

## Appendix D Reference Questions Statistics

### FY 2011

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	31	26	105	95	97	61	95	85	111	63	30	23	822
Directional	3	1	7	1	10	5	4	11	7	7	6	9	71
Comp/General	2	4	11	9	8	10	3	5	16	11	6	6	91
Comp/Instruct	0	2	11	4	7	4	8	3	5	7	2	2	55
<b>Total</b>	<b>36</b>	<b>33</b>	<b>134</b>	<b>109</b>	<b>122</b>	<b>80</b>	<b>110</b>	<b>104</b>	<b>139</b>	<b>88</b>	<b>44</b>	<b>40</b>	<b>1039</b>

### 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
<b>Total</b>	<b>32</b>	<b>37</b>	<b>106</b>	<b>91</b>	<b>127</b>	<b>59</b>	<b>56</b>	<b>60</b>	<b>68</b>	<b>94</b>	<b>46</b>	<b>62</b>	<b>838</b>

\*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
<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\*

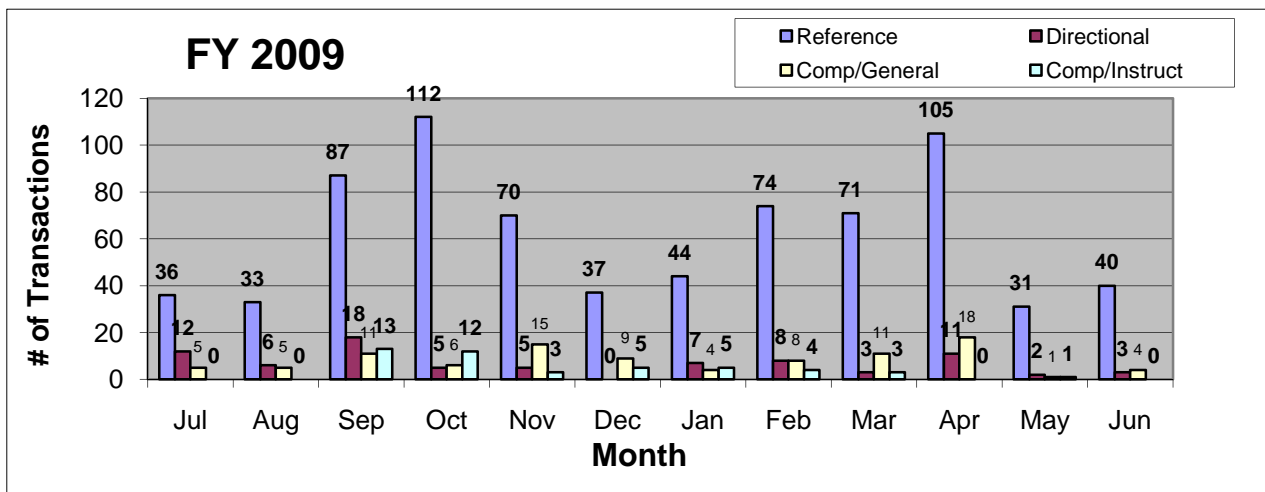
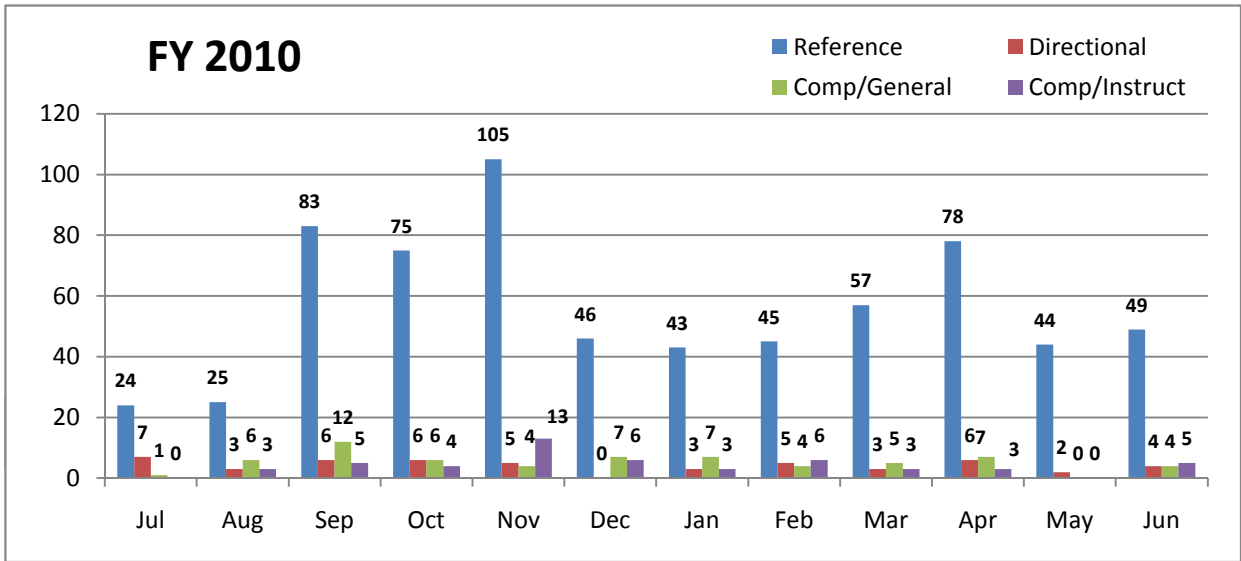
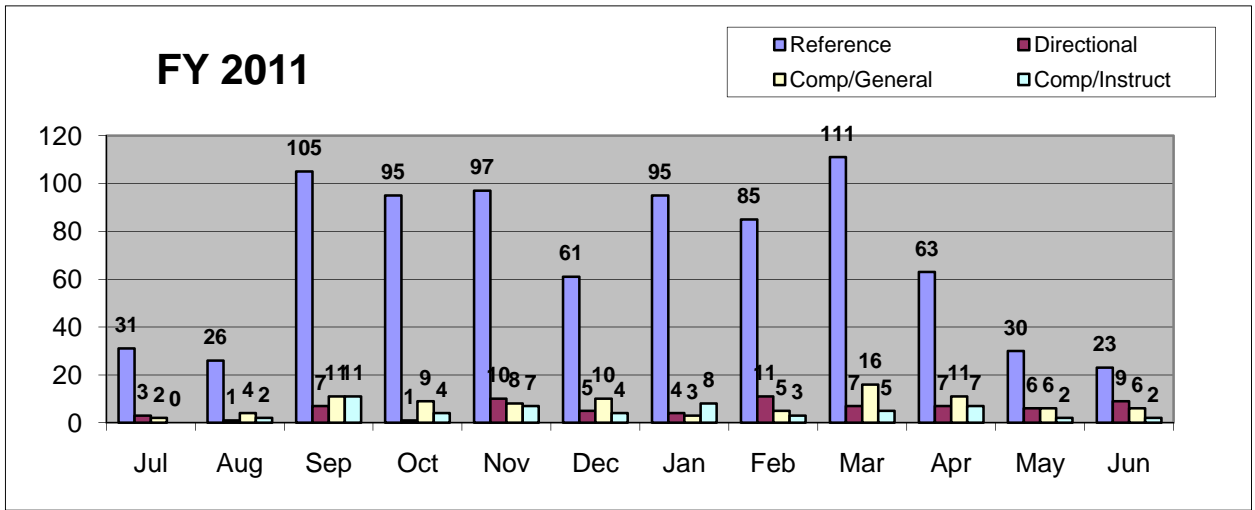
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	30	20	114	112	101	42	23	45	76	88	45	31	727
Directional	0	0	23	19	7	1	3	2	7	5	6	5	78
Comp/General	0	0	5	10	11	6	3	3	7	14	11	1	71
Comp/Instruct	0	1	7	6	11	4	0	5	11	13	3	1	62
<b>Total</b>	<b>30</b>	<b>21</b>	<b>149</b>	<b>147</b>	<b>130</b>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

