9-2011

Sept 2011 Reference Transactions by Type

Office of the Director, Adams Library
Rhode Island College, oald@ric.edu

Follow this and additional works at: https://digitalcommons.ric.edu/statistics

Recommended Citation
https://digitalcommons.ric.edu/statistics/37

This Data is brought to you for free and open access by the Office of the Library Director at Digital Commons @ RIC. It has been accepted for inclusion in Statistics by an authorized administrator of Digital Commons @ RIC. For more information, please contact digitalcommons@ric.edu.
# Reference Transactions by Type - September 2011

<table>
<thead>
<tr>
<th>Type</th>
<th>Method</th>
<th>Transaction Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Services</td>
<td>No Data</td>
<td></td>
</tr>
<tr>
<td>Citation Verification</td>
<td>In-Person</td>
<td>962</td>
</tr>
<tr>
<td>Direction &amp; Referral</td>
<td>Telephone</td>
<td>79</td>
</tr>
<tr>
<td>Government Publications</td>
<td>E-Mail</td>
<td>8</td>
</tr>
<tr>
<td>Library Information</td>
<td>LibAnswers</td>
<td>20</td>
</tr>
<tr>
<td>Microforms</td>
<td>SMS Text</td>
<td>137</td>
</tr>
<tr>
<td>Periodicals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Photocopiers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ready Reference</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Research Assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technological Assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No Data</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>1206</td>
</tr>
</tbody>
</table>

**Method**

- No Data: 0
- In-Person: 962
- Telephone: 79
- E-Mail: 8
- LibAnswers: 20
- SMS Text: 137

**Transaction Duration**

- No Data: 17
- 1 minutes: 426
- 1-5 minutes: 560
- 6-15 minutes: 144
- 15-30 minutes: 49
- 30-60 minutes: 10
- 60+ minutes: 0

**Total Transactions:** 1206

---

**Graph: Reference Transaction by Type - September 2011**

- Access Services: 55
- Citation Verification: 1
- Direction & Referral: 102
- Government Publications: 2
- Library Information: 129
- Microforms: 7
- Periodicals: 12
- Photocopiers: 50
- Printer: 155
- Ready Reference: 379
- Research Assistance: 206
- Technological Assistance: 80
- No Data: 28
- Total: 1206