

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	OCT 2010 In-Library	1 MONTH FY 10-11	OCT 2010 Telephone	1 MONTH FY 10-11	OCT 2010 In-Library	1 MONTH FY 10-11	OCT 2010 Telephone	1 MONTH FY 10-11	OCT 2010 In-Library	1 MONTH FY 10-11	OCT 2010 Telephone	1 MONTH FY 10-11
Austin History Center	296	296	60	60	377	377	65	65	197	197	60	60
Carver	10	10	0	0	557	557	14	14	741	741	59	59
Cepeda	23	23	2	2	113	113	92	92	263	263	113	113
Faulk Central	275	275	182	182	3,167	3,167	1,980	1,980	3,584	3,584	1,179	1,179
Hampton Branch at Oak Hill	30	30	25	25	45	45	75	75	25	25	17	17
Howson~	11	11	5	5	61	61	14	14	69	69	52	52
Little Walnut Creek	24	24	5	5	67	67	18	18	239	239	248	248
Manchaca Road	49	49	1	1	275	275	11	11	299	299	33	33
Milwood	105	105	0	0	366	366	78	78	348	348	0	0
North Village	74	74	20	20	207	207	21	21	62	62	21	21
Oak Springs	22	22	31	31	35	35	19	19	103	103	57	57
Old Quarry	10	10	0	0	199	199	43	43	134	134	48	48
Pleasant Hill	37	37	53	53	73	73	87	87	90	90	66	66
Ruiz	43	43	16	16	456	456	188	188	312	312	124	124
St. John	69	69	0	0	228	228	17	17	197	197	14	14
Southeast Austin Community	30	30	0	0	325	325	0	0	440	440	20	20
Spicewood Springs	91	91	16	16	205	205	169	169	189	189	155	155
Terrazas ♦	28	28	4	4	4	4	4	4	414	414	60	60
Twin Oaks ▲	113	113	73	73	69	69	95	95	113	113	140	140
University Hills	54	54	28	28	85	85	50	50	78	78	15	15
Windsor Park	28	28	42	42	340	340	117	117	349	349	72	72
Yarborough	92	92	73	73	97	97	66	66	132	132	70	70
TOTAL AT APL LOCATIONS	1,514	1,514	636	636	7,351	7,351	3,223	3,223	8,378	8,378	2,623	2,623

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	OCT 2010	1 MONTH FY 10-11	1 MONTH FY 09-10	%	OCT 2010	1 MONTH FY 10-11	1 MONTH FY 09-10	%	OCT 2010	1 MONTH FY 10-11	1 MONTH FY 09-10	%
Austin History Center	870	870	885	-2	185	185	199	-7	192	192	166	16
Faulk Central	7,026	7,026	9,614	-27	3,341	3,341	4,101	-19	699	699	766	-9
Branches	9,347	9,347	11,894	-21	2,956	2,956	3,178	-7	----	-----	-----	-----
TOTAL	17,243	17,243	22,393	-23	6,482	6,482	7,478	-13	891	891	932	-4

REFERENCE QUESTIONS GRAND TOTAL:

	OCT 2010	1 MONTH FY 10-11	1 MONTH FY 09-10	%	
	24,616	24,616	30,803	-20	

Definition of Reference Questions: Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

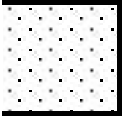
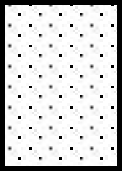
Directional - Where are the Mystery books?

♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

OCT 2010
% Filled
100
99
98
99
100
100
93
99
99
100
76
100
92
100
100
99
100
98
90
99
100
100
97



LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	NOV 2010 In-Library	2 MONTH FY 10-11	NOV 2010 Telephone	2 MONTH FY 10-11	NOV 2010 In-Library	2 MONTH FY 10-11	NOV 2010 Telephone	2 MONTH FY 10-11	NOV 2010 In-Library	2 MONTH FY 10-11	NOV 2010 Telephone	2 MONTH FY 10-11
Austin History Center	215	511	37	97	290	667	61	126	160	357	45	105
Carver	26	36	0	0	466	1,023	46	60	513	1,254	59	118
Cepeda	10	33	4	6	46	159	25	117	189	452	116	229
Faulk Central	371	646	205	387	3,428	6,595	1,710	3,690	3,308	6,892	1,080	2,259
Hampton Branch at Oak Hill	15	45	20	45	56	101	32	107	80	105	84	101
Howson~	13	24	8	13	53	114	24	38	80	149	64	116
Little Walnut Creek	36	60	3	8	224	291	46	64	314	553	65	313
Manchaca Road	46	95	7	8	272	547	27	38	330	629	49	82
Milwood	86	191	0	0	260	626	73	151	271	619	0	0
North Village	112	186	12	32	185	392	38	59	148	210	59	80
Oak Springs	7	29	1	32	54	89	20	39	122	225	43	100
Old Quarry	7	17	0	0	190	389	35	78	94	228	46	94
Pleasant Hill	40	77	35	88	63	136	57	144	66	156	46	112
Ruiz^	44	87	16	32	456	912	188	376	312	624	124	248
St. John	83	152	5	5	300	528	39	56	165	362	29	43
Southeast Austin Community	12	42	0	0	310	635	0	0	410	850	15	35
Spicewood Springs	115	206	8	24	203	408	96	265	213	402	171	326
Terrazas ♦	40	68	17	21	18	22	22	26	408	822	9	69
Twin Oaks▲	67	180	61	134	82	151	58	153	117	230	100	240
University Hills	45	99	20	48	42	127	22	72	60	138	18	33
Windsor Park	20	48	48	90	139	479	105	222	175	524	60	132
Yarborough	61	153	54	127	72	169	45	111	86	218	58	128
TOTAL AT APL LOCATIONS	1,471	2,985	561	1,197	7,209	14,560	2,769	5,992	7,621	15,999	2,340	4,963

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	NOV 2010	2 MONTH FY 10-11	2 MONTH FY 09-10	%	NOV 2010	2 MONTH FY 10-11	2 MONTH FY 09-10	%	NOV 2010	2 MONTH FY 10-11	2 MONTH FY 09-10	%
Austin History Center	665	1,535	1,448	6	143	328	340	-4	151	343	296	16
Faulk Central	7,107	14,133	17,624	-20	2,995	6,336	7,644	-17	594	1,293	1,529	-15
Branches	8,529	17,876	22,388	-20	2,532	5,488	5,924	-7	----	-----	-----	-----
TOTAL	16,301	33,544	41,460	-19	5,670	12,152	13,908	-13	745	1,636	1,825	-10

REFERENCE QUESTIONS GRAND TOTAL:

	NOV 2010	2 MONTH FY 10-11	2 MONTH FY 09-10	%	
	22,716	47,332	57,193	-17	

Definition of Reference Questions: Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

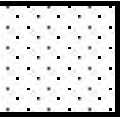
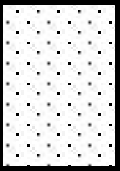
♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

^Some of the ARZ staff did not participate in the "Reference Questions Asked" survey and the statistics were incomplete. ARZ will begin using the survey with all staff included beginning with the December 2010 statistics.

NOV 2010
% Filled
100
99
95
99
100
100
95
99
99
100
85
100
92
100
100
99
100
98
90
99
100
100
98



LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	DEC 2010 In-Library	3 MONTH FY 10-11	DEC 2010 Telephone	3 MONTH FY 10-11	DEC 2010 In-Library	3 MONTH FY 10-11	DEC 2010 Telephone	3 MONTH FY 10-11	DEC 2010 In-Library	3 MONTH FY 10-11	DEC 2010 Telephone	3 MONTH FY 10-11
Austin History Center	208	719	47	144	268	935	76	202	221	578	63	168
Carver	5	41	5	5	241	1,264	16	76	238	1,492	29	147
Cepeda	19	52	2	8	78	237	21	138	324	776	155	384
Faulk Central	163	809	145	532	2,400	8,995	1,777	5,467	2,115	9,007	876	3,135
Hampton Branch at Oak Hill	10	55	12	57	20	121	9	116	75	180	25	126
Howson~	11	35	4	17	62	176	35	73	62	211	55	171
Little Walnut Creek	10	70	0	8	145	436	12	76	221	774	35	348
Manchaca Road	44	139	9	17	268	815	24	62	324	953	48	130
Milwood	44	235	0	0	263	889	51	202	240	859	0	0
North Village	110	296	31	63	226	618	42	101	121	331	61	141
Oak Springs	12	41	1	33	24	113	2	41	115	340	51	151
Old Quarry	6	23	0	0	184	573	56	134	156	384	48	142
Pleasant Hill	34	111	37	125	68	204	78	222	73	229	72	184
Ruiz^	41	128	11	43	432	1,344	126	502	297	921	123	371
St. John	85	237	4	9	278	806	74	130	172	534	36	79
Southeast Austin Community↔	2	44	0	0	33	668	2	2	44	894	1	36
Spicewood Springs	88	294	11	35	207	615	90	355	187	589	131	457
Terrazas ♦	29	97	10	31	11	33	7	33	341	1,163	38	107
Twin Oaks▲	85	265	87	221	93	244	201	354	110	340	171	411
University Hills	42	141	18	66	38	165	20	92	56	194	17	50
Windsor Park	48	96	35	125	309	788	153	375	403	927	168	300
Yarborough	45	198	34	161	92	261	56	167	146	364	98	226
TOTAL AT APL LOCATIONS	1,141	4,126	503	1,700	5,740	20,300	2,928	8,920	6,041	22,040	2,301	7,264

