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Apr 2012 Reference Transactions by Type

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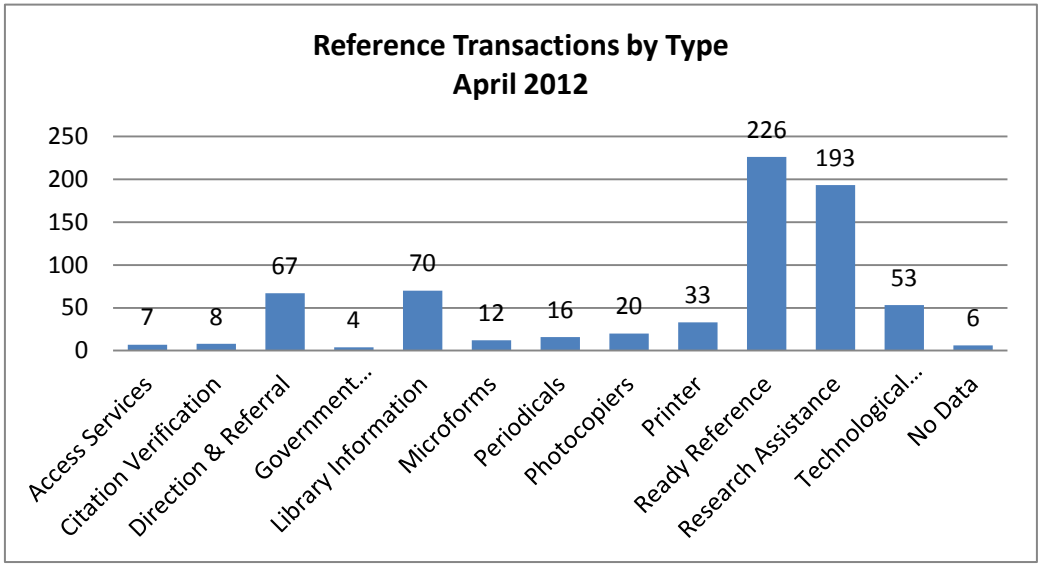
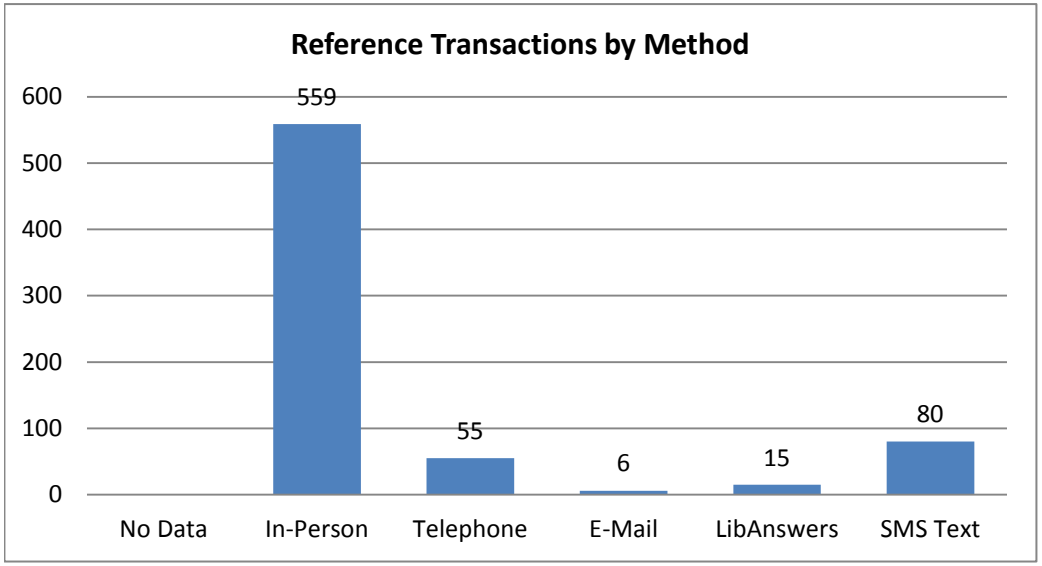
REFERENCE TRANSACTIONS BY TYPE April 2012

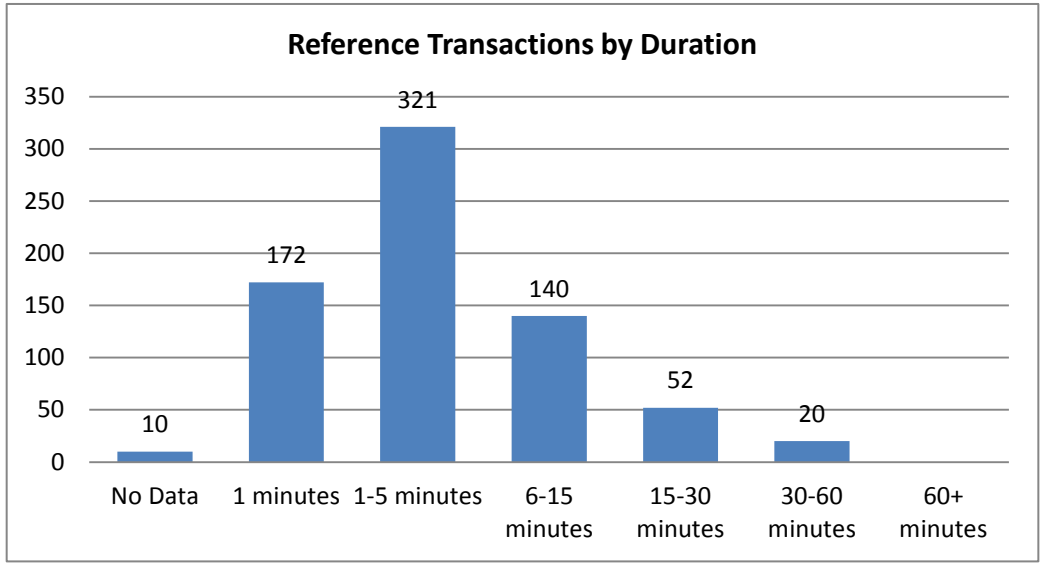
Type	
Access Services	7
Citation Verification	8
Direction & Referral	67
Government Publications	4
Library Information	70
Microforms	12
Periodicals	16
Photocopiers	20
Printer	33
Ready Reference	226
Research Assistance	193
Technological Assistance	53
No Data	6
TOTAL	715

Method	
No Data	
In-Person	559
Telephone	55
E-Mail	6
LibAnswers	15
SMS Text	80
TOTAL	715

Transaction Duration	
No Data	10
1 minutes	172
1-5 minutes	321
6-15 minutes	140
15-30 minutes	52
30-60 minutes	20
60+ minutes	
TOTAL	715




Reference Transactions by Method
600
500
400
300
200
100
0
559
55
6
15
80
No Data
In-Person
Telephone
E-Mail
LibAnswers
SMS Text


Reference Transactions by Duration
350
300
250
200
150
100
50
0
10
172
321
140
52
20
No Data
1 minutes
1-5 minutes
6-15 minutes
15-30 minutes
30-60 minutes
60+ minutes