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May 2012 Reference Transactions by Type

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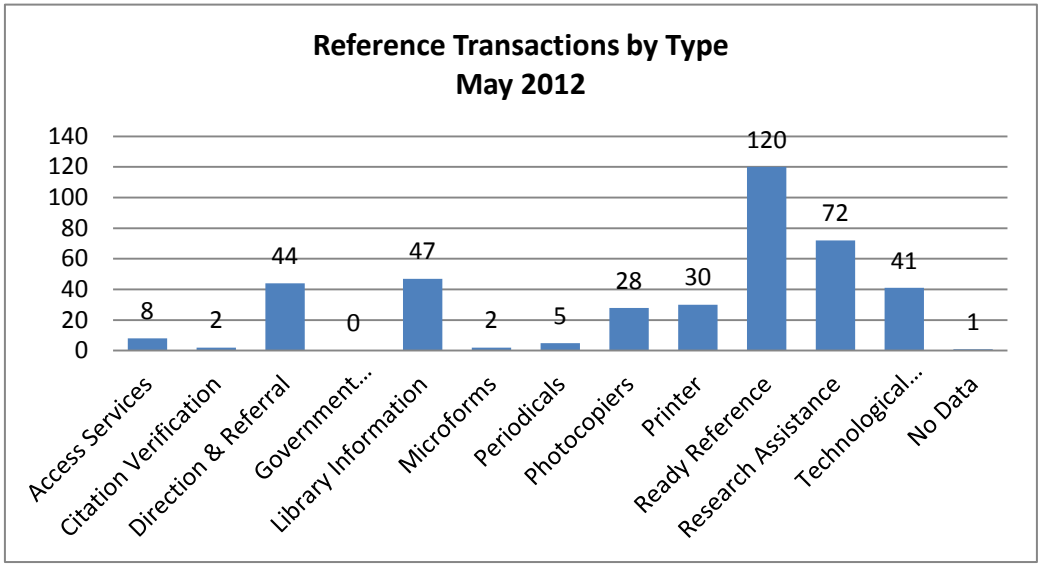
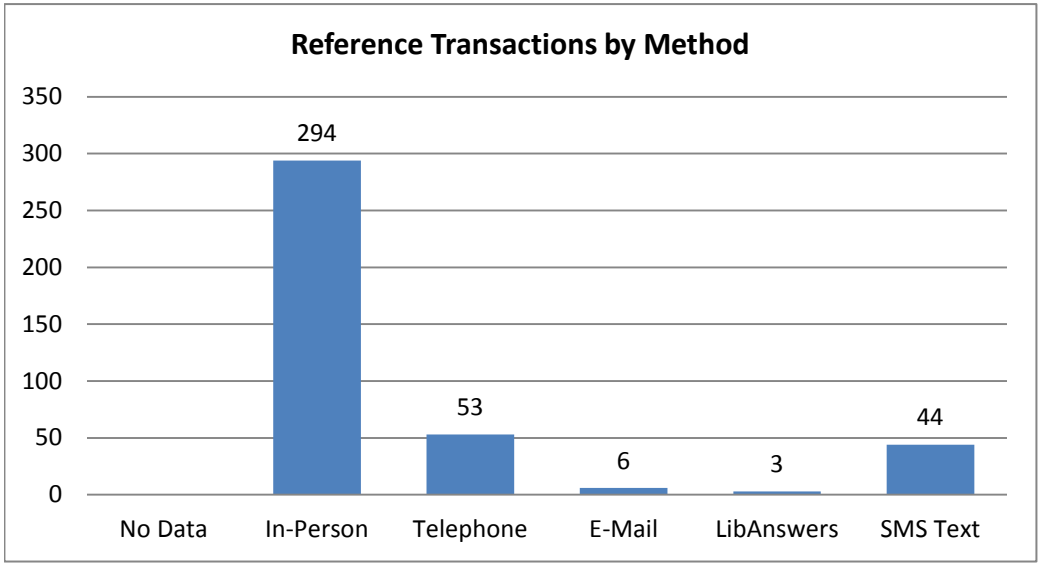
REFERENCE TRANSACTIONS BY TYPE May 2012

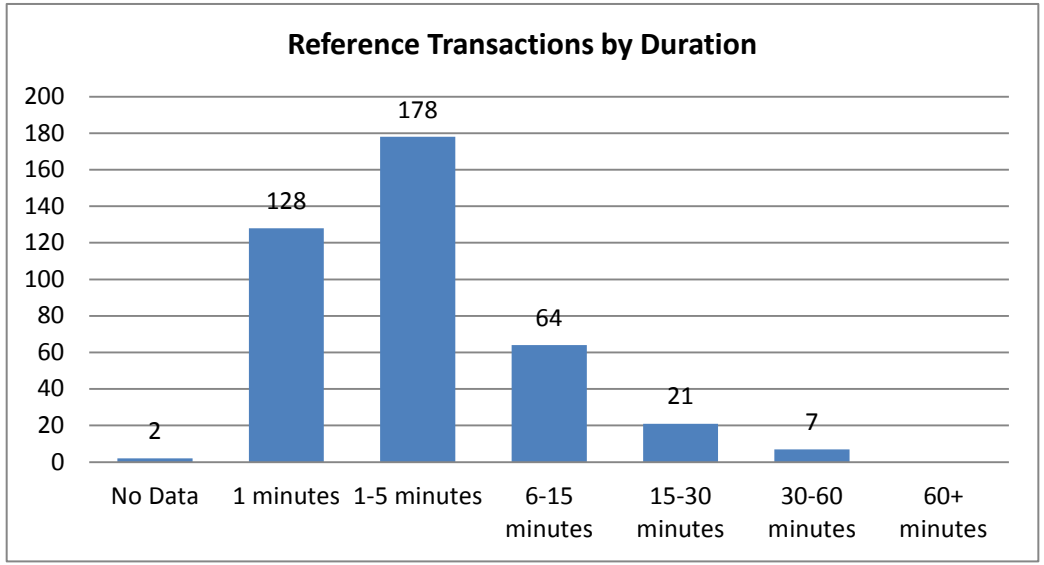
Type	
Access Services	8
Citation Verification	2
Direction & Referral	44
Government Publications	0
Library Information	47
Microforms	2
Periodicals	5
Photocopiers	28
Printer	30
Ready Reference	120
Research Assistance	72
Technological Assistance	41
No Data	1
TOTAL	400

Method	
No Data	
In-Person	294
Telephone	53
E-Mail	6
LibAnswers	3
SMS Text	44
TOTAL	400

Transaction Duration	
No Data	2
1 minutes	128
1-5 minutes	178
6-15 minutes	64
15-30 minutes	21
30-60 minutes	7
60+ minutes	
TOTAL	400




Reference Transactions by Method
350
300
250
200
150
100
50
0
294
53
6
3
44
No Data
In-Person
Telephone
E-Mail
LibAnswers
SMS Text


Reference Transactions by Duration
200
180
160
140
120
100
80
60
40
20
0
2
128
178
64
21
7
No Data
1 minutes
1-5 minutes
6-15 minutes
15-30 minutes
30-60 minutes
60+ minutes