

Appendix D Reference Questions Statistics

FY 2012

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	22	38	90	103	108	48	40	64	64	73	47	37	734
Directional	6	1	10	13	7	2	1	7	1	1	5	1	55
Comp/General	5	1	16	9	23	7	5	14	10	20	10	7	127
Comp/Instruct	0	6	18	7	10	4	3	9	5	12	3	2	79
Total	33	46	134	132	148	61	49	94	80	106	65	47	995

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
Total	36	33	134	109	122	80	110	104	139	88	44	40	1039

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

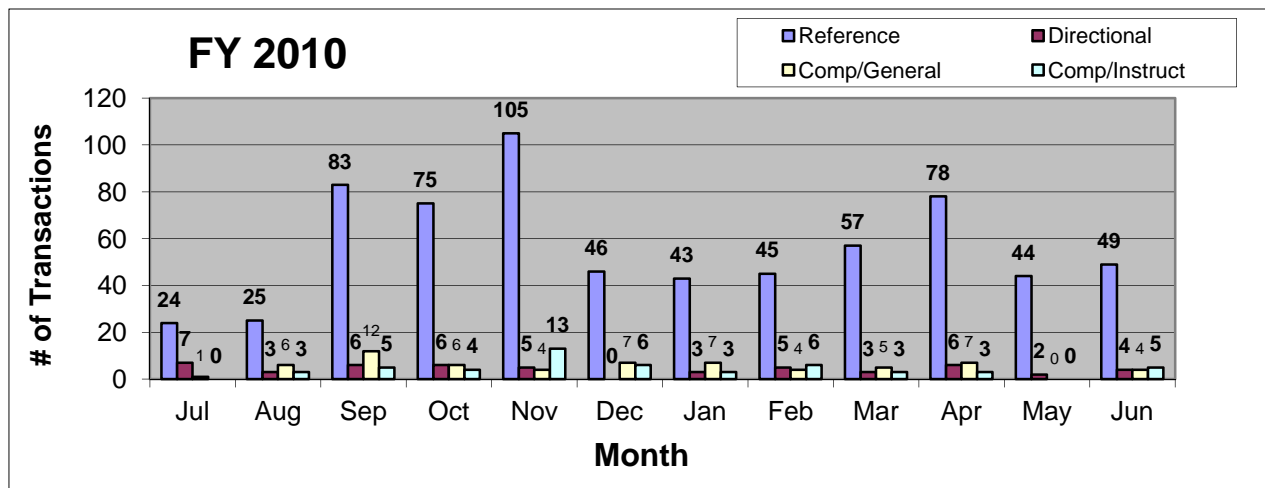
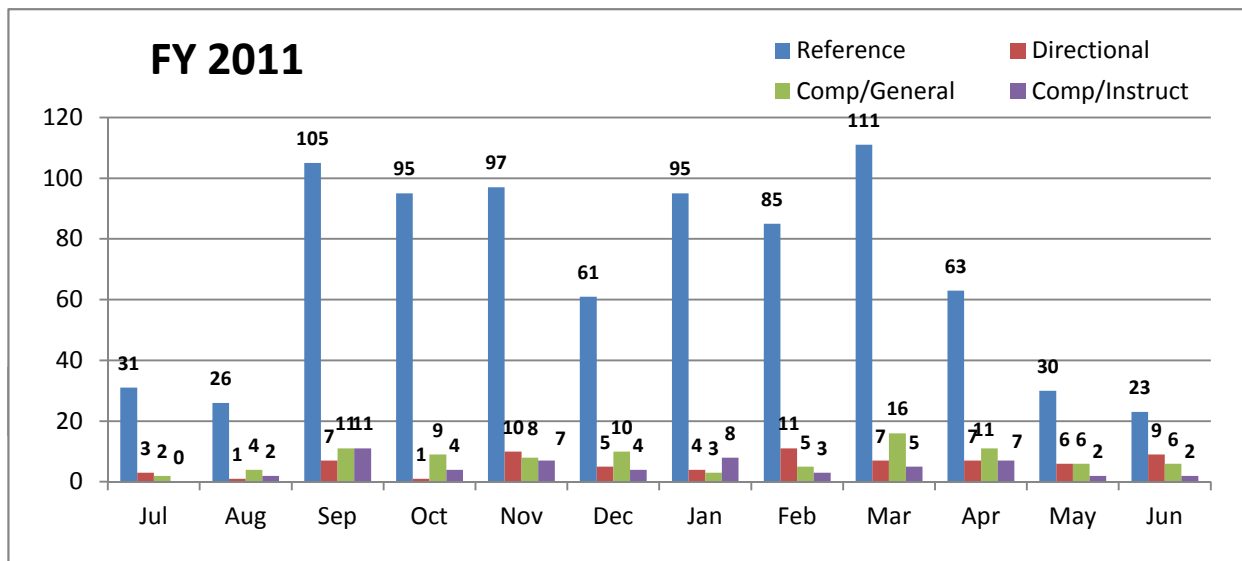
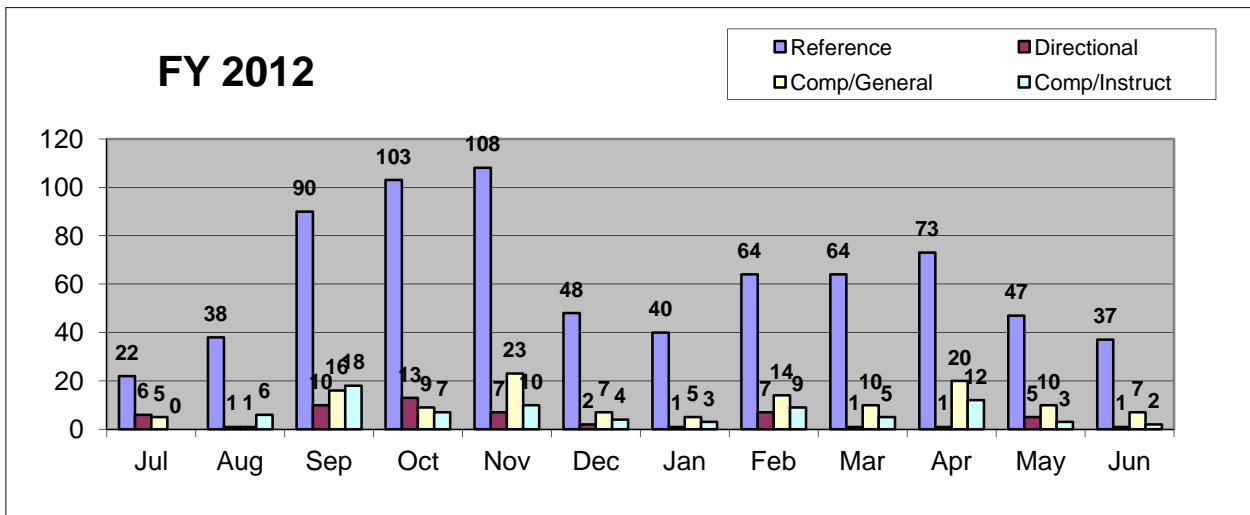
*Did not include the many times staff showed people how to get to offices in the new Powell bldg.

