

FY 2008-2009 REFERENCE DESK TALLY

Date FY 2008-2009	Walk-In	Phone	E-mail	Hands on	Total
7:00 - 8:00 AM	184	36	51	68	271
8:00 - 10:00 AM	986	252	34	347	1272
10 AM - 12:00 PM	1371	266	21	520	1658
12:00 -1:00 PM	720	787	107	8	902
1:00 - 3:00 PM	1360	196	20	598	1576
3:00 - 5:00 PM	1032	235	13	480	1270
5:00 - 7:00 PM	676	96	12	283	784
7:00 - 9:00 PM	226	64	3	246	593
9:00 - 10:00 PM	65	33		23	98
10:00 - 11:00 PM	40	8		18	48
11 PM-12:00 AM	14	2		4	16
12:00 - 2:00 AM					
TOTAL NUMBER	7041	1285	164	2911	8488

HOW TO TALLY

1. For every question you are asked put one stroke in the question box.
2. For every question you are asked: How did the question arrive?
 - a. If the questioner was in person, put one stroke in the walk-in box.
 - b. If the questioner was on the telephone, put one stroke in the phone box.
 - c. If the questioner asked by email, put one stroke in the email box.

The total number of strokes in walk in, telephone, and E-mail boxes should match the total number of strokes in the question box.

Did you teach the questioner how to do something? If yes, put one stroke in the hands on box.