | 45 | 57 | 78 | 44 | 49 | 674 |
| Directional | 7 | 3 | 6 | 6 | 5 | 0 | 3 | 5 | 3 | 6 | 2 | 4 | 50* |
| Comp/General | 1 | 6 | 12 | 6 | 4 | 7 | 7 | 4 | 5 | 7 | 0 | 4 | 63 |
| Comp/Instruct | 0 | 3 | 5 | 4 | 13 | 6 | 3 | 6 | 3 | 3 | 0 | 5 | 51 |
| Total | 32 | 37 | 106 | 91 | 127 | 59 | 56 | 60 | 68 | 94 | 46 | 62 | 838 |

*Did not include the many times staff showed people how to get to offices in the new Powell bldg.

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 |
| Total | 53 | 44 | 129 | 135 | 93 | 51 | 60 | 94 | 88 | 134 | 35 | 47 | 963 |

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 |

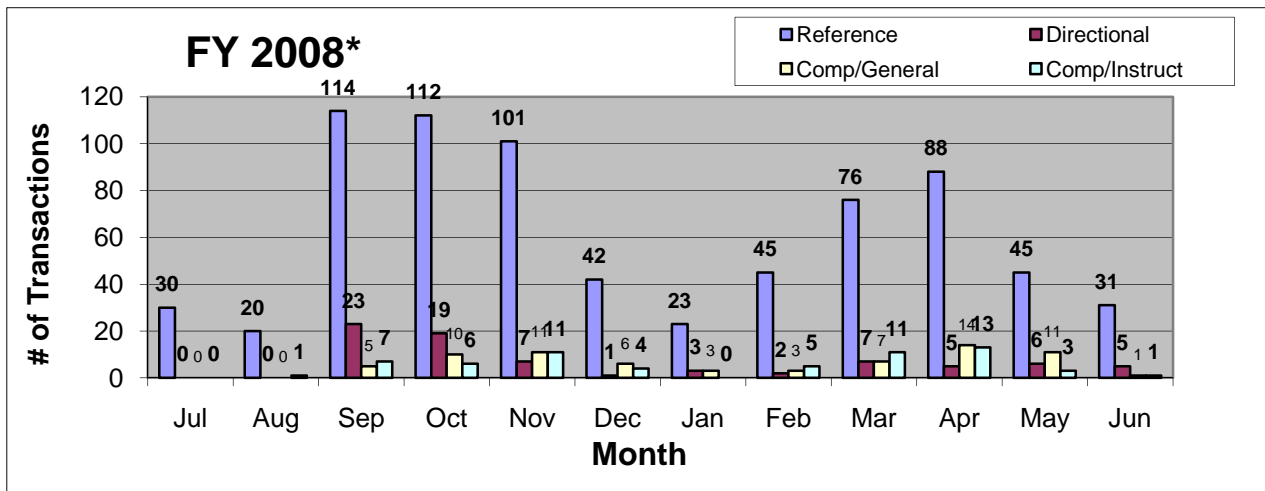
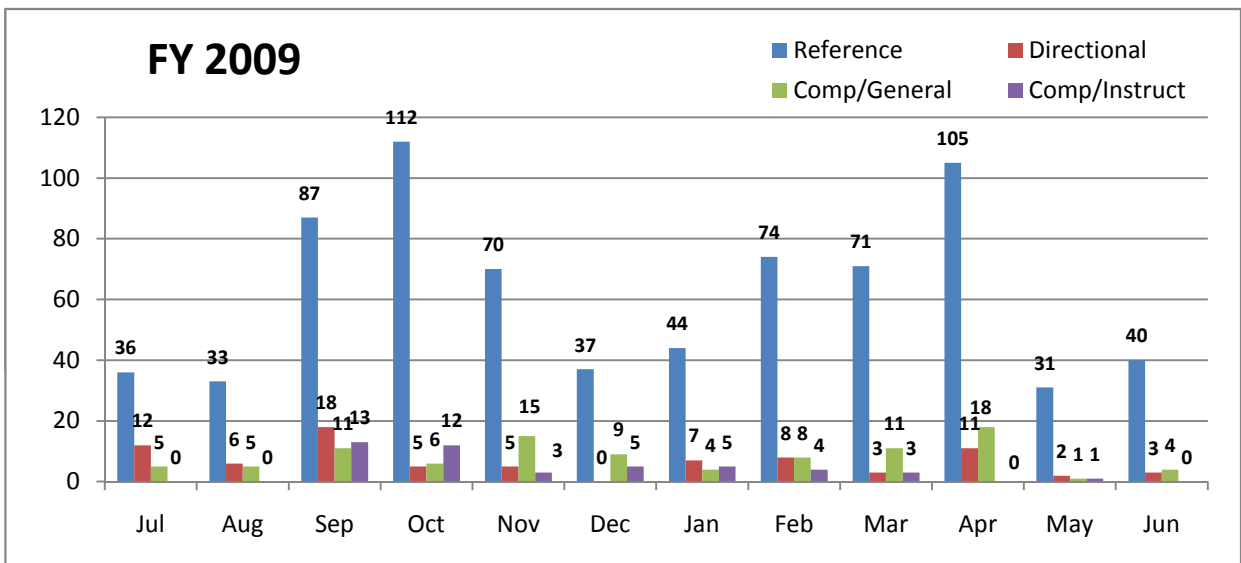
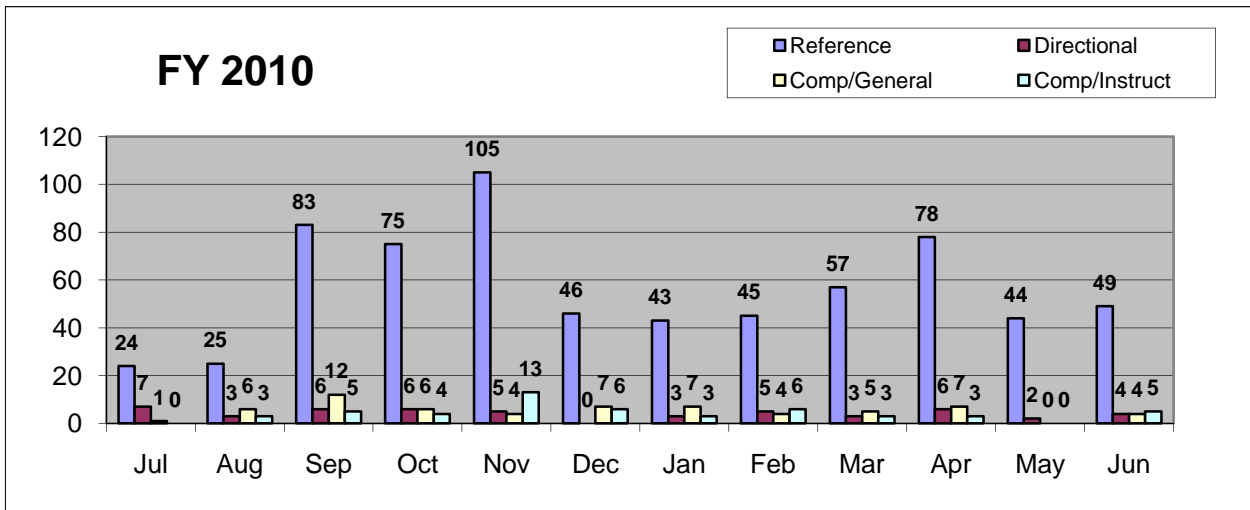
FY 2007

