

Appendix D Reference Questions Statistics

FY 2013

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	38	48	74	90	83	47	32	39	82	76	62	10	681
Directional	5	4	12	8	5	7	3	7	12	7	7	2	79
Comp/General	1	8	9	12	4	7	6	14	9	13	13	0	96
Comp/Instruct	2	0	11	12	5	5	3	7	7	8	7	0	67
Total	46	60	106	122	97	66	44	67	110	104	89	12	923

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

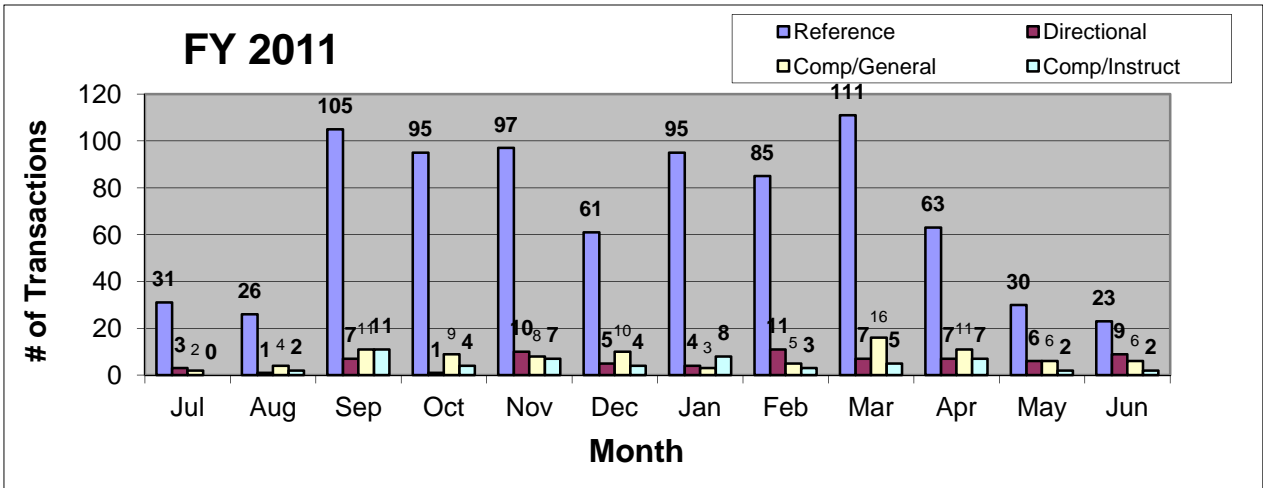
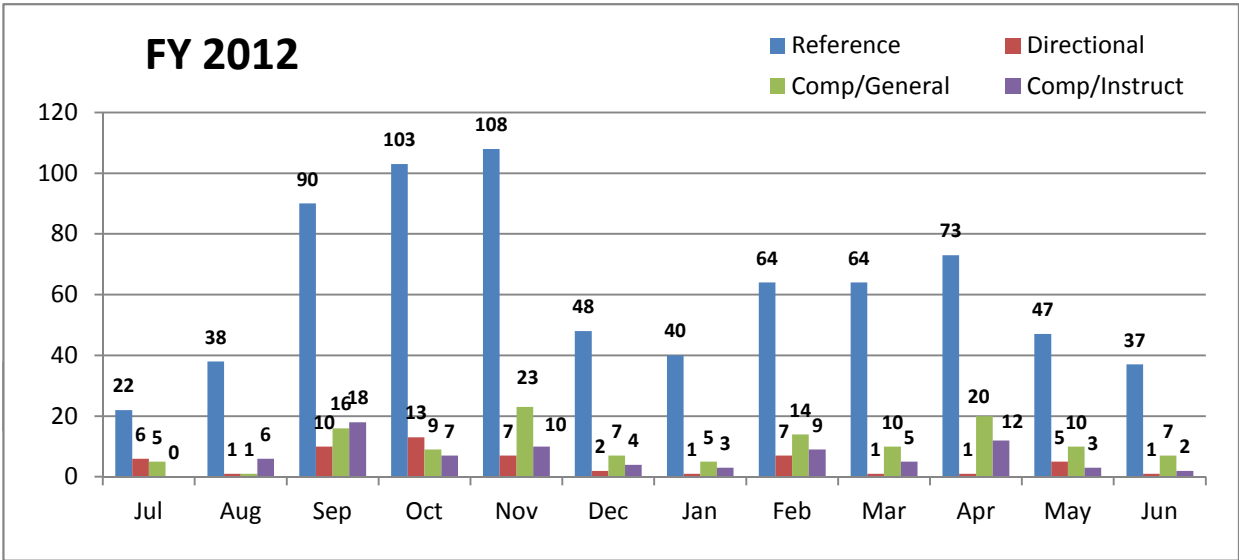
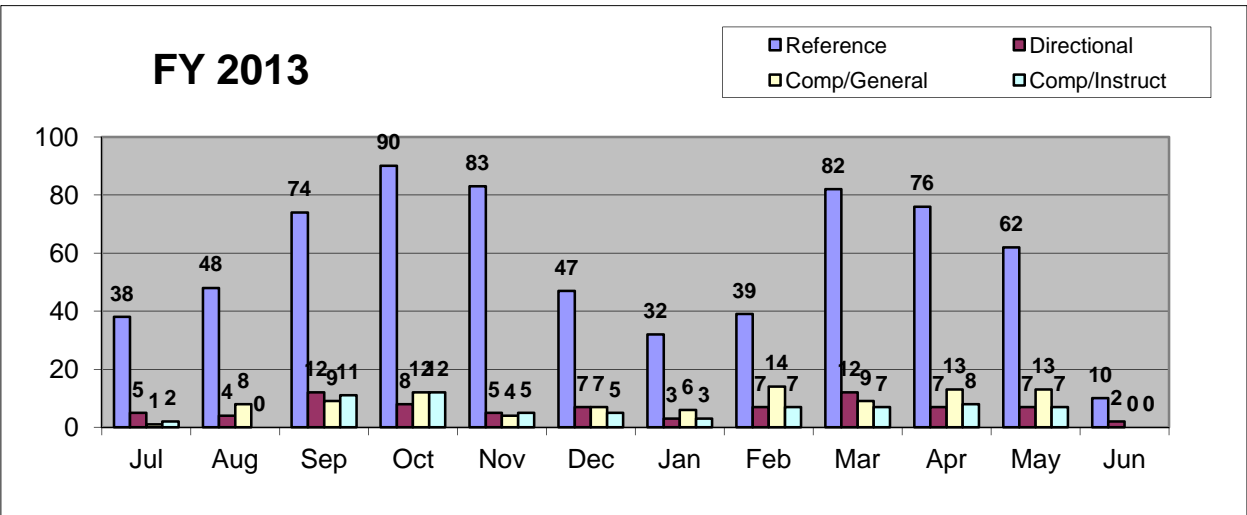
FY 2010

