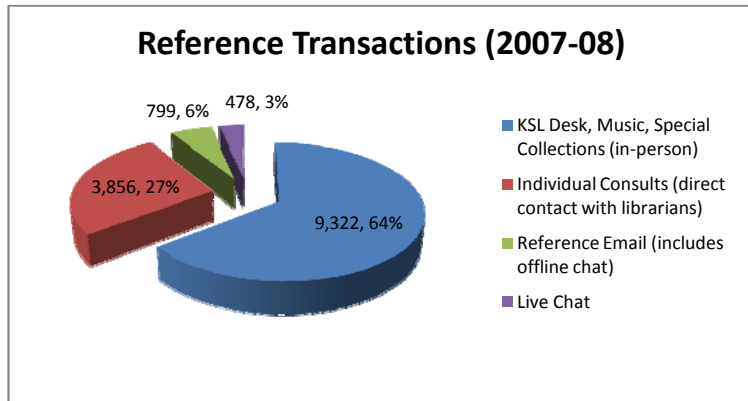
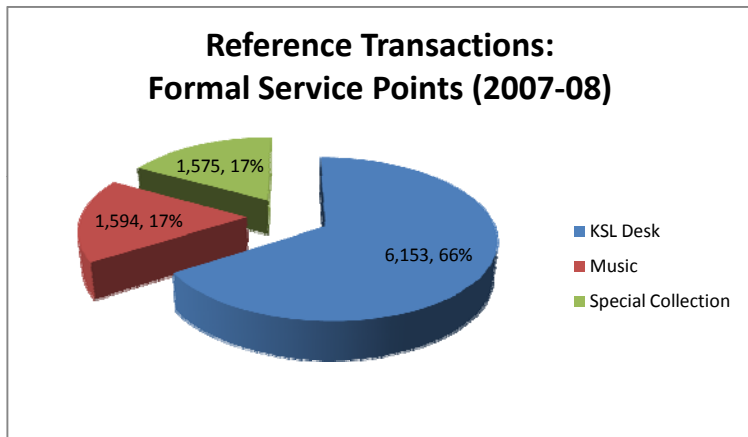


Kelvin Smith Library Reference Transactions 2007-08

Format	Transactions
KSL Desk, Music, Special Collections (in-person)	9,322
Individual Consults (direct contact with librarians)	3,856
Reference Email (includes offline chat)	799
Live Chat	478
TOTAL	14,455



Service Point	Transactions
KSL Desk	6,153
Music	1,594
Special Collection	1,575
TOTAL	9,322



Method	Transactions
Formal Service Point	9,322
Email	2,537
ULREF Email (includes offline chat)	799
Chat	478
Telephone	478
Consult	224
Orientations	165
Instant Messaging	63
CSE and WSOM	40
Mail	22
Case Forum	16
Other	310
TOTAL	14,455

