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July 2011 Reference Transactions by Type

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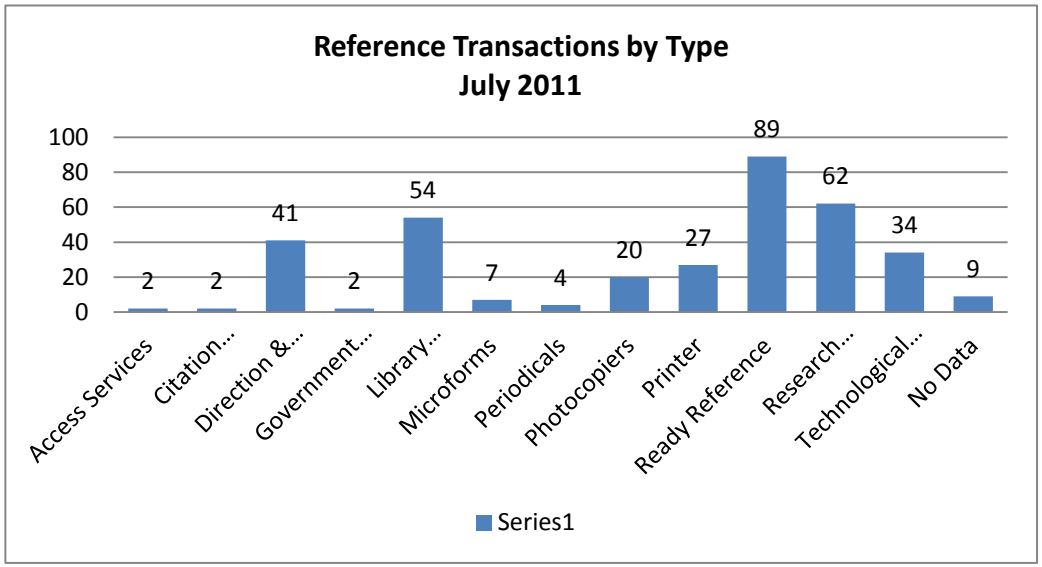
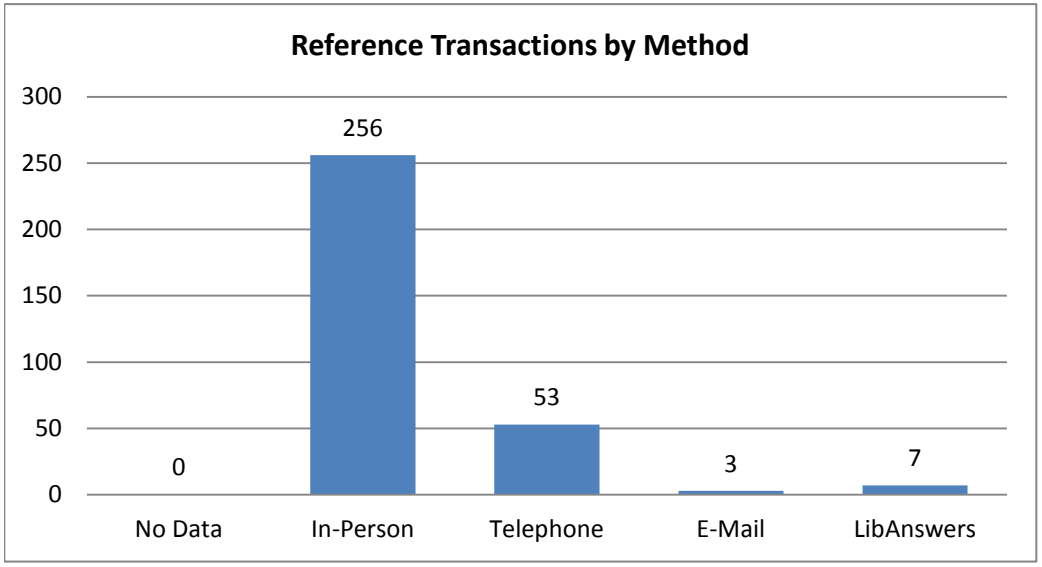
REFERENCE TRANSACTIONS BY TYPE July 2011

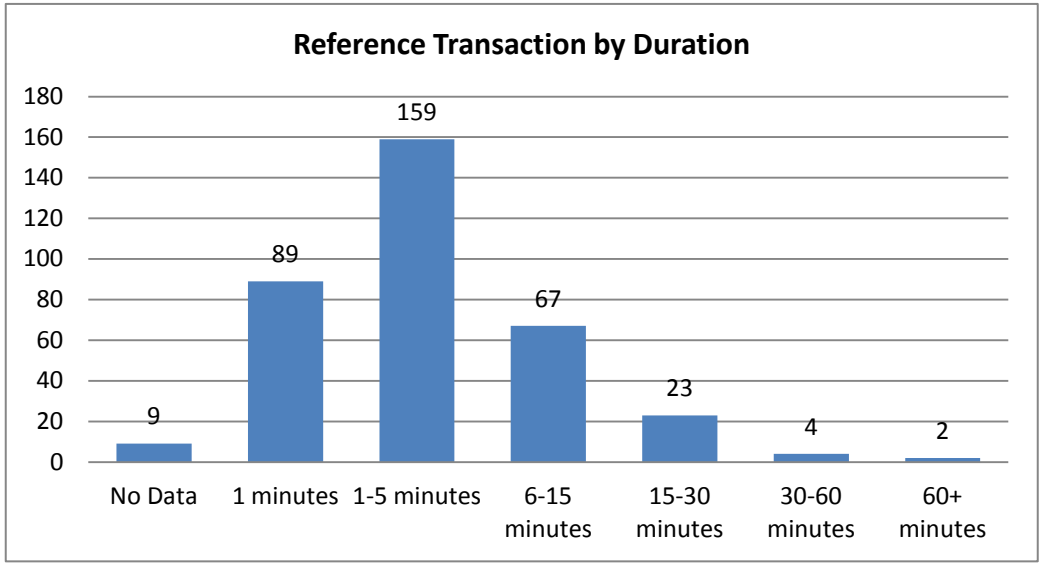
Type	
Access Services	2
Citation Verification	2
Direction & Referral	41
Government Publications	2
Library Information	54
Microforms	7
Periodicals	4
Photocopiers	20
Printer	27
Ready Reference	89
Research Assistance	62
Technological Assistance	34
No Data	9
TOTAL	353

Method	
No Data	0
In-Person	256
Telephone	53
E-Mail	3
LibAnswers	7
SMS Text	34
TOTAL	353

Transaction Duration	
No Data	9
1 minutes	89
1-5 minutes	159
6-15 minutes	67
15-30 minutes	23
30-60 minutes	4
60+ minutes	2
TOTAL	353




Reference Transactions by Method
300
250
200
150
100
50
0
0
256
53
3
7
No Data
In-Person
Telephone
E-Mail
LibAnswers


Reference Transaction by Duration
180
160
140
120
100
80
60
40
20
0
9
89
159
67
23
4
2
No Data
1 minutes
1-5 minutes
6-15 minutes
15-30 minutes
30-60 minutes
60+ minutes