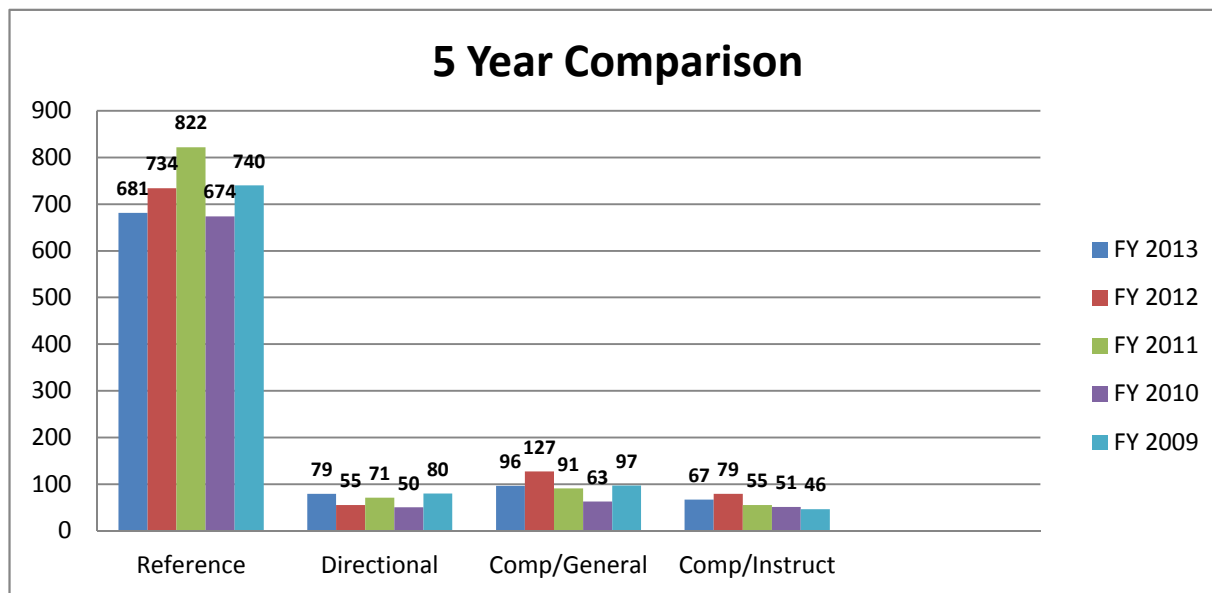
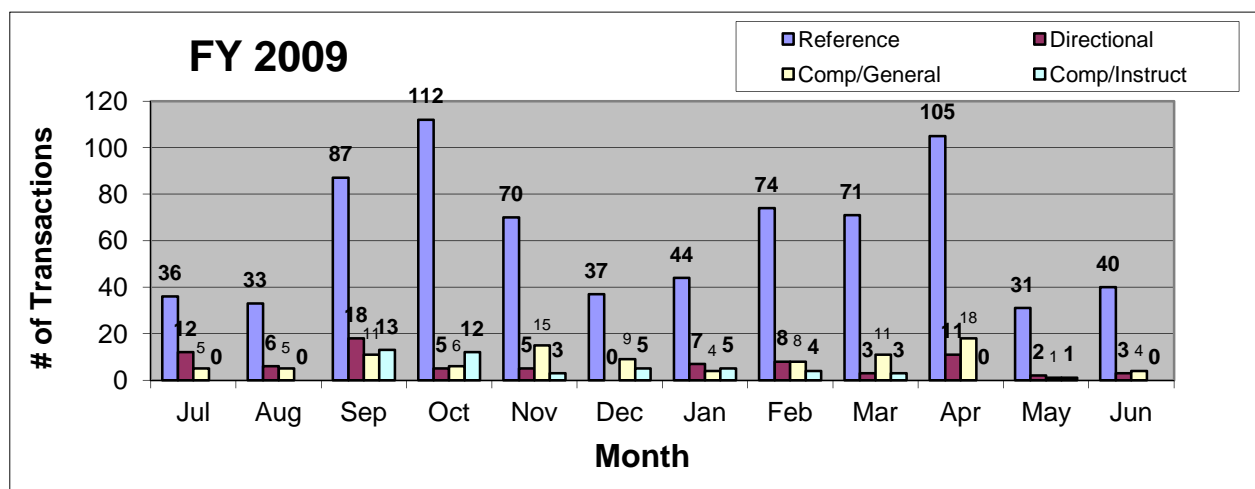
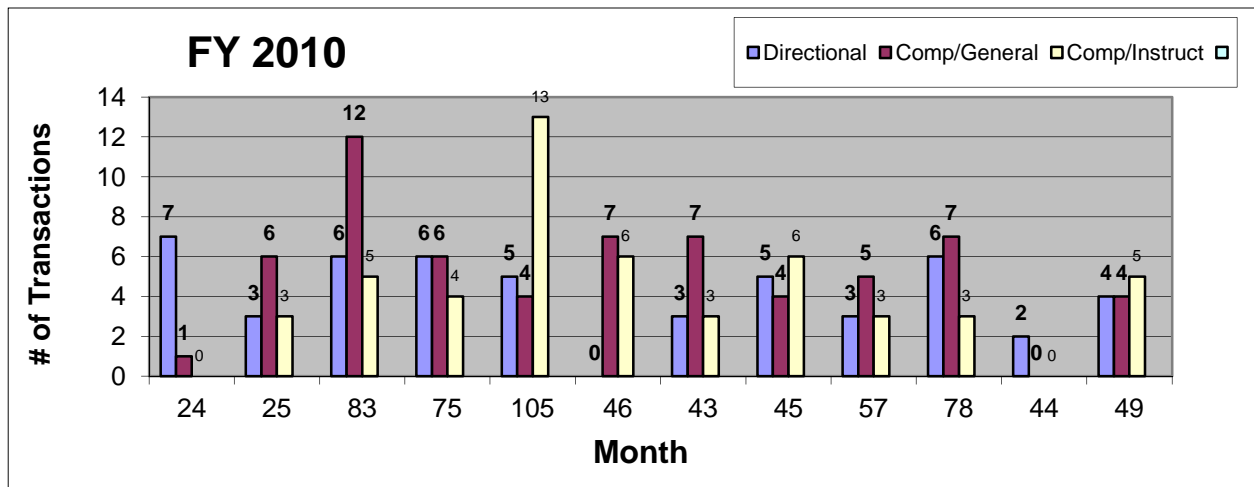
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Reference	24	25	83	75	105	46	43	45	57	78	44	49	674
Directional	7	3	6	6	5	0	3	5	3	6	2	4	50
Comp/General	1	6	12	6	4	7	7	4	5	7	0	4	63
Comp/Instruct	0	3	5	4	13	6	3	6	3	3	0	5	51
Total	32	37	106	91	127	59	56	60	68	94	46	62	838