REFERENCE QUESTIONS ASKED:

	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	DEC 2010	3 MONTH FY 10-11	3 MONTH FY 09-10	%	DEC 2010	3 MONTH FY 10-11	3 MONTH FY 09-10	%	DEC 2010	3 MONTH FY 10-11	3 MONTH FY 09-10	%
Austin History Center	697	2,232	2,023	10	186	514	504	2	153	496	413	20
Faulk Central	4,678	18,811	24,650	-24	2,798	9,134	10,964	-17	524	1,817	2,119	-14
Branches	7,547	25,423	32,363	-21	2,748	8,236	8,887	-7	----	-----	-----	-----
TOTAL	12,922	46,466	59,036	-21	5,732	17,884	20,355	-12	677	2,313	2,532	-9

REFERENCE QUESTIONS GRAND TOTAL:

	DEC 2010	3 MONTH FY 10-11	3 MONTH FY 09-10	%	
	19,331	66,663	81,923	-19	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

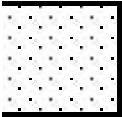
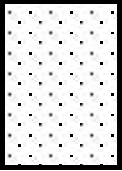
~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

^Some of the ARZ staff did not participate in the "Reference Questions Asked" survey and the statistics were incomplete. ARZ will begin using the survey with all staff included beginning with the December 2010 statistics.

↔The Southeast Austin Community Branch closed December 6, 2010 for renovations.

DEC 2010
% Filled
100
100
95
99
100
100
91
100
99
100
79
100
91
100
100
99
100
98
90
99
100
100
97



LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	JAN 2011 In-Library	4 MONTH FY 10-11	JAN 2011 Telephone	4 MONTH FY 10-11	JAN 2011 In-Library	4 MONTH FY 10-11	JAN 2011 Telephone	4 MONTH FY 10-11	JAN 2011 In-Library	4 MONTH FY 10-11	JAN 2011 Telephone	4 MONTH FY 10-11
Austin History Center	188	907	46	190	300	1,235	99	301	120	698	25	193
Carver	33	74	0	5	643	1,907	44	120	698	2,190	87	234
Cepeda	24	76	15	23	126	363	46	184	274	1,050	163	547
Faulk Central	368	1,177	340	872	3,246	12,241	2,815	8,282	3,710	12,717	1,188	4,323
Hampton Branch at Oak Hill	25	80	15	72	66	187	37	153	58	238	13	139
Howson~	10	45	6	23	56	232	35	108	49	260	40	211
Little Walnut Creek	17	87	0	8	132	568	10	86	372	1,146	44	392
Manchaca Road	46	185	6	23	282	1,097	32	94	350	1,303	54	184
Milwood	68	303	0	0	35	924	106	308	389	1,248	0	0
North Village	154	450	48	111	408	1,026	75	176	134	465	42	183
Oak Springs	6	47	0	33	51	164	7	48	117	457	81	232
Old Quarry	17	40	0	0	181	754	57	191	122	506	56	198
Pleasant Hill	31	142	41	166	60	264	82	304	165	394	112	296
Ruiz^	164	292	40	83	708	2,052	128	630	648	1,569	92	463
St. John	92	329	7	16	288	1,094	95	225	216	750	50	129
Southeast Austin Community↔	0	44	0	0	0	668	0	2	0	894	0	36
Spicewood Springs	95	389	5	40	190	805	120	475	177	766	144	601
Terrazas ♦	36	133	24	55	116	149	36	69	58	1,221	24	131
Twin Oaks ▲	79	344	82	303	129	373	111	465	279	619	265	676
University Hills	50	191	23	89	42	207	18	110	59	253	15	65
Windsor Park	60	156	29	154	371	1,159	177	552	497	1,424	255	555
Yarborough	89	287	63	224	153	414	91	258	159	523	83	309
TOTAL AT APL LOCATIONS	1,652	5,778	790	2,490	7,583	27,883	4,221	13,141	8,651	30,691	2,833	10,097

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	JAN 2011	4 MONTH FY 10-11	4 MONTH FY 09-10	%	JAN 2011	4 MONTH FY 10-11	4 MONTH FY 09-10	%	JAN 2011	4 MONTH FY 10-11	4 MONTH FY 09-10	%
Austin History Center	608	2,840	2,667	6	170	684	719	-5	167	663	594	12
Faulk Central	7,324	26,135	34,773	-25	4,343	13,477	15,191	-11	599	2,416	2,860	-16
Branches	9,954	35,377	43,736	-19	3,331	11,567	12,261	-6	----	-----	-----	-----
TOTAL	17,886	64,352	81,176	-21	7,844	25,728	28,171	-9	766	3,079	3,454	-11

REFERENCE QUESTIONS GRAND TOTAL:	JAN 2011	4 MONTH FY 10-11	4 MONTH FY 09-10	%	
	26,496	93,159	112,801	-17	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

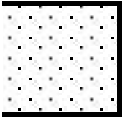
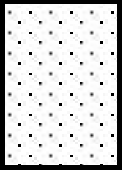
~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

^Some of the ARZ staff did not participate in the "Reference Questions Asked" survey and the statistics were incomplete. ARZ will begin using the survey with all staff included beginning with the December 2010 statistics.

↔The Southeast Austin Community Branch closed December 6, 2010 for renovations.

JAN 2011
% Filled
100
100
95
99
100
100
95
99
99
100
84
100
96
99
100
0
100
98
98
99
100
99
94



LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	FEB 2011 In-Library	5 MONTH FY 10-11	FEB 2011 Telephone	5 MONTH FY 10-11	FEB 2011 In-Library	5 MONTH FY 10-11	FEB 2011 Telephone	5 MONTH FY 10-11	FEB 2011 In-Library	5 MONTH FY 10-11	FEB 2011 Telephone	5 MONTH FY 10-11
Austin History Center	250	1,157	40	230	295	1,530	142	443	144	842	67	260
Carver	27	101	9	14	193	2,100	7	127	307	2,497	81	315
Cepeda	47	123	16	39	100	463	70	254	162	1,212	115	662
Faulk Central	289	1,466	319	1,191	2,909	15,150	2,241	10,523	2,931	15,648	1,072	5,395
Hampton Branch at Oak Hill	11	91	0	72	72	259	18	171	132	370	35	174
Howson~	24	69	4	27	71	303	14	122	60	320	40	251
Little Walnut Creek	22	109	9	17	135	703	7	93	208	1,354	88	480
Manchaca Road	36	221	4	27	276	1,373	27	121	322	1,625	48	232
Milwood	59	362	0	0	322	1,246	77	385	325	1,573	0	0
North Village	127	577	30	141	336	1,362	30	206	154	619	63	246
Oak Springs	9	56	0	33	28	192	10	58	87	544	36	268
Old Quarry	2	42	0	0	176	930	38	229	123	629	54	252
Pleasant Hill	23	165	43	209	71	335	118	422	201	595	153	449
Ruiz^	151	443	28	111	678	2,730	114	744	637	2,206	41	504
St. John	64	393	5	21	279	1,373	117	342	280	1,030	74	203
Southeast Austin Community↔	0	44	0	0	0	668	0	2	0	894	0	36
Spicewood Springs	82	471	0	40	222	1,027	85	560	103	869	73	674
Terrazas ♦	52	185	45	100	104	253	55	124	86	1,307	52	183
Twin Oaks▲	131	475	73	376	137	510	126	591	159	778	188	864
University Hills	52	243	20	109	48	255	16	126	62	315	18	83
Windsor Park	36	192	20	174	221	1,380	115	667	326	1,750	176	731
Yarborough	167	454	104	328	146	560	114	372	182	705	82	391
TOTAL AT APL LOCATIONS	1,661	7,439	769	3,259	6,819	34,702	3,541	16,682	6,991	37,682	2,556	12,653

REFERENCE QUESTIONS ASKED:

	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	FEB 2011	5 MONTH FY 10-11	5 MONTH FY 09-10	%	FEB 2011	5 MONTH FY 10-11	5 MONTH FY 09-10	%	FEB 2011	5 MONTH FY 10-11	5 MONTH FY 09-10	%
Austin History Center	689	3,529	3,547	-1	249	933	924	1	161	824	736	12
Faulk Central	6,129	32,264	40,960	-21	3,632	17,109	18,325	-7	760	3,176	3,485	-9
Branches	8,653	44,030	54,183	-19	2,985	14,552	15,354	-5	----	-----	-----	-----
TOTAL	15,471	79,823	98,690	-19	6,866	32,594	34,603	-6	921	4,000	4,221	-5

REFERENCE QUESTIONS GRAND TOTAL:

	FEB 2011	5 MONTH FY 10-11	5 MONTH FY 09-10	%
	23,258	116,417	137,514	-15

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

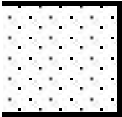
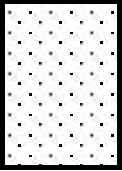
~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

^Some of the ARZ staff did not participate in the "Reference Questions Asked" survey and the statistics were incomplete. ARZ will begin using the survey with all staff included beginning with the December 2010 statistics.

