

## Type of Reference Services FY 2007-2010

### In Person Request (Reference Desk)

	2006-07	2007-08	2008-09	2009-10
July	192	201	190	149
August	460	398	227	280
September	701	420	726	535
October	672	436	609	361
November	613	441	553	362
December	43	80	142	103
January	386	564	333	239
February	472	528	118	391
March	378	365	468	405
April	386	440	446	319
May	117	155	135	122
June	174	93	139	104
<b>Total</b>	<b>4594</b>	<b>4121</b>	<b>4086</b>	<b>3370</b>

### Telephone Request

	2006-07	2007-08	2008-09	2009-10
July	55	48	74	37
August	65	66	45	57
September	100	71	99	89
October	64	72	77	65
November	94	85	87	48
December	12	28	24	19
January	71	176	75	57
February	72	175	29	61
March	63	114	63	57
April	62	131	64	70
May	32	64	23	23
June	51	69	45	60
<b>Total</b>	<b>741</b>	<b>1099</b>	<b>705</b>	<b>643</b>

### Email Requests

	2006-07	2007-08	2008-09	2009-10
July	8	17	26	23
August	16	22	9	17
September	20	32	74	61
October	18	20	46	36

November	16	22	40	40
December	3	3	8	18
January	26	59	39	42
February	20	54	7	67
March	24	45	53	60
April	12	31	30	42
May	41	78	19	43
June	12	18	55	37
Total	216	401	406	486

Instant Messaging Requests

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