*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



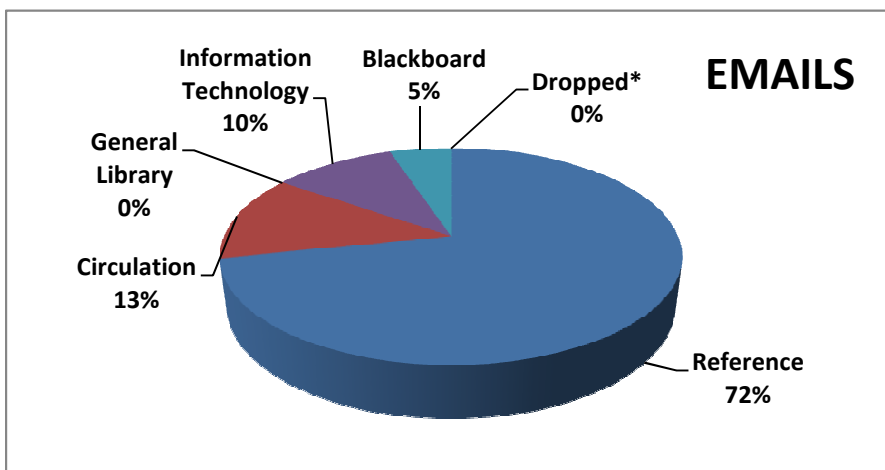
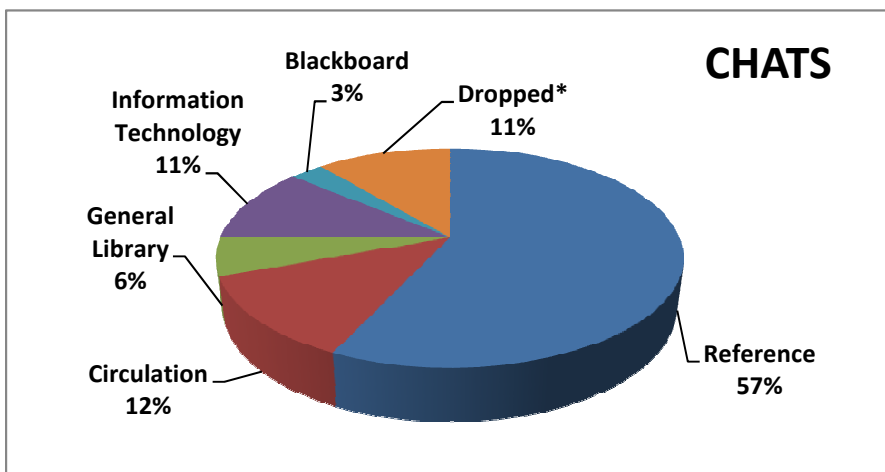


Computer tallies are broken down by general and instructional type questions. General describes help with printing problems, lost files, disk problems, etc. Instructional describes help with using a software program, scanning, and other help not related to reference (for example, showing someone how to use our online catalog is considered a reference question not computer instruction).