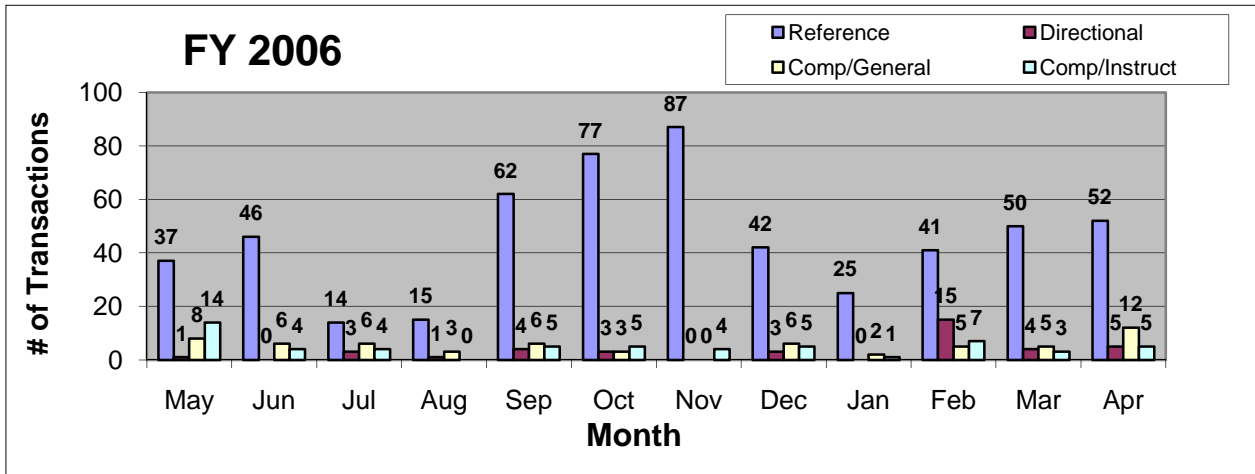
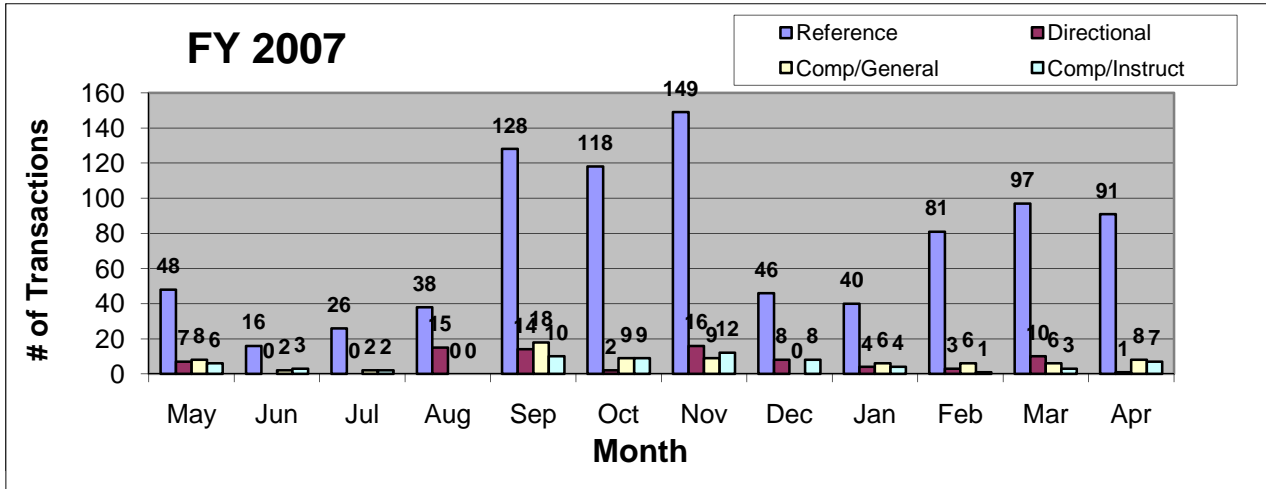
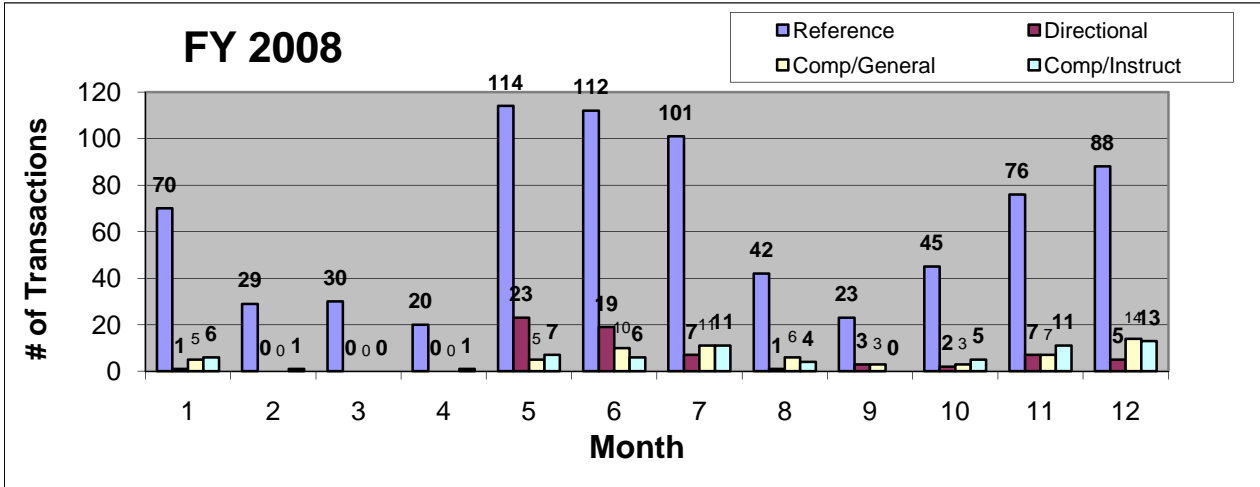
| | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | Total |
|---------------|-----------|-----------|-----------|-----------|------------|------------|------------|-----------|-----------|-----------|------------|------------|-------------|
| Reference | 48 | 16 | 26 | 38 | 128 | 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