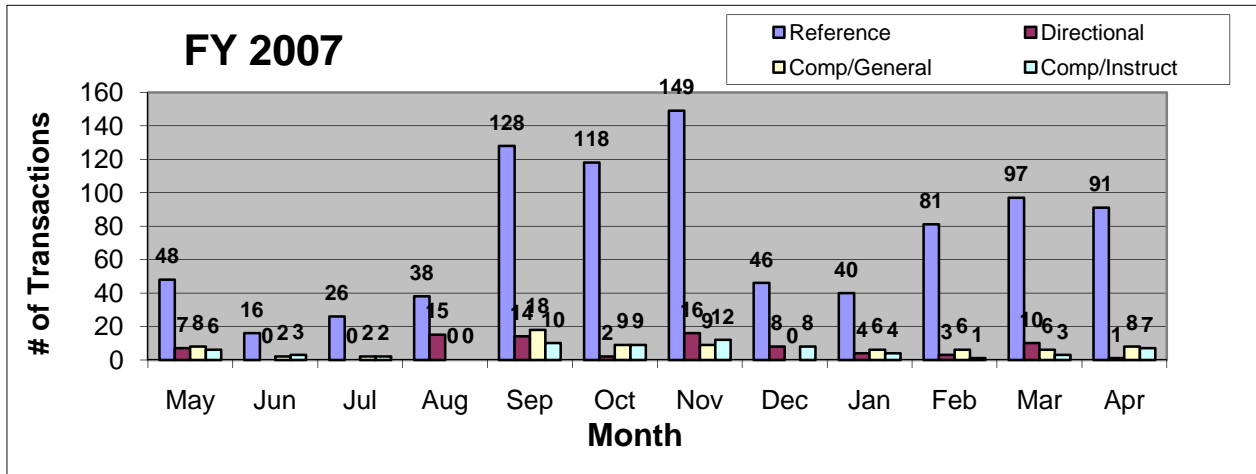
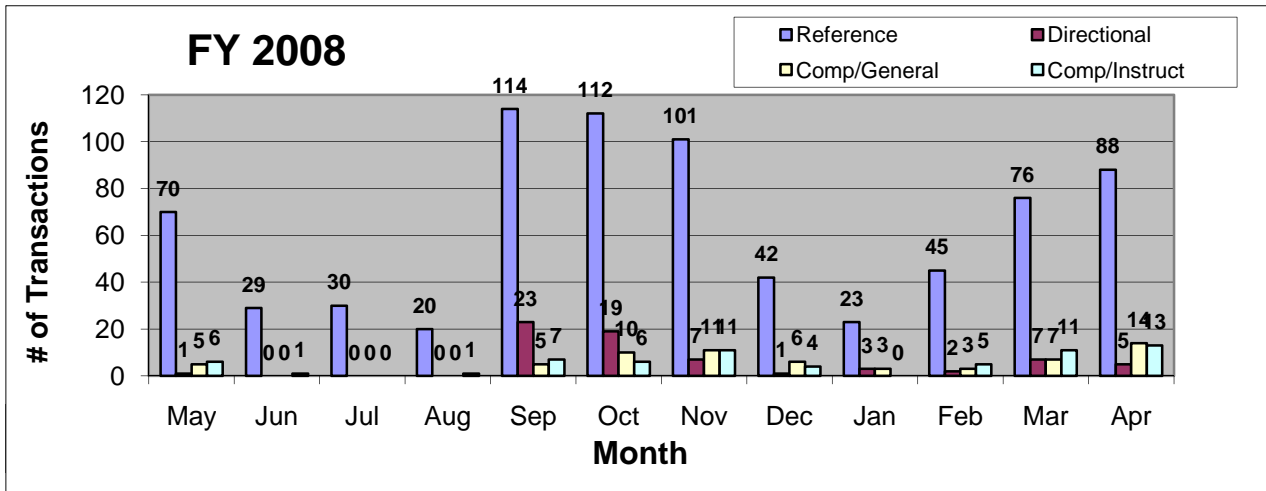