**Electronic Reference
FY2013**

Type of Questions	CHATS	EMAILS
Reference	41	28
Circulation	9	5
General Library	4	0
Information Technology	8	4
Blackboard	2	2
Dropped*	8	0

Total	72	39
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*Dropped refers to chats initiated by a patron but then the patron left without answering the reference prompt.

Blake Library Service Points

FY2013

MONTH	SP1 (Circ)			SP2 (TechServ)			SP3 (Cat/Aqui)			SP4 (Serials)			TOTAL		
	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT			
Jul	5	11	9	0	0	0	6	1	9	0	0	0	41		
Aug	11	11	8	0	1	2	8	11	7	3	0	5	67		
Sep	33	29	26	3	2	12	34	9	8	18	0	5	179		
Oct	4	13	14	0	3	0	11	7	8	6	0	0	66		
Nov	16	18	9	0	1	0	10	4	4	15	0	0	77		
Dec	10	17	7	0	0	1	5	4	4	20	0	0	68		
Jan	17	19	12	0	2	1	12	5	6	10	0	0	84		
Feb	11	22	7	0	0	0	12	3	1	5	0	3	64		
Mar	13	23	6	0	1	2	15	3	4	5	4	3	79		
Apr	11	13	11	0	6	0	15	2	0	0	0	0	58		
May	11	16	7	0	3	0	12	1	5	0	0	0	55		
Jun	16	7	12	0	3	0	10	2	1	0	0	0	51		
TOTAL	158	199	128	3	22	18	150	52	57	82	4	16	889		
SP1 TL		485		SP2 TL		43		SP3 TL		259		SP4 TL		102	

Total Gen 393 Ref 277 IT 219

FY2012

MONTH	SP1 (Circ)			SP2 (TechServ)			SP3 (Cat/Aqui)			SP4 (Serials)			TOTAL		
	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT			
Jul	10	13	5	0	0	0	8	1	3	0	0	0	40		
Aug	5	12	4	0	0	0	10	10	15	3	0	5	64		
Sep	45	32	26	0	3	5	16	8	16	7	2	9	169		
Oct	8	14	6	1	2	2	12	4	3	7	2	0	61		
Nov	8	17	3	2	4	6	19	4	1	6	1	4	75		
Dec	5	11	2	0	3	0	10	14	1	3	1	3	53		
Jan	11	19	7	0	1	1	12	18	2	8	0	2	81		
Feb	16	20	8	0	2	1	3	11	6	3	0	0	70		
Mar	11	17	7	0	3	1	19	11	2	3	0	0	74		
Apr	9	12	6	1	4	1	18	6	3	0	0	0	60		
May	6	12	7	0	1	0	12	5	2	0	0	0	45		
Jun	8	11	11	0	0	0	8	10	3	0	0	0	51		
TOTAL	142	190	92	4	23	17	147	102	57	40	6	23	843		
SP1 TL		424		SP2 TL		44		SP3 TL		306		SP4 TL		69	

Total Gen 333 Ref 321 IT 189

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	N/A			N/A			N/A			N/a			0
Sep	N/A			N/A			N/A			N/a			0
Oct	N/A			N/A			N/A			N/a			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
TOTAL	51	106	71	23	28	23	88	30	27	35	1	12	495
	SP1 TL 228			SP2 TL 74			SP3 TL 145			SP4 TL 48			

Total Gen 197 Ref 165 IT 133

YEAR	SP1 (Circ)			SP2 (TechServ)			SP3 (Cat/Aqui)			SP4 (Serials)			Total
	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	Gen	Ref	IT	
2011*	51	106	71	23	28	23	88	30	27	35	1	12	495
2012	142	190	92	4	23	17	147	102	57	40	6	23	843
2013	158	199	128	3	22	18	150	52	57	82	4	16	889

Quest. Type Total

YEAR	Gen	Ref	IT	Total
2011*	197	165	133	495
2012	333	321	189	843
2013	393	277	219	889

Service Point 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

*didn't start collecting statistics until November 2010.