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Aug 2011 Reference Transactions by Type

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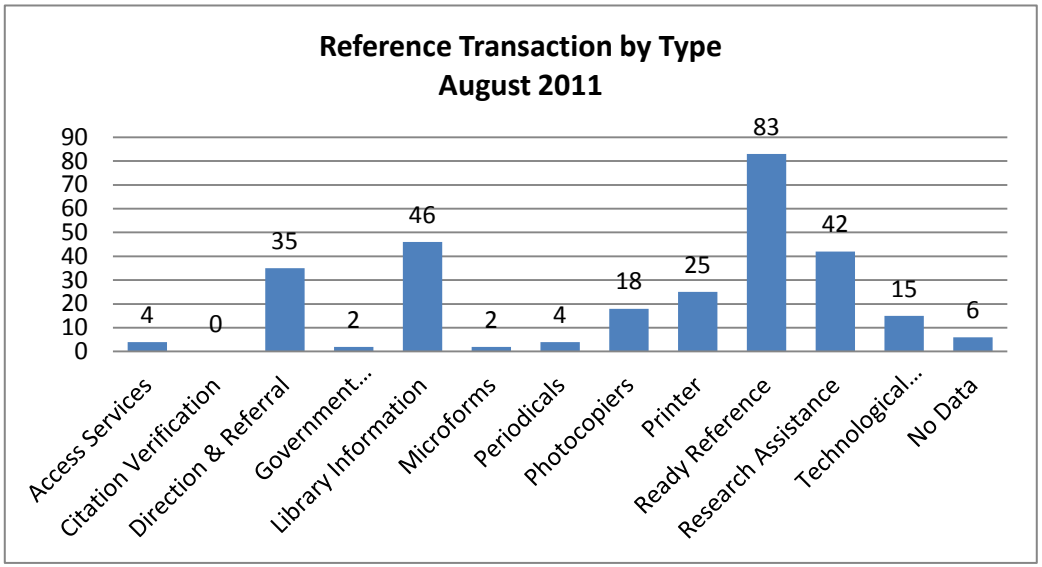
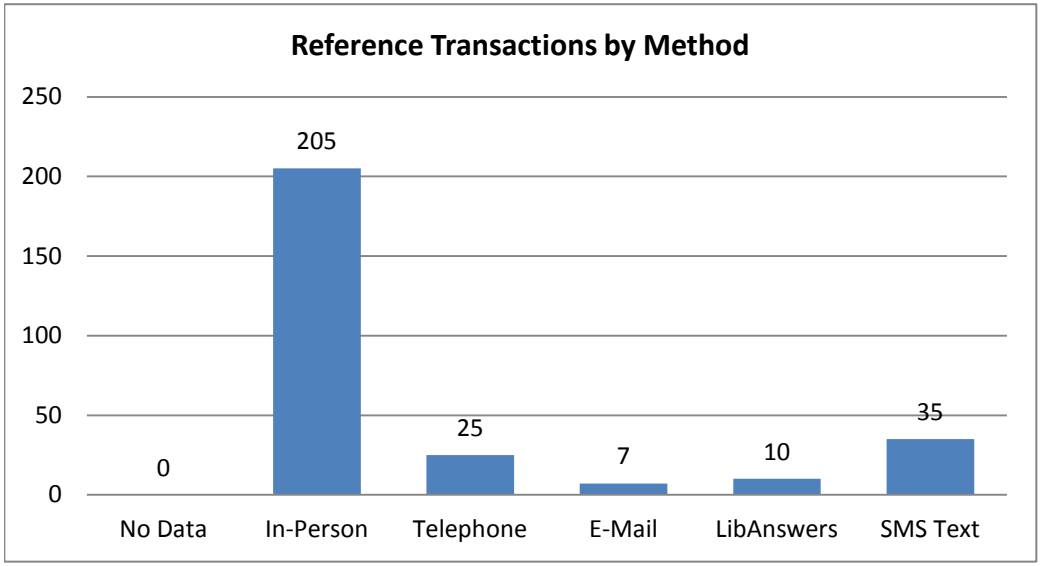
REFERENCE TRANSACTIONS BY TYPE August 2011

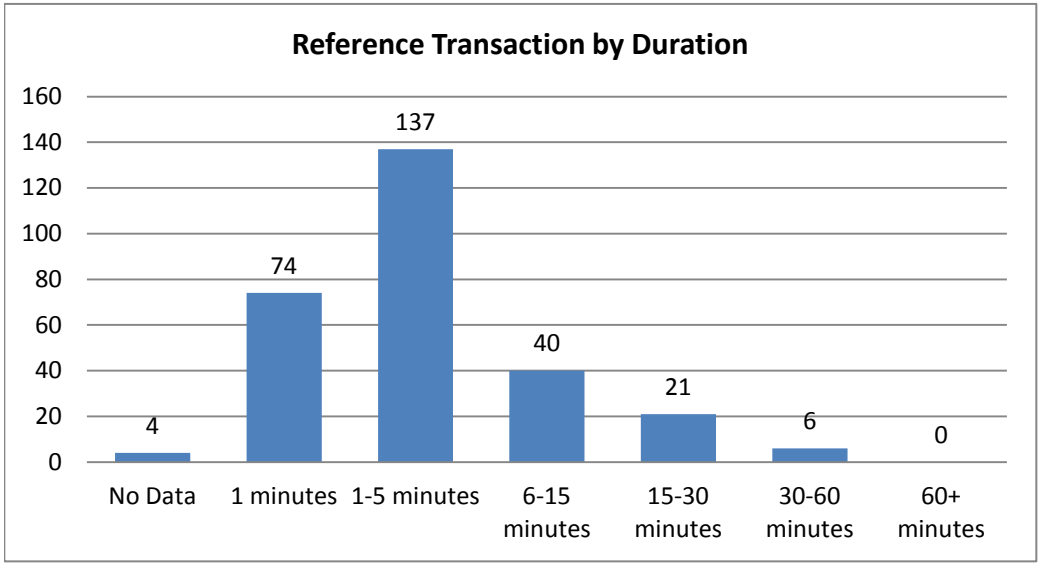
Type	
Access Services	4
Citation Verification	0
Direction & Referral	35
Government Publications	2
Library Information	46
Microforms	2
Periodicals	4
Photocopiers	18
Printer	25
Ready Reference	83
Research Assistance	42
Technological Assistance	15
No Data	6
TOTAL	282

Method	
No Data	0
In-Person	205
Telephone	25
E-Mail	7
LibAnswers	10
SMS Text	35
TOTAL	282

Transaction Duration	
No Data	4
1 minutes	74
1-5 minutes	137
6-15 minutes	40
15-30 minutes	21
30-60 minutes	6
60+ minutes	0
TOTAL	282




Reference Transactions by Method
250
200
150
100
50
0
0
205
25
7
10
35
No Data
In-Person
Telephone
E-Mail
LibAnswers
SMS Text


Reference Transaction by Duration
160
140
120
100
80
60
40
20
0
4
74
137
40
21
6
0
No Data
1 minutes
1-5 minutes
6-15 minutes
15-30 minutes
30-60 minutes
60+ minutes