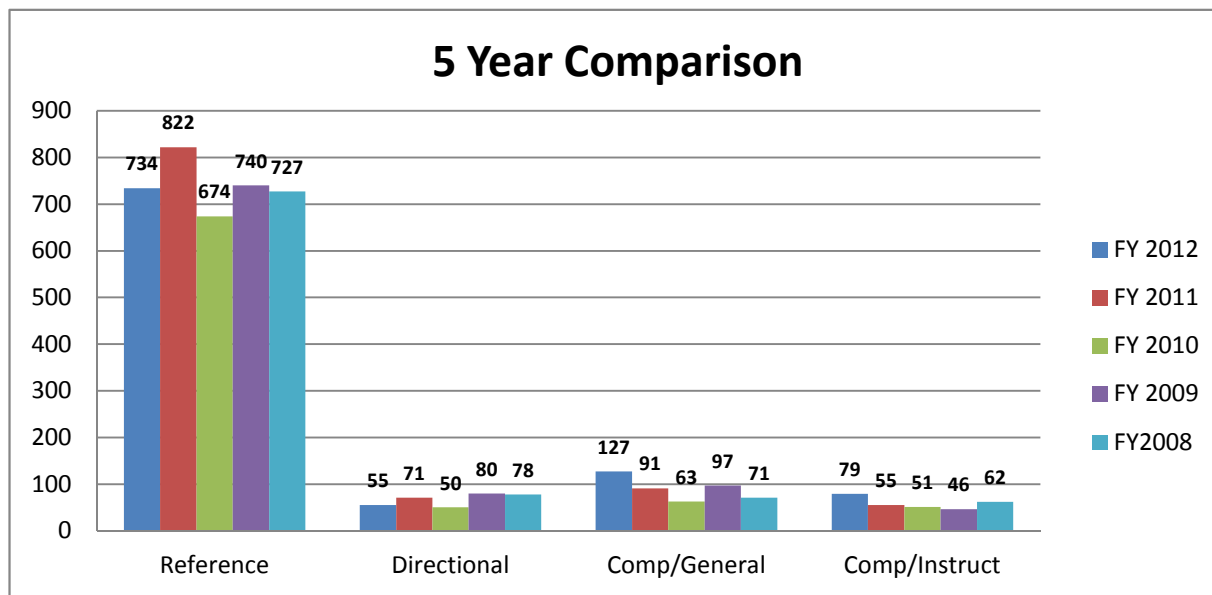
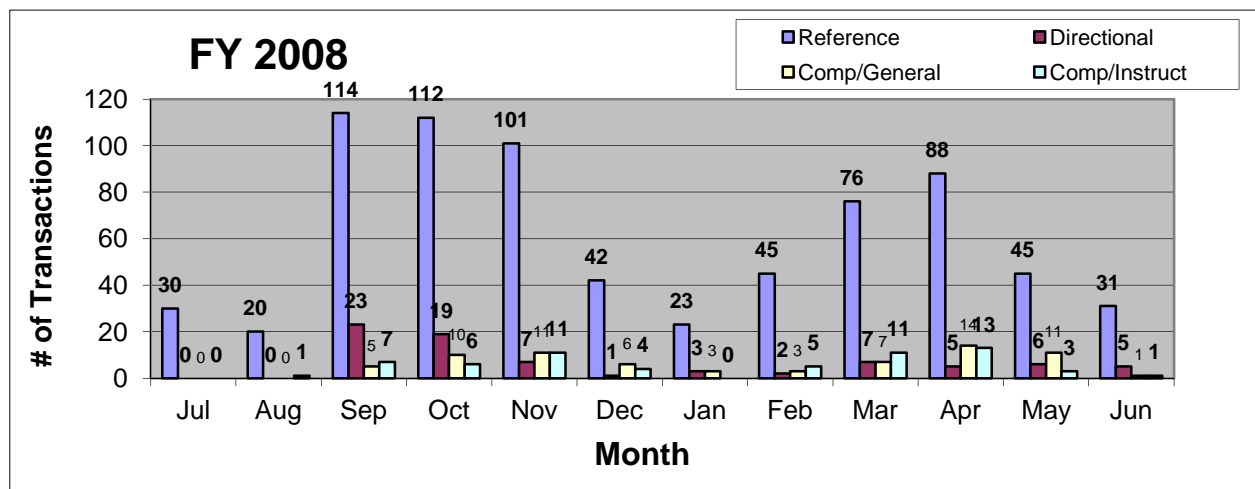
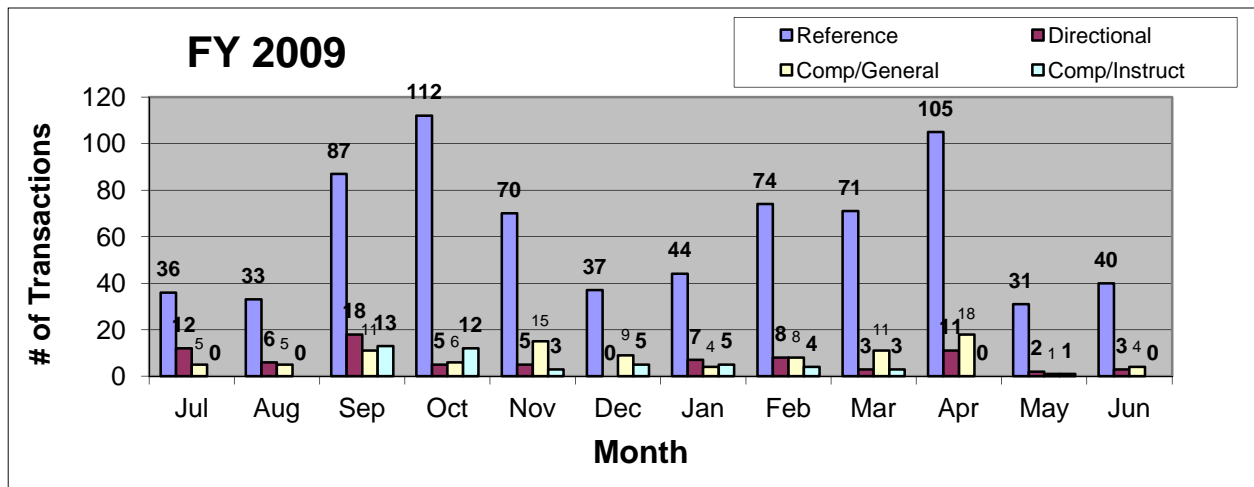
FY 2009

	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





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).

UMFK CampusGuides Use
hits per guide

FY2012	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Business at UMFK				4	1	0	0	0	2	0	1	2	10
CampusGuides at UMFK										16	16	11	43
Citing Sources at UMFK: APA									7	27	14	3	51
Criminal Justice at UMFK				7	3	1	3	1	2	1	0	2	20
Education at UMFK											4	2	6
Forest Protection at UMFK FOR 330				49	5	2	2	0	1	0	4	5	68
History at UMFK	1	9	0	6	4	1	0	1	1	2	3	6	34
Literature at UMFK	1	1	0	4	9	0	2	2	13	2	2	1	37
Nursing at UMFK	7	4	0	17	4	0	3	3	1	14	3	2	58
Special Collections at UMFK					5	1	0	1	1	2	3	0	13
UMFK Diversions	4	3	0	4	4	1	0	3	40	15	70	16	160
Total:	13	17	0	91	35	6	10	11	68	79	120	50	500

Not yet created.