↔The Southeast Austin Community Branch closed December 6, 2010 for renovations.

FEB 2011
% Filled
100
99
96
99
100
98
99
100
99
100
82
100
92
100
100
0
100
98
98
99
100
100
94



LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	MAR 2011 In-Library	6 MONTH FY 10-11	MAR 2011 Telephone	6 MONTH FY 10-11	MAR 2011 In-Library	6 MONTH FY 10-11	MAR 2011 Telephone	6 MONTH FY 10-11	MAR 2011 In-Library	6 MONTH FY 10-11	MAR 2011 Telephone	6 MONTH FY 10-11
Austin History Center	167	1,324	40	270	308	1,838	68	511	126	968	51	311
Carver	47	148	12	26	696	2,796	61	188	820	3,317	88	403
Cepeda	53	176	8	47	139	602	50	304	346	1,558	158	820
Faulk Central	328	1,794	341	1,532	3,287	18,437	2,463	12,986	3,508	19,156	1,170	6,565
Hampton Branch at Oak Hill	13	104	0	72	30	289	10	181	107	477	50	224
Howson~	16	85	0	27	81	384	25	147	47	367	52	303
Little Walnut Creek	44	153	18	35	688	1,391	69	162	763	2,117	91	571
Manchaca Road	48	269	2	29	279	1,652	11	132	297	1,922	34	266
Milwood	45	407	0	0	379	1,625	86	471	386	1,959	0	0
North Village	114	691	14	155	233	1,595	44	250	411	1,030	73	319
Oak Springs	27	83	6	39	43	235	21	79	155	699	51	319
Old Quarry	6	48	1	1	221	1,151	67	296	141	770	64	316
Pleasant Hill	24	189	20	229	61	396	82	504	115	710	107	556
Ruiz^	123	566	27	138	682	3,412	132	876	677	2,883	56	560
St. John	55	448	5	26	347	1,720	99	441	308	1,338	87	290
Southeast Austin Community↔	0	44	0	0	0	668	0	2	0	894	0	36
Spicewood Springs	98	569	2	42	261	1,288	90	650	122	991	90	764
Terrazas ♦	9	194	2	102	42	295	27	151	31	1,338	7	190
Twin Oaks▲	125	600	75	451	150	660	130	721	160	938	180	1,044
University Hills	57	300	22	131	52	307	24	150	68	383	19	102
Windsor Park	53	245	33	207	293	1,673	167	834	444	2,194	247	978
Yarborough	185	639	125	453	150	710	103	475	183	888	152	543
TOTAL AT APL LOCATIONS	1,637	9,076	753	4,012	8,422	43,124	3,829	20,511	9,215	46,897	2,827	15,480

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	MAR 2011	6 MONTH FY 10-11	6 MONTH FY 09-10	%	MAR 2011	6 MONTH FY 10-11	6 MONTH FY 09-10	%	MAR 2011	6 MONTH FY 10-11	6 MONTH FY 09-10	%
Austin History Center	601	4,130	4,443	-7	159	1,092	1,142	-4	157	981	893	10
Faulk Central	7,123	39,387	47,960	-18	3,974	21,083	22,103	-5	647	3,823	4,123	-7
Branches	11,550	55,580	65,444	-15	3,276	17,828	18,961	-6	----	-----	-----	-----
TOTAL	19,274	99,097	117,847	-16	7,409	40,003	42,206	-5	804	4,804	5,016	-4

REFERENCE QUESTIONS GRAND TOTAL:								
	MAR 2011	6 MONTH FY 10-11	6 MONTH FY 09-10	%				
	27,487	143,904	165,069	-13				

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

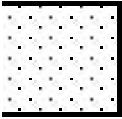
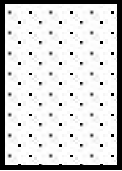
~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

^Some of the ARZ staff did not participate in the "Reference Questions Asked" survey and the statistics were incomplete. ARZ will begin using the survey with all staff included beginning with the December 2010 statistics.

↔The Southeast Austin Community Branch closed December 6, 2010 for renovations.

MAR 2011
% Filled
100
99
98
99
100
99
99
99
99
100
75
100
90
99
100
0
100
98
98
99
100
99
93



LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	APR 2011 In-Library	7 MONTH FY 10-11	APR 2011 Telephone	7 MONTH FY 10-11	APR 2011 In-Library	7 MONTH FY 10-11	APR 2011 Telephone	7 MONTH FY 10-11	APR 2011 In-Library	7 MONTH FY 10-11	APR 2011 Telephone	7 MONTH FY 10-11
Austin History Center	233	1,557	47	317	425	2,263	103	614	180	1,148	63	374
Carver	52	200	0	26	533	3,329	51	239	698	4,015	167	570
Cepeda	51	227	16	63	157	759	58	362	374	1,932	156	976
Faulk Central	509	2,303	290	1,822	3,320	21,757	2,501	15,487	3,867	23,023	1,117	7,682
Hampton Branch at Oak Hill	11	115	0	72	10	299	3	184	106	583	83	307
Howson~	12	97	2	29	255	639	170	317	201	568	162	465
Little Walnut Creek	41	194	2	37	328	1,719	26	188	368	2,485	55	626
Manchaca Road	45	314	2	31	237	1,889	9	141	284	2,206	32	298
Milwood	98	505	0	0	600	2,225	0	471	505	2,464	94	94
North Village	80	771	34	189	200	1,795	21	271	221	1,251	48	367
Oak Springs	7	90	0	39	15	250	17	96	97	796	49	368
Old Quarry	4	52	1	2	194	1,345	50	346	148	918	68	384
Pleasant Hill	26	215	14	243	75	471	77	581	174	884	142	698
Ruiz^	324	890	84	222	640	4,052	164	1,040	572	3,455	148	708
St. John	93	541	6	32	319	2,039	95	536	307	1,645	103	393
Southeast Austin Community↔	0	44	0	0	0	668	0	2	0	894	0	36
Spicewood Springs	86	655	3	45	236	1,524	85	735	142	1,133	76	840
Terrazas ♦	56	250	23	125	70	365	23	174	79	1,417	35	225
Twin Oaks ▲	200	800	155	606	227	887	257	978	471	1,409	221	1,265
University Hills	61	361	24	155	56	363	22	172	70	453	17	119
Windsor Park	36	281	46	253	728	2,401	293	1,127	512	2,706	50	1,028
Yarborough	129	768	110	563	169	879	116	591	150	1,038	147	690
TOTAL AT APL LOCATIONS	2,154	11,230	859	4,871	8,794	51,918	4,141	24,652	9,526	56,423	3,033	18,513

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	APR 2011	7 MONTH FY 10-11	7 MONTH FY 09-10	%	APR 2011	7 MONTH FY 10-11	7 MONTH FY 09-10	%	APR 2011	7 MONTH FY 10-11	7 MONTH FY 09-10	%
Austin History Center	838	4,968	5,388	-8	213	1,305	1,315	-1	122	1,103	1,002	10
Faulk Central	7,696	47,083	55,833	-16	3,908	24,991	26,554	-6	657	4,480	4,740	-5
Branches	11,940	67,520	76,433	-12	3,912	21,740	22,114	-2	----	-----	-----	-----
TOTAL	20,474	119,571	137,654	-13	8,033	48,036	49,983	-4	779	5,583	5,742	-3

REFERENCE QUESTIONS GRAND TOTAL:								
	APR 2011	7 MONTH FY 10-11	7 MONTH FY 09-10	%				
	29,286	173,190	193,379	-10				

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

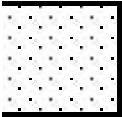
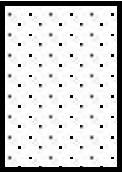
~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

^Some of the ARZ staff did not participate in the "Reference Questions Asked" survey and the statistics were incomplete. ARZ will begin using the survey with all staff included beginning with the December 2010 statistics.

