

FY 2005-2006 REFERENCE DESK TALLY HOURLY BREAKDOWN

Date FY 2005-2006	Walk-In	Phone	E-mail	Hands on	Total
7:00 - 8:00 AM	175	21	95	119	291
8:00 - 10:00 AM	1178	263	363	630	1804
10 AM - 12:00 PM	1659	302	14	954	2929
12:00 -1:00 PM	857	150	2	426	1009
1:00 - 3:00 PM	1392	251	19	745	2407
3:00 - 5:00 PM	1309	303	23	764	1635
5:00 - 7:00 PM	831	81	2	357	1271
7:00 - 9:00 PM	658	47	2	288	707
9:00 - 10:00 PM	189	19	0	35	243
10:00 - 11:00 PM	99	12	0	30	111
11 PM-12:00 AM	41	7	0	13	61
12:00 - 2:00 AM	5	0	0	3	5
TOTAL NUMBER	8393	1456	520	4364	10369

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.