



## Information Assistance Transactions

	2008-2009 *****	2007-2008 *****	2006-2007 *****	2005-2006 *****	2004-2005 *****	2003-2004 *****
<b>Total Trans</b>	13200	14942	15472	12293	15082	14971
Reference Trans	7314	8540	8224	7395	9999	10069
% of Total Trans	55.41%	57.15%	53.15%	60.16%	66.30%	67.26%
Directional Trans	5886	6402	7248	4898	5083	4902
% of Total Trans	44.59%	42.85%	46.85%	39.84%	33.70%	32.74%
 Traditional Trans*	11906	13748	14536	11325	14329	14454
% of Total Trans	90.20%	92.01%	93.95%	92.13%	95.01%	96.55%
Virtual Trans**	1294	1194	936	968	753	517
% of Total Trans	9.80%	7.99%	6.05%	7.87%	4.99%	3.45%
 IM Virtual Trans	826	549				
% of Total Trans	6.26%	3.67%				
Email Virtual Trans	468	645				
% of Total Trans	3.55%	4.32%				
 Info Desk Trans	7392	8342	9820			
% of Total	56%	55.83%	63.47%			
Info Serv Staff***	786	664	757			
% of Total	5.95%	4.44%	4.89%			
Other Depts Staff****	5022	5936	4895			
% of Total	38.05%	39.73%	31.64%			
 % Change in Total Trans from Prev Yr	-11.66%	-3.43%	+25.86%	-18.49%	+0.74%	+0.94%

\*Traditional includes face-to-face, telephone, and US Mail

\*\*Virtual includes instant messages and e-mail

\*\*\*Transactions by Info Services staff not at the Info Desk

\*\*\*\*Transactions by Circulation, Documents, ILL, and Acquisitions Staff not at the Info Desk

Posted: 29 September 2009 by ch