

FY 2007-2008 REFERENCE DESK TALLY HOURLY BREAKDOWN

Date FY 2007-2008	Walk-In	Phone	E-mail	Hands on	Total
7:00 - 8:00 AM	154	49	61	65	264
8:00 - 10:00 AM	1148	316	66	534	1530
10 AM - 12:00 PM	1576	431	17	738	2024
12:00 -1:00 PM	806	190	5	377	1001
1:00 - 3:00 PM	1470	288	9	692	1767
3:00 - 5:00 PM	1227	328	22	649	1577
5:00 - 7:00 PM	761	90	13	412	864
7:00 - 9:00 PM	703	61	7	363	771
9:00 - 10:00 PM	90	10		72	100
10:00 - 11:00 PM	28	1		22	29
11 PM-12:00 AM	17			9	17
12:00 - 2:00 AM	5			2	5
TOTAL NUMBER	7985	1764	200	3935	9949

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.