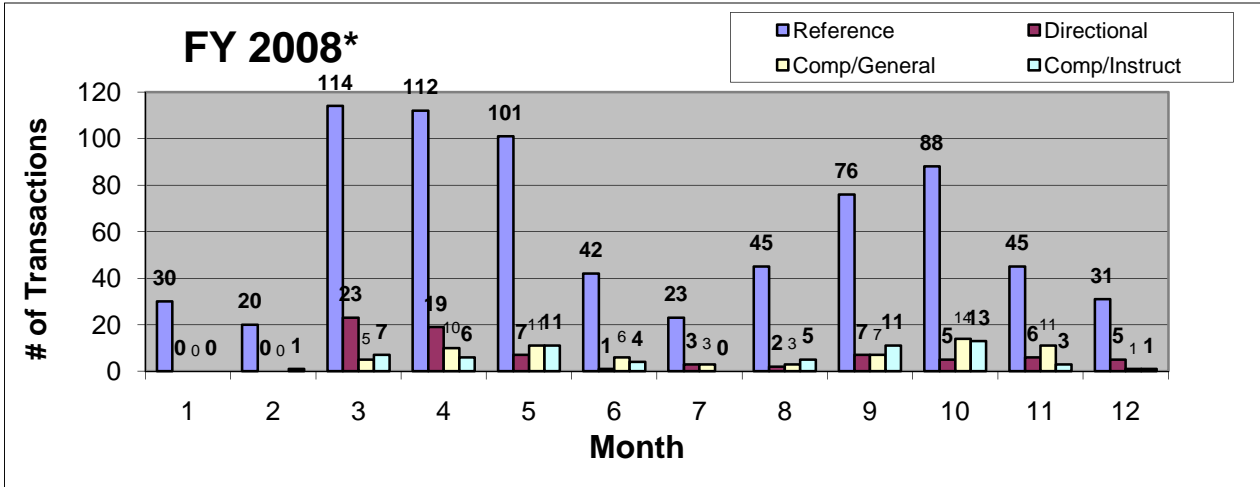
### FY 2008