↔The Southeast Austin Community Branch closed December 6, 2010 for renovations.

APR 2011
% Filled
100
99
97
99
100
99
98
100
99
100
75
100
95
99
100
0
100
98
98
99
100
99
93



LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	MAY 2011 In-Library	8 MONTH FY 10-11	MAY 2011 Telephone	8 MONTH FY 10-11	MAY 2011 In-Library	8 MONTH FY 10-11	MAY 2011 Telephone	8 MONTH FY 10-11	MAY 2011 In-Library	8 MONTH FY 10-11	MAY 2011 Telephone	8 MONTH FY 10-11	MAY 2011 % Filled
Austin History Center	146	1,703	36	353	338	2,601	68	682	110	1,258	43	417	100
Carver	15	215	0	26	401	3,730	50	289	468	4,483	127	697	99
Cepeda	30	257	18	81	197	956	51	413	353	2,285	160	1,136	95
Faulk Central	296	2,599	248	2,070	3,596	25,353	2,096	17,583	4,496	27,519	1,152	8,834	99
Hampton Branch at Oak Hill	17	132	0	72	78	377	9	193	194	777	60	367	100
Howson~	66	163	2	31	110	749	75	392	105	673	85	550	99
Little Walnut Creek	29	223	3	40	216	1,935	21	209	334	2,819	48	674	99
Manchaca Road	45	359	7	38	279	2,168	31	172	348	2,554	53	351	98
Milwood	35	540	0	0	282	2,507	58	529	272	2,736	0	94	99
North Village	98	869	22	211	246	2,041	79	350	280	1,531	70	437	100
Oak Springs	14	104	1	40	15	265	8	104	146	942	46	414	79
Old Quarry	1	53	0	2	210	1,555	29	375	147	1,065	64	448	100
Pleasant Hill	23	238	11	254	71	542	75	656	78	962	62	760	93
Ruiz^	310	1,200	82	304	694	4,746	96	1,136	555	4,010	168	876	100
St. John	49	590	2	34	251	2,290	91	627	256	1,901	76	469	100
Southeast Austin Community↔	0	44	0	0	0	668	0	2	0	894	0	36	0
Spicewood Springs	60	715	40	85	286	1,810	86	821	186	1,319	90	930	100
Terrazas ♦	32	282	24	149	70	435	48	222	48	1,465	38	263	98
Twin Oaks ▲	168	968	118	724	103	990	177	1,155	276	1,685	195	1,460	98
University Hills	56	417	23	178	59	422	18	190	65	518	19	138	99
Windsor Park	34	315	41	294	586	2,987	263	1,390	424	3,130	50	1,078	100
Yarborough	126	894	83	646	106	985	81	672	171	1,209	90	780	100
TOTAL AT APL LOCATIONS	1,650	12,880	761	5,632	8,194	60,112	3,510	28,162	9,312	65,735	2,696	21,209	93

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	MAY 2011	8 MONTH FY 10-11	8 MONTH FY 09-10	%	MAY 2011	8 MONTH FY 10-11	8 MONTH FY 09-10	%	MAY 2011	8 MONTH FY 10-11	8 MONTH FY 09-10	%	
Austin History Center	594	5,562	6,154	-10	147	1,452	1,556	-7	90	1,193	1,192	0	
Faulk Central	8,388	55,471	62,269	-11	3,496	28,487	30,138	-5	640	5,120	5,252	-3	
Branches	10,174	77,694	86,955	-11	3,324	25,064	24,734	1	----	-----	-----	-----	
TOTAL	19,156	138,727	155,378	-11	6,967	55,003	56,428	-3	730	6,313	6,444	-2	

REFERENCE QUESTIONS GRAND TOTAL:	MAY 2011	8 MONTH FY 10-11	8 MONTH FY 09-10	%	
	26,853	200,043	218,250	-8	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

^Some of the Ruiz Branch (ARZ) staff did not participate in the "Reference Questions Asked" survey and the statistics were incomplete. ARZ will begin using the survey with all staff included beginning with the December 2010 statistics.

↔The Southeast Austin Community Branch closed December 6, 2010 for renovations.

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	JUN 2011 In-Library	9 MONTH FY 10-11	JUN 2011 Telephone	9 MONTH FY 10-11	JUN 2011 In-Library	9 MONTH FY 10-11	JUN 2011 Telephone	9 MONTH FY 10-11	JUN 2011 In-Library	9 MONTH FY 10-11	JUN 2011 Telephone	9 MONTH FY 10-11	JUN 2011 % Filled
Austin History Center	228	1,931	59	412	407	3,008	52	734	172	1,430	88	505	100
Carver	68	283	14	40	567	4,297	47	336	582	5,065	112	809	99
Cepeda	28	285	8	89	63	1,019	38	451	400	2,685	141	1,277	100
Faulk Central	437	3,036	458	2,528	3,454	28,807	2,161	19,744	3,685	31,204	1,207	10,041	99
Hampton Branch at Oak Hill	4	136	0	72	181	558	1	194	165	942	44	411	100
Howson~	20	183	6	37	104	853	38	430	38	711	40	590	97
Little Walnut Creek	33	256	26	66	542	2,477	39	248	510	3,329	66	740	99
Manchaca Road	61	420	4	42	352	2,520	18	190	370	2,924	41	392	100
Milwood	68	608	67	67	536	3,043	0	529	440	3,176	0	94	99
North Village	155	1,024	31	242	281	2,322	74	424	237	1,768	80	517	100
Oak Springs	15	119	17	57	28	293	25	129	83	1,025	29	443	85
Old Quarry	4	57	0	2	253	1,808	49	424	150	1,215	50	498	99
Pleasant Hill	51	289	32	286	91	633	103	759	149	1,111	87	847	92
Ruiz^	187	1,387	49	353	512	5,258	42	1,178	367	4,377	112	988	100
St. John	60	650	10	44	252	2,542	100	727	308	2,209	94	563	100
Southeast Austin Community↔	0	44	0	0	0	668	0	2	0	894	0	36	0
Spicewood Springs	0	715	13	98	0	1,810	39	860	0	1,319	27	957	100
Terrazas ♦	67	349	34	183	59	494	53	275	55	1,520	45	308	98
Twin Oaks▲	110	1,078	88	812	182	1,172	216	1,371	206	1,891	235	1,695	98
University Hills	67	484	31	209	71	493	22	212	74	592	25	163	99
Windsor Park	30	345	44	338	557	3,544	248	1,638	443	3,573	67	1,145	100
Yarborough	94	988	87	733	121	1,106	92	764	156	1,365	95	875	100
TOTAL AT APL LOCATIONS	1,787	14,667	1,078	6,710	8,613	68,725	3,457	31,619	8,590	74,325	2,685	23,894	94

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	JUN 2011	9 MONTH FY 10-11	9 MONTH FY 09-10	%	JUN 2011	9 MONTH FY 10-11	9 MONTH FY 09-10	%	JUN 2011	9 MONTH FY 10-11	9 MONTH FY 09-10	%	
Austin History Center	807	6,369	7,173	-11	199	1,651	1,777	-7	93	1,286	1,359	-5	
Faulk Central	7,576	63,047	69,862	-10	3,826	32,313	34,118	-5	707	5,827	5,897	-1	
Branches	10,607	88,301	97,542	-9	3,195	28,259	27,708	2	----	-----	-----	-----	
TOTAL	18,990	157,717	174,577	-10	7,220	62,223	63,603	-2	800	7,113	7,256	-2	

REFERENCE QUESTIONS GRAND TOTAL:	JUN 2011	9 MONTH FY 10-11	9 MONTH FY 09-10	%	
	27,010	227,053	245,436	-7	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

^Some of the Ruiz Branch (ARZ) staff did not participate in the "Reference Questions Asked" survey and the statistics were incomplete. ARZ will begin using the survey with all staff included beginning with the December 2010 statistics.

↔The Southeast Austin Community Branch closed December 6, 2010 for renovations.

