

FY 2006-2007 REFERENCE DESK TALLY HOURLY BREAKDOWN

Date FY 2006-2007	Walk-In	Phone	E-mail	Hands on	Total
7:00 - 8:00 AM	171	36	59	97	266
8:00 - 10:00 AM	1204	266	98	635	1568
10 AM - 12:00 PM	1729	342	23	1022	2094
12:00 -1:00 PM	1044	174	15	561	1231
1:00 - 3:00 PM	1771	320	14	1040	2105
3:00 - 5:00 PM	1532	322	25	979	1879
5:00 - 7:00 PM	1017	124	15	645	1156
7:00 - 9:00 PM	745	81	9	453	835
9:00 - 10:00 PM	237	52	2	80	291
10:00 - 11:00 PM	191	50	2	35	243
11 PM-12:00 AM	123	19		19	132
12:00 - 2:00 AM					
TOTAL NUMBER	9764	1786	262	5566	11,812

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.