	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>

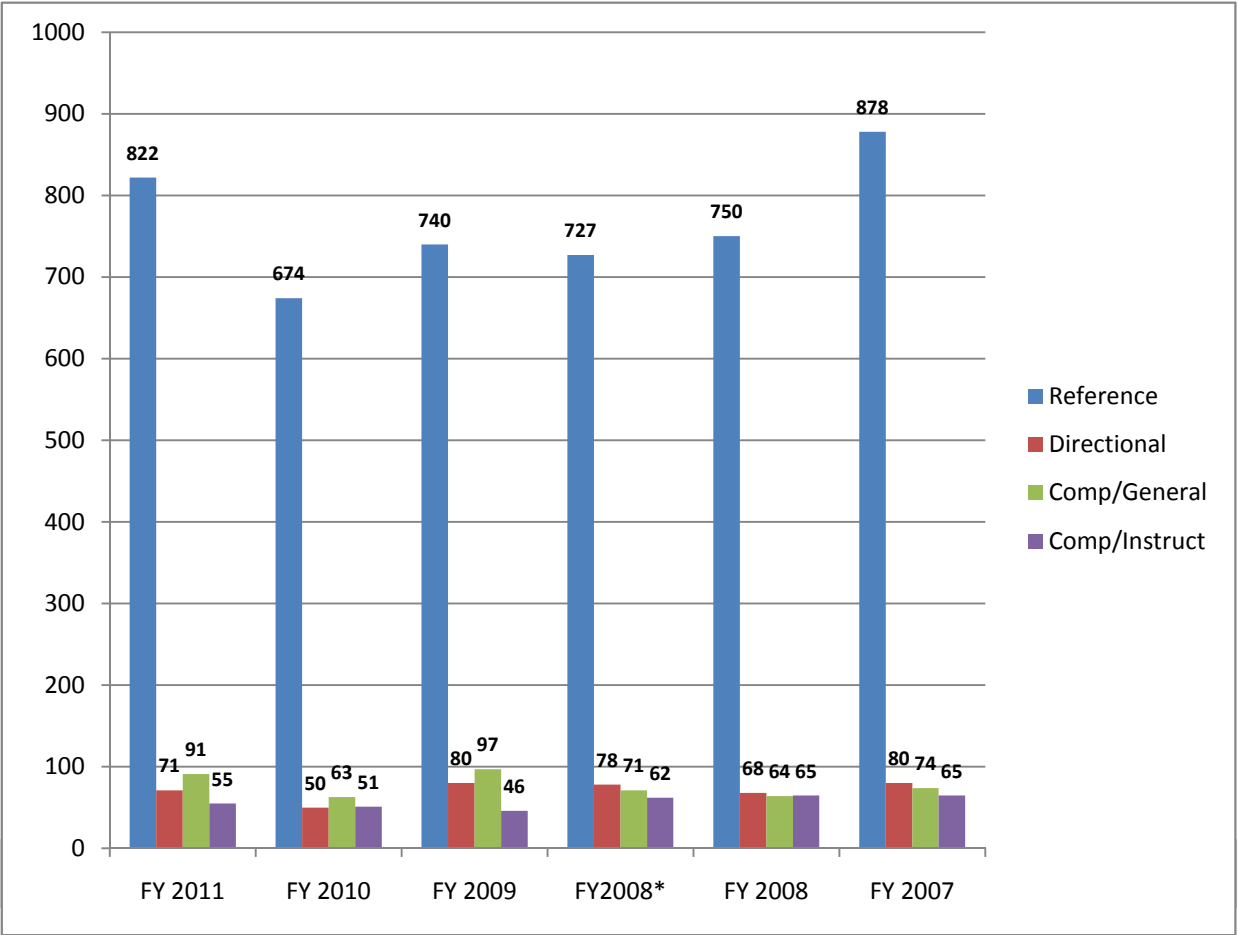
### FY 2007

	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>





\* 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).

## Blake Library Service Points

FY2011

MONTH	SP1 (Circ)			SP2 (TechServ)			SP3 (Cat/Aqui)			SP4 (Serials)			TOTAL	
	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT		
Jul	N/A			N/A			N/A			N/a			0	
Aug													0	
Sep													0	
Oct													0	
Nov	13	29	3	9	4	2	12	4	5	5	0	2	88	
Dec	13	11	3	1	0	0	10	2	1	5	0	1	47	
Jan	9	17	26	3	5	4	7	6	5	11	0	2	95	
Feb	5	20	9	1	9	2	4	6	5	10	1	4	76	
Mar	1	11	11	1	4	2	17	5	4	0	0	2	58	
Apr	1	5	6	2	3	1	13	5	0	4	0	1	41	
May	3	6	2	5	2	5	16	1	5	0	0	0	45	
Jun	6	7	11	1	1	7	9	1	2	0	0	0	45	
<b>TOTAL</b>	51	106	71	23	28	23	88	30	27	35	1	12	495	
<b>SP1 TL</b>			228	<b>SP2 TL</b>			74	<b>SP3 TL</b>			145	<b>SP4 TL</b>		48

**Total Gen 197      Ref 165      IT 133**

### Service Points Locations

SP#	Description	Location
SP1	Circulation Desk	By front door
SP2	Tech Services Desk	In back office
SP3	Cataloging & Acquisitions	In back office
SP4	Serials Desk	In back office