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	JUL 2011 In-Library	10 MONTH FY 10-11	JUL 2011 Telephone	10 MONTH FY 10-11	JUL 2011 In-Library	10 MONTH FY 10-11	JUL 2011 Telephone	10 MONTH FY 10-11	JUL 2011 In-Library	10 MONTH FY 10-11	JUL 2011 Telephone	10 MONTH FY 10-11	JUL 2011 % Filled
Austin History Center	170	2,101	38	450	342	3,350	94	828	159	1,589	70	575	100
Carver	94	377	0	40	578	4,875	35	371	846	5,911	113	922	99
Cepeda	24	309	7	96	64	1,083	42	493	292	2,977	192	1,469	97
Faulk Central	582	3,618	424	2,952	3,154	31,961	2,470	22,214	3,758	34,962	1,246	11,287	99
Hampton Branch at Oak Hill	7	143	0	72	122	680	3	197	93	1,035	51	462	100
Howson~	15	198	5	42	125	978	45	475	37	748	25	615	99
Little Walnut Creek	52	308	14	80	464	2,941	23	271	421	3,750	68	808	99
Manchaca Road	60	480	3	45	347	2,867	16	206	339	3,263	39	431	99
Milwood	102	710	0	67	565	3,608	48	577	509	3,685	0	94	99
North Village	168	1,192	48	290	271	2,593	84	508	251	2,019	68	585	100
Oak Springs	44	163	40	97	68	361	15	144	40	1,065	161	604	85
Old Quarry	1	58	1	3	173	1,981	72	496	103	1,318	70	568	100
Pleasant Hill	33	322	19	305	86	719	73	832	91	1,202	62	909	93
Ruiz^	232	1,619	24	377	464	5,722	72	1,250	316	4,693	40	1,028	100
St. John	51	701	2	46	236	2,778	102	829	288	2,497	134	697	100
Southeast Austin Community↔	0	44	0	0	0	668	0	2	0	894	0	36	0
Spicewood Springs	980	1,695	392	490	1,372	3,182	980	1,840	8,820	10,139	980	1,937	100
Terrazas ♦	17	366	9	192	36	530	14	289	30	1,550	11	319	98
Twin Oaks▲	245	1,323	164	976	249	1,421	217	1,588	300	2,191	304	1,999	98
University Hills	69	553	32	241	75	568	20	232	70	662	28	191	99
Windsor Park	33	378	40	378	574	4,118	254	1,892	497	4,070	67	1,212	100
Yarborough	68	1,056	56	789	104	1,210	64	828	129	1,494	78	953	100
TOTAL AT APL LOCATIONS	3,047	17,714	1,318	8,028	9,469	78,194	4,743	36,362	17,389	91,714	3,807	27,701	94

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	JUL 2011	10 MONTH FY 10-11	10 MONTH FY 09-10	%	JUL 2011	10 MONTH FY 10-11	10 MONTH FY 09-10	%	JUL 2011	10 MONTH FY 10-11	10 MONTH FY 09-10	%	
Austin History Center	671	7,040	8,217	-14	202	1,853	2,009	-8	91	1,377	1,548	-11	
Faulk Central	7,494	70,541	79,711	-12	4,140	36,453	37,561	-3	814	6,641	6,605	1	
Branches	21,740	110,041	107,017	3	5,526	33,785	30,309	11	----	-----	-----	-----	
TOTAL	29,905	187,622	194,945	-4	9,868	72,091	69,879	3	905	8,018	8,153	-2	

REFERENCE QUESTIONS GRAND TOTAL:	JUL 2011	10 MONTH FY 10-11	10 MONTH FY 09-10	%	
	40,678	267,731	272,977	-2	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

^Some of the Ruiz Branch (ARZ) staff did not participate in the "Reference Questions Asked" survey and the statistics were incomplete. ARZ will begin using the survey with all staff included beginning with the December 2010 statistics.

↔The Southeast Austin Community Branch closed December 6, 2010 for renovations.

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	AUG 2011 In-Library	11 MONTH FY 10-11	AUG 2011 Telephone	11 MONTH FY 10-11	AUG 2011 In-Library	11 MONTH FY 10-11	AUG 2011 Telephone	11 MONTH FY 10-11	AUG 2011 In-Library	11 MONTH FY 10-11	AUG 2011 Telephone	11 MONTH FY 10-11	AUG 2011 % Filled
Austin History Center	153	2,254	41	491	224	3,574	97	925	118	1,707	53	628	100
Carver	30	407	0	40	480	5,355	30	401	830	6,741	115	1,037	99
Cepeda	42	351	4	100	111	1,194	41	534	455	3,432	215	1,684	95
Faulk Central	421	4,039	470	3,422	3,238	35,199	2,326	24,540	2,684	37,646	1,302	12,589	99
Hampton Branch at Oak Hill	11	154	0	72	152	832	31	228	104	1,139	74	536	100
Howson~	24	222	5	47	87	1,065	40	515	26	774	15	630	98
Little Walnut Creek	25	333	11	91	364	3,305	21	292	426	4,176	83	891	99
Manchaca Road	73	553	7	52	375	3,242	26	232	404	3,667	55	486	99
Milwood	78	788	0	67	397	4,005	0	577	302	3,987	0	94	99
North Village	180	1,372	24	314	237	2,830	97	605	175	2,194	81	666	100
Oak Springs	50	213	13	110	152	513	17	161	289	1,354	68	672	85
Old Quarry	1	59	0	3	170	2,151	55	551	137	1,455	62	630	100
Pleasant Hill	34	356	18	323	112	831	72	904	121	1,323	72	981	92
Ruiz^	301	1,920	32	409	698	6,420	97	1,347	552	5,245	173	1,201	100
St. John	48	749	8	54	99	2,877	102	931	179	2,676	60	757	100
Southeast Austin Community↔	0	44	0	0	0	668	0	2	0	894	0	36	0
Spicewood Springs	100	1,795	125	615	150	3,332	175	2,015	163	10,302	57	1,994	100
Terrazas ♦	25	391	17	209	39	569	20	309	32	1,582	27	346	98
Twin Oaks▲	300	1,623	285	1,261	314	1,735	253	1,841	320	2,511	250	2,249	95
University Hills	82	635	30	271	77	645	22	254	75	737	26	217	99
Windsor Park	27	405	40	418	563	4,681	193	2,085	435	4,505	63	1,275	100
Yarborough	106	1,162	96	885	139	1,349	135	963	167	1,661	113	1,066	99
TOTAL AT APL LOCATIONS	2,111	19,825	1,226	9,254	8,178	86,372	3,850	40,212	7,994	99,708	2,964	30,665	93

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	AUG 2011	11 MONTH FY 10-11	11 MONTH FY 09-10	%	AUG 2011	11 MONTH FY 10-11	11 MONTH FY 09-10	%	AUG 2011	11 MONTH FY 10-11	11 MONTH FY 09-10	%	
Austin History Center	495	7,535	9,104	-17	191	2,044	2,254	-9	136	1,513	1,750	-14	
Faulk Central	6,343	76,884	87,738	-12	4,098	40,551	41,592	-3	848	7,489	7,362	2	
Branches	11,445	121,486	117,676	3	3,751	37,536	33,557	12	----	-----	-----	-----	
TOTAL	18,283	205,905	214,518	-4	8,040	80,131	77,403	4	984	9,002	9,112	-1	

REFERENCE QUESTIONS GRAND TOTAL:	AUG 2011	11 MONTH FY 10-11	11 MONTH FY 09-10	%	
	27,307	295,038	301,033	-2	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

^Some of the Ruiz Branch (ARZ) staff did not participate in the "Reference Questions Asked" survey and the statistics were incomplete. ARZ will begin using the survey with all staff included beginning with the December 2010 statistics.

↔The Southeast Austin Community Branch closed December 6, 2010 for renovations.

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	Sep 2011 In-Library	12 MONTH FY 10-11	SEP 2011 Telephone	12 MONTH FY 10-11	Sep 2011 In-Library	12 MONTH FY 10-11	SEP 2011 Telephone	12 MONTH FY 10-11	Sep 2011 In-Library	12 MONTH FY 10-11	SEP 2011 Telephone	12 MONTH FY 10-11	SEP 2011 % Filled
Austin History Center	173	2,427	36	527	344	3,918	71	996	153	1,860	79	707	100
Carver	54	461	8	48	537	5,892	35	436	584	7,325	125	1,162	99
Cepeda	24	375	15	115	67	1,261	49	583	270	3,702	119	1,803	98
Faulk Central	687	4,726	344	3,766	2,976	38,175	2,374	26,914	2,640	40,286	1,089	13,678	99
Hampton Branch at Oak Hill	5	159	0	72	53	885	4	232	104	1,243	59	595	100
Howson~	9	231	0	47	65	1,130	15	530	89	863	20	650	98
Little Walnut Creek	36	369	12	103	228	3,533	26	318	297	4,473	31	922	99
Manchaca Road	49	602	8	60	276	3,518	32	264	323	3,990	47	533	99
Milwood	47	835	0	67	278	4,283	53	630	216	4,203	0	94	99
North Village	176	1,548	38	352	274	3,104	40	645	263	2,457	43	709	100
Oak Springs	48	261	24	134	54	567	38	199	130	1,484	67	739	85
Old Quarry	5	64	0	3	178	2,329	48	599	126	1,581	47	677	100
Pleasant Hill	27	383	12	335	90	921	54	958	87	1,410	49	1,030	92
Ruiz^	317	2,237	41	450	732	7,152	110	1,457	566	5,811	196	1,397	100
St. John	115	864	14	68	145	3,022	38	969	211	2,887	45	802	100
Southeast Austin Community↔	11	55	14	14	15	683	13	15	69	963	44	80	98
Spicewood Springs	90	1,885	45	660	180	3,512	90	2,105	270	10,572	90	2,084	100
Terrazas ♦	21	412	15	224	49	618	34	343	53	1,635	27	373	100
Twin Oaks▲	630	2,253	500	1,761	1,085	2,820	535	2,376	1,145	3,656	380	2,629	95
University Hills	75	710	26	297	79	724	25	279	65	802	24	241	99
Windsor Park	21	426	37	455	474	5,155	184	2,269	409	4,914	67	1,342	100
Yarborough	73	1,235	61	946	107	1,456	55	1,018	120	1,781	66	1,132	99
TOTAL AT APL LOCATIONS	2,693	22,518	1,250	10,504	8,286	94,658	3,923	44,135	8,190	107,898	2,714	33,379	98