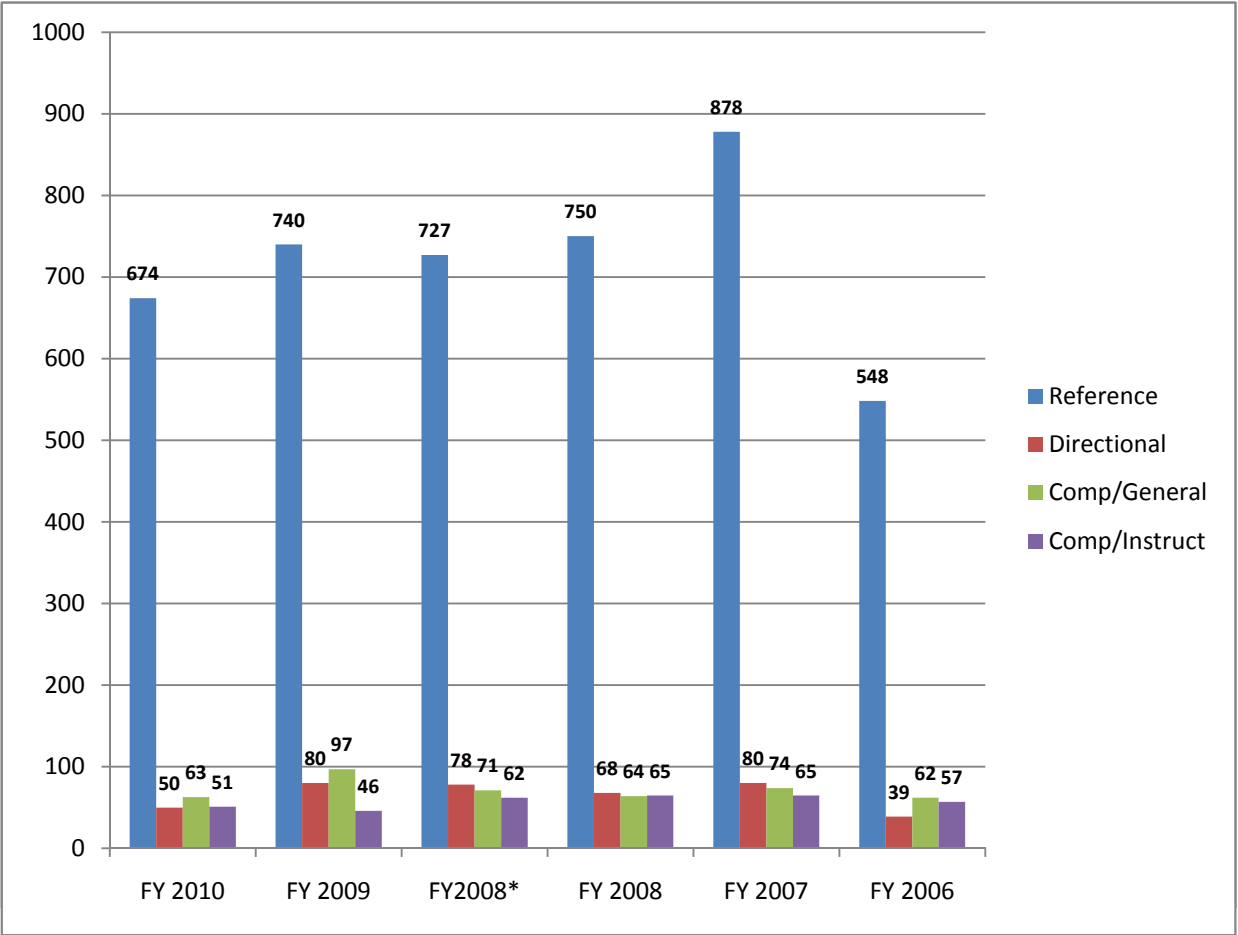
| | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | Total |
|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Reference | 37 | 46 | 14 | 15 | 62 | 77 | 87 | 42 | 25 | 41 | 50 | 52 | 548 |
| Directional | 1 | 0 | 3 | 1 | 4 | 3 | 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 |
|-------|----|----|----|----|----|----|----|----|----|----|----|----|-----|





*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).