

Type of Reference Services FY 2007-2011
In Person Requests (Reference Desk)

	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
July	192	201	190	149	138	164
August	460	398	227	280	311	297
September	701	420	726	535	535	429
October	672	436	609	361	475	457
November	613	441	553	362	447	441
December	43	80	142	103	124	86
January	386	564	333	239	232	288
February	472	528	118	391	397	426
March	378	365	468	405	389	260
April	386	440	446	319	405	277
May	117	155	135	122	196	142
June	174	93	139	104	214	161
Total	4594	4121	4086	3370	3863	3428

Telephone Request

	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
July	55	48	74	37	42	53
August	65	66	45	57	68	50
September	100	71	99	89	92	61
October	64	72	77	65	73	67
November	94	85	87	48	49	56
December	12	28	24	19	19	15
January	71	176	75	57	100	44
February	72	175	29	61	67	42
March	63	114	63	57	74	49
April	62	131	64	70	57	36
May	32	64	23	23	41	17
June	51	69	45	60	90	52
Total	741	1099	705	643	772	542

Email Requests

	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
July	8	17	26	23	36	33
August	16	22	9	17	74	34
September	20	32	74	61	71	106
October	18	20	46	36	80	73

November	16	22	40	40	58	35
December	3	3	8	18	23	9
January	26	59	39	42	56	46
February	20	54	7	67	101	68
March	24	45	53	60	115	55
April	12	31	30	42	90	33
May	41	78	19	43	12	21
June	12	18	55	37	87	46
Total	216	401	406	486	803	559

Instant Messaging Requests

IM	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
July		8	15	6	12	19
August		8	1	13	7	11
September		13	8	14	20	21
October	16	9	6	15	27	39
November	24	14	13	22	19	40
December	1	5	11	9	10	6
January	12	17	5	27	15	13
February	6	20	1	42	40	44
March	6	13	15	33	41	21
April	8	25	16	36	29	16
May	3	6	7	5	10	7
June	4	1	6	12	22	4
Total	80	139	104	234	252	241