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	SEP 2011	12 MONTH FY 10-11	12 MONTH FY 09-10	%	SEP 2011	12 MONTH FY 10-11	12 MONTH FY 09-10	%	SEP 2011	12 MONTH FY 10-11	12 MONTH FY 09-10	%	
Austin History Center	670	8,205	9,883	-17	186	2,230	2,487	-10	138	1,651	1,889	-13	
Faulk Central	6,303	83,187	95,598	-13	3,807	44,358	45,445	-2	843	8,332	8,022	4	
Branches	12,196	133,682	126,444	6	3,894	41,430	36,828	12	----	-----	-----	-----	
TOTAL	19,169	225,074	231,925	-3	7,887	88,018	84,760	4	981	9,983	9,911	1	

REFERENCE QUESTIONS GRAND TOTAL:	SEP 2011	12 MONTH FY 10-11	12 MONTH FY 09-10	%	
	28,037	323,075	326,596	-1	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

♦Includes Spanish telephone reference calls for Terrazas Branch; breakdown was not provided.

~The Howson Branch closed May 18, 2009 for renovations. Re-opened April 10, 2010.

▲The Twin Oaks Branch closed June 1, 2010 to prepare for opening in the newly constructed library building. Re-opened August 21, 2010.

^Some of the Ruiz Branch (ARZ) staff did not participate in the "Reference Questions Asked" survey and the statistics were incomplete. ARZ will begin using the survey with all staff included beginning with the December 2010 statistics.

↔The Southeast Austin Community Branch closed December 6, 2010 for renovations.

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	Oct 2011 In-Library	1 MONTH FY 11-12	Oct 2011 Telephone	1 MONTH FY 11-12	Oct 2011 In-Library	1 MONTH FY 11-12	Oct 2011 Telephone	1 MONTH FY 11-12	Oct 2011 In-Library	1 MONTH FY 11-12	Oct 2011 Telephone	1 MONTH FY 11-12	Oct 2011 % Filled
Austin History Center	149	149	44	44	262	262	93	93	118	118	60	60	100
Carver	35	35	22	22	400	400	166	166	196	196	354	354	100
Cepeda	11	11	12	12	26	26	33	33	259	259	120	120	98
Faulk Central	501	501	465	465	2,171	2,171	2,436	2,436	2,693	2,693	1,436	1,436	100
Hampton Branch at Oak Hill	9	9	0	0	58	58	3	3	3	3	64	64	100
Howson	5	5	1	1	62	62	18	18	94	94	25	25	99
Little Walnut Creek	37	37	18	18	376	376	132	132	229	229	145	145	100
Manchaca Road	53	53	5	5	308	308	12	12	309	309	41	41	100
Milwood	43	43	0	0	465	465	79	79	423	423	0	0	99
North Village	201	201	15	15	340	340	73	73	438	438	110	110	100
Oak Springs	54	54	24	24	36	36	29	29	91	91	64	64	89
Old Quarry	5	5	0	0	208	208	43	43	129	129	57	57	100
Pleasant Hill	38	38	24	24	83	83	62	62	85	85	42	42	92
Ruiz	132	132	80	80	436	436	168	168	240	240	96	96	100
St. John	90	90	27	27	144	144	88	88	98	98	63	63	100
Southeast Austin Community	56	56	30	30	51	51	102	102	240	240	213	213	98
Spicewood Springs	63	63	13	13	124	124	65	65	150	150	74	74	100
Terrazas	61	61	30	30	85	85	19	19	60	60	70	70	100
Twin Oaks	780	780	835	835	790	790	800	800	830	830	800	800	90
University Hills	79	79	25	25	82	82	20	20	60	60	15	15	100
Windsor Park	30	30	39	39	337	337	122	122	349	349	77	77	100
Yarborough	85	85	83	83	85	85	67	67	101	101	84	84	100
TOTAL AT APL LOCATIONS	2,517	2,517	1,792	1,792	6,929	6,929	4,630	4,630	7,195	7,195	4,010	4,010	98

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	Oct 2011	1 MONTH FY 11-12	1 MONTH FY 10-11	%	Oct 2011	1 MONTH FY 11-12	1 MONTH FY 10-11	%	Oct 2011	1 MONTH FY 11-12	1 MONTH FY 10-11	%	
Austin History Center	529	529	870	-39	197	197	185	6	144	144	192	-25	
Faulk Central	5,365	5,365	7,026	-24	4,337	4,337	3,341	30	768	768	699	10	
Branches	10,747	10,747	9,347	15	5,898	5,898	2,956	100	---	---	---	---	
TOTAL	16,641	16,641	17,243	-3	10,432	10,432	6,482	61	912	912	891	2	

REFERENCE QUESTIONS GRAND TOTAL:	Oct 2011	1 MONTH FY 11-12	1 MONTH FY 10-11	%	
	27,985	27,985	24,616	14	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	Nov 2011 In-Library	2 MONTH FY 10-11	Nov 2011 Telephone	2 MONTH FY 10-11	Nov 2011 In-Library	2 MONTH FY 10-11	Nov 2011 Telephone	2 MONTH FY 10-11	Nov 2011 In-Library	2 MONTH FY 10-11	Nov 2011 Telephone	2 MONTH FY 10-11	Nov 2011 % Filled
Austin History Center	237	386	42	86	323	585	66	159	143	261	83	143	100
Carver	80	115	12	34	301	701	30	196	290	486	77	431	100
Cepeda	23	34	15	27	226	252	287	320	297	556	277	397	100
Faulk Central	486	987	274	739	2,586	4,757	2,108	4,544	2,019	4,712	1,062	2,498	100
Hampton Branch at Oak Hill	8	17	0	0	41	99	2	5	66	69	47	111	100
Howson	6	11	2	3	67	129	25	43	74	168	26	51	99
Little Walnut Creek	94	131	22	40	316	692	28	160	342	571	66	211	100
Manchaca Road	43	96	5	10	277	585	31	43	346	655	48	89	99
Milwood	63	106	0	0	318	783	68	147	298	721	0	0	99
North Village	170	371	16	31	248	588	64	137	334	772	90	200	100
Oak Springs	11	65	10	34	65	101	37	66	101	192	56	120	100
Old Quarry	10	15	0	0	185	393	48	91	182	311	88	145	100
Pleasant Hill	31	69	12	36	97	180	78	140	86	171	67	109	93
Ruiz	124	256	74	154	433	869	169	337	247	487	85	181	100
St. John	90	180	27	54	144	288	88	176	98	196	63	126	100
Southeast Austin Community	49	105	35	65	43	94	82	184	383	623	277	490	98
Spicewood Springs	200	263	125	138	300	424	170	235	650	800	200	274	100
Terrazas	80	141	42	72	152	237	114	133	41	101	47	117	98
Twin Oaks	75	855	50	885	250	1,040	925	1,725	675	1,505	200	1,000	98
University Hills	75	154	20	45	80	162	22	42	65	125	20	35	99
Windsor Park	47	77	39	78	293	630	120	242	398	747	200	277	100
Yarborough	99	184	71	154	91	176	63	130	144	245	186	270	100
TOTAL AT APL LOCATIONS	2,101	4,618	893	2,685	6,836	13,765	4,625	9,255	7,279	14,474	3,265	7,275	99

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	Nov 2011	2 MONTH FY 11-12	2 MONTH FY 10-11	%	Nov 2011	2 MONTH FY 11-12	2 MONTH FY 10-11	%	Nov 2011	2 MONTH FY 11-12	2 MONTH FY 10-11	%	
Austin History Center	703	1,232	1,535	-20	191	388	328	18	121	265	343	-23	
Faulk Central	5,091	10,456	14,133	-26	3,444	7,781	6,336	23	788	1,556	1,293	20	
Branches	10,422	21,169	17,876	18	5,148	11,046	5,488	101	---	---	---	---	
TOTAL	16,216	32,857	33,544	-2	8,783	19,215	12,152	58	909	1,821	1,636	11	

REFERENCE QUESTIONS GRAND TOTAL:	Nov 2011	2 MONTH FY 11-12	2 MONTH FY 10-11	%	
	25,908	53,893	47,332	14	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	Dec 2011 In-Library	3 MONTH FY 10-11	Dec 2011 Telephone	3 MONTH FY 10-11	Dec 2011 In-Library	3 MONTH FY 10-11	Dec 2011 Telephone	3 MONTH FY 10-11	Dec 2011 In-Library	3 MONTH FY 10-11	Dec 2011 Telephone	3 MONTH FY 10-11	Dec 2011 % Filled
Austin History Center	154	540	41	127	281	866	70	229	145	406	56	199	100
Carver	26	141	5	39	263	964	39	235	312	798	24	455	100
Cepeda	25	59	10	37	124	376	34	354	91	647	93	490	100
Faulk Central	401	1,388	201	940	2,459	7,216	1,907	6,451	2,092	6,804	980	3,478	99
Hampton Branch at Oak Hill	50	67	20	20	79	178	15	20	120	189	79	190	100
Howson	2	13	0	3	55	184	23	66	40	208	15	66	99
Little Walnut Creek	38	169	12	52	254	946	33	193	322	893	36	247	100
Manchaca Road	45	141	9	19	266	851	23	66	301	956	45	134	99
Milwood	66	172	0	0	393	1,176	77	224	338	1,059	0	0	99
North Village	119	490	19	50	218	806	77	214	255	1,027	122	322	100
Oak Springs	49	114	20	54	65	166	54	120	111	303	65	185	100
Old Quarry	5	20	1	1	163	556	43	134	129	440	59	204	100
Pleasant Hill	29	98	18	54	91	271	82	222	96	267	62	171	93
Ruiz	124	380	76	230	458	1,327	173	510	267	754	104	285	100
St. John	43	223	11	65	96	384	23	199	182	378	59	185	100
Southeast Austin Community	41	146	21	86	30	124	35	219	310	933	281	771	98
Spicewood Springs	170	433	0	138	362	786	180	415	905	1,705	271	545	100
Terrazas	17	158	9	81	29	266	12	145	17	118	5	122	98
Twin Oaks	67	922	61	946	82	1,122	58	1,783	117	1,622	100	1,100	97
University Hills	79	233	28	73	82	244	27	69	67	192	26	61	100
Windsor Park	30	107	39	117	337	967	122	364	349	1,096	77	354	100
Yarborough	115	299	97	251	133	309	89	219	205	450	138	408	100
TOTAL AT APL LOCATIONS	1,695	6,313	698	3,383	6,320	20,085	3,196	12,451	6,771	21,245	2,697	9,972	99

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	Dec 2011	3 MONTH FY 11-12	3 MONTH FY 10-11	%	Dec 2011	3 MONTH FY 11-12	3 MONTH FY 10-11	%	Dec 2011	3 MONTH FY 11-12	3 MONTH FY 10-11	%	
Austin History Center	580	1,812	2,232	-19	167	555	514	8	89	354	496	-29	
Faulk Central	4,952	15,408	18,811	-18	3,088	10,869	9,134	19	554	2,110	1,817	16	
Branches	9,254	30,423	25,423	20	3,336	14,382	8,236	75	---	---	---	---	
TOTAL	14,786	47,643	46,466	3	6,591	25,806	17,884	44	643	2,464	2,313	7	

REFERENCE QUESTIONS GRAND TOTAL:	Dec 2011	3 MONTH FY 11-12	3 MONTH FY 10-11	%	
	22,020	75,913	66,663	14	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	Jan 2012 In-Library	4 MONTH FY 10-11	Jan 2012 Telephone	4 MONTH FY 10-11	Jan 2012 In-Library	4 MONTH FY 10-11	Jan 2012 Telephone	4 MONTH FY 10-11	Jan 2012 In-Library	4 MONTH FY 10-11	Jan 2012 Telephone	4 MONTH FY 10-11	Jan 2012 % Filled
Austin History Center	236	776	44	171	209	1,075	128	357	107	513	65	264	100
Carver	50	191	43	82	298	1,262	28	263	409	1,207	119	574	100
Cepeda	44	103	8	45	33	409	29	383	92	739	37	527	100
Faulk Central	455	1,843	286	1,226	3,329	10,545	2,496	8,947	3,382	10,186	1,155	4,633	99
Hampton Branch at Oak Hill	9	76	0	20	69	247	14	34	86	275	56	246	100
Howson	3	16	2	5	58	242	35	101	55	263	42	108	99
Little Walnut Creek	62	231	34	86	330	1,276	215	408	460	1,353	75	322	100
Manchaca Road	47	188	5	24	263	1,114	20	86	326	1,282	46	180	99
Milwood	56	228	0	0	284	1,460	69	293	254	1,313	0	0	99
North Village	186	676	43	93	255	1,061	70	284	338	1,365	129	451	100
Oak Springs	42	156	15	69	75	241	60	180	115	418	68	253	100
Old Quarry	6	26	0	1	199	755	47	181	147	587	48	252	100
Pleasant Hill	28	126	11	65	90	361	82	304	103	370	69	240	93
Ruiz	136	516	84	314	469	1,796	186	696	279	1,033	108	393	100
St. John	27	250	12	77	38	422	0	199	68	446	62	247	100
Southeast Austin Community	32	178	9	95	50	174	20	239	190	1,123	215	986	98
Spicewood Springs	180	613	0	138	576	1,362	384	799	960	2,665	200	745	100
Terrazas	72	230	12	93	117	383	35	180	106	224	23	145	98
Twin Oaks	29	951	10	956	40	1,162	10	1,793	180	1,802	200	1,300	97
University Hills	61	294	24	97	56	300	22	91	70	262	17	78	100
Windsor Park	60	167	33	150	340	1,307	176	540	446	1,542	296	650	100
Yarborough	110	409	111	362	114	423	129	348	123	573	105	513	100
TOTAL AT APL LOCATIONS	1,931	8,244	786	4,169	7,292	27,377	4,255	16,706	8,296	29,541	3,135	13,107	99

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	Jan 2012	4 MONTH FY 11-12	4 MONTH FY 10-11	%	Jan 2012	4 MONTH FY 11-12	4 MONTH FY 10-11	%	Jan 2012	4 MONTH FY 11-12	4 MONTH FY 10-11	%	
Austin History Center	552	2,364	2,840	-17	237	792	684	16	85	439	663	-34	
Faulk Central	7,166	22,574	26,135	-14	3,937	14,806	13,477	10	724	2,834	2,416	17	
Branches	9,801	40,224	35,377	14	4,002	18,384	11,567	59	---	---	---	---	
TOTAL	17,519	65,162	64,352	1	8,176	33,982	25,728	32	809	3,273	3,079	6	

REFERENCE QUESTIONS GRAND TOTAL:	Jan 2012	4 MONTH FY 11-12	4 MONTH FY 10-11	%	
	26,504	102,417	93,159	10	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	Feb 2012 In-Library	5 MONTH FY 10-11	Feb 2012 Telephone	5 MONTH FY 10-11	Feb 2012 In-Library	5 MONTH FY 10-11	Feb 2012 Telephone	5 MONTH FY 10-11	Feb 2012 In-Library	5 MONTH FY 10-11	Feb 2012 Telephone	5 MONTH FY 10-11	Feb 2012 % Filled
Austin History Center	294	1,070	45	216	369	1,444	104	461	205	718	77	341	100
Carver	97	288	24	106	534	1,796	50	313	600	1,807	75	649	99
Cepeda	41	144	32	77	29	438	28	411	77	816	37	564	100
Faulk Central	340	2,183	368	1,594	3,032	13,577	2,364	11,311	3,264	13,450	1,340	5,973	99
Hampton Branch at Oak Hill	54	130	0	20	114	361	72	106	210	485	176	422	100
Howson	2	18	1	6	67	309	40	141	49	312	32	140	99
Little Walnut Creek	112	343	84	170	368	1,644	47	455	456	1,809	77	399	100
Manchaca Road	53	241	4	28	279	1,393	27	113	330	1,612	47	227	99
Milwood	60	288	0	0	300	1,760	83	376	269	1,582	0	0	99
North Village	134	810	36	129	2,116	3,177	78	362	368	1,733	103	554	100
Oak Springs	40	196	12	81	88	329	69	249	125	543	75	328	100
Old Quarry	5	31	4	5	178	933	46	227	138	725	45	297	100
Pleasant Hill	22	148	14	79	90	451	69	373	86	456	72	312	95
Ruiz	160	676	48	362	548	2,344	156	852	316	1,349	68	461	99
St. John	6	256	0	77	52	474	57	256	37	483	31	278	100
Southeast Austin Community	30	208	40	135	61	235	92	331	355	1,478	308	1,294	98
Spicewood Springs	190	803	0	138	610	1,972	407	1,206	1,017	3,682	212	957	100
Terrazas	13	243	11	104	42	425	18	198	24	248	15	160	98
Twin Oaks	30	981	25	981	50	1,212	90	1,883	350	2,152	65	1,365	98
University Hills	61	355	24	121	56	356	22	113	55	317	26	104	99
Windsor Park	26	193	76	226	76	1,383	90	630	421	1,963	219	869	100
Yarborough	66	475	53	415	53	476	33	381	50	623	19	532	98
TOTAL AT APL LOCATIONS	1,836	10,080	901	5,070	9,112	36,489	4,042	20,748	8,802	38,343	3,119	16,226	99

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	FEB 2012	5 MONTH FY 11-12	5 MONTH FY 10-11	%	Feb 2012	5 MONTH FY 11-12	5 MONTH FY 10-11	%	Feb 2012	5 MONTH FY 11-12	5 MONTH FY 10-11	%	
Austin History Center	868	3,232	3,529	-8	226	1,018	933	9	87	526	824	-36	
Faulk Central	6,636	29,210	32,264	-9	4,072	18,878	17,109	10	724	3,558	3,176	12	
Branches	12,246	52,470	44,030	19	3,764	22,148	14,552	52	---	---	---	---	
TOTAL	19,750	84,912	79,823	6	8,062	42,044	32,594	29	811	4,084	4,000	2	

REFERENCE QUESTIONS GRAND TOTAL:	Feb 2012	5 MONTH FY 11-12	5 MONTH FY 10-11	%	
	28,623	131,040	116,417	13	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	Mar 2012 In-Library	6 MONTH FY 10-11	Mar 2012 Telephone	6 MONTH FY 10-11	Mar 2012 In-Library	6 MONTH FY 10-11	Mar 2012 Telephone	6 MONTH FY 10-11	Mar 2012 In-Library	6 MONTH FY 10-11	Mar 2012 Telephone	6 MONTH FY 10-11	Mar 2012 % Filled
Austin History Center	213	1,283	49	265	274	1,718	105	566	123	841	67	408	100
Carver	24	312	12	118	297	2,093	148	461	322	2,129	161	810	99
Cepeda	26	170	11	88	22	460	26	437	84	900	30	594	100
Faulk Central	408	2,591	244	1,838	3,641	17,218	2,348	13,659	3,805	17,255	1,232	7,205	99
Hampton Branch at Oak Hill	10	140	0	20	114	475	70	176	200	685	100	522	100
Howson	3	21	1	7	106	415	82	223	47	359	53	193	99
Little Walnut Creek	26	369	10	180	264	1,908	136	591	332	2,141	108	507	100
Manchaca Road	72	313	2	30	306	1,699	30	143	345	1,957	53	280	99
Milwood	68	356	0	0	290	2,050	78	454	256	1,838	0	0	99
North Village	176	986	21	150	248	3,425	124	486	314	2,047	137	691	100
Oak Springs	35	231	7	88	90	419	75	324	115	658	70	398	100
Old Quarry	7	38	0	5	198	1,131	45	272	145	870	42	339	100
Pleasant Hill	19	167	10	89	83	534	54	427	73	529	55	367	95
Ruiz	163	839	54	416	566	2,910	157	1,009	336	1,685	69	530	99
St. John	5	261	15	92	26	500	43	299	22	505	63	341	100
Southeast Austin Community	40	248	18	153	40	275	47	378	247	1,725	276	1,570	98
Spicewood Springs	52	855	0	138	1,035	3,007	414	1,620	2,070	5,752	207	1,164	100
Terrazas	12	255	4	108	31	456	9	207	26	274	15	175	98
Twin Oaks	40	1,021	18	999	40	1,252	45	1,928	250	2,402	260	1,625	98
University Hills	65	420	21	142	57	413	25	138	53	370	15	119	99
Windsor Park	37	230	3	229	319	1,702	185	815	469	2,432	276	1,145	100
Yarborough	89	564	89	504	95	571	62	443	62	685	59	591	98
TOTAL AT APL LOCATIONS	1,590	11,670	589	5,659	8,142	44,631	4,308	25,056	9,696	48,039	3,348	19,574	99

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	MAR 2012	6 MONTH FY 11-12	6 MONTH FY 10-11	%	Mar 2012	6 MONTH FY 11-12	6 MONTH FY 10-11	%	Mar 2012	6 MONTH FY 11-12	6 MONTH FY 10-11	%	
Austin History Center	610	3,842	4,130	-7	221	1,239	1,092	13	87	613	981	-38	
Faulk Central	7,854	37,064	39,387	-6	3,824	22,702	21,083	8	724	4,282	3,823	12	
Branches	10,964	63,434	55,580	14	4,200	26,348	17,828	48	---	---	---	---	
TOTAL	19,428	104,340	99,097	5	8,245	50,289	40,003	26	811	4,895	4,804	2	

REFERENCE QUESTIONS GRAND TOTAL:	Mar 2012	6 MONTH FY 11-12	6 MONTH FY 10-11	%	
	28,484	159,524	143,904	11	

Definition of Reference Questions:

- Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)
- Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)
- Directional - Where are the Mystery books?

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	Apr 2012 In-Library	7 MONTH FY 10-11	Apr 2012 Telephone	7 MONTH FY 10-11	Apr 2012 In-Library	7 MONTH FY 10-11	Apr 2012 Telephone	7 MONTH FY 10-11	Apr 2012 In-Library	7 MONTH FY 10-11	Apr 2012 Telephone	7 MONTH FY 10-11	Apr 2012 % Filled
Austin History Center	293	1,576	46	311	396	2,114	81	647	195	1,036	38	446	100
Carver	59	371	28	146	194	2,287	116	577	165	2,294	174	984	99
Cepeda	63	233	27	115	71	531	21	458	135	1,035	46	640	100
Faulk Central	294	2,885	232	2,070	3,556	20,774	2,397	16,056	3,395	20,650	1,255	8,460	99
Hampton Branch at Oak Hill	40	180	10	30	37	512	20	196	100	785	50	572	100
Howson	5	26	2	9	88	503	45	268	56	415	50	243	99
Little Walnut Creek	38	407	22	202	232	2,140	146	737	216	2,357	188	695	100
Manchaca Road	50	363	7	37	284	1,983	20	163	339	2,296	50	330	99
Milwood	81	437	0	0	316	2,366	69	523	288	2,126	0	0	99
North Village	140	1,126	17	167	265	3,690	124	610	345	2,392	157	848	100
Oak Springs	28	259	4	92	110	529	85	409	125	783	88	486	100
Old Quarry	10	48	1	6	158	1,289	39	311	195	1,065	95	434	100
Pleasant Hill	13	180	9	98	88	622	53	480	98	627	53	420	95
Ruiz	176	1,015	58	474	586	3,496	162	1,171	346	2,031	72	602	99
St. John	54	315	18	110	72	572	54	353	129	634	105	446	100
Southeast Austin Community	48	296	7	160	66	341	67	445	317	2,042	271	1,841	98
Spicewood Springs	50	905	0	138	1,015	4,022	406	2,026	1,423	7,175	201	1,365	100
Terrazas	16	271	10	118	44	500	15	222	20	294	25	200	98
Twin Oaks	40	1,061	20	1,019	200	1,452	40	1,968	300	2,702	50	1,675	98
University Hills	67	487	29	171	91	504	39	177	96	466	67	186	99
Windsor Park	41	271	1	230	690	2,392	317	1,132	475	2,907	49	1,194	100
Yarborough	110	674	96	600	128	699	73	516	131	816	79	670	98
TOTAL AT APL LOCATIONS	1,716	13,386	644	6,303	8,687	53,318	4,389	29,445	8,889	56,928	3,163	22,737	99

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	APR 2012	7 MONTH FY 11-12	7 MONTH FY 10-11	%	Apr 2012	7 MONTH FY 11-12	7 MONTH FY 10-11	%	Apr 2012	7 MONTH FY 11-12	7 MONTH FY 10-11	%	
Austin History Center	884	4,726	4,130	14	165	1,404	1,092	29	91	704	981	-28	
Faulk Central	7,245	44,309	39,387	12	3,884	26,586	21,083	26	724	5,006	3,823	31	
Branches	11,163	74,597	55,580	34	4,147	30,495	17,828	71	---	---	---	---	
TOTAL	19,292	123,632	99,097	25	8,196	58,485	40,003	46	815	5,710	4,804	19	

REFERENCE QUESTIONS GRAND TOTAL:	Apr 2012	7 MONTH FY 11-12	7 MONTH FY 10-11	%	
	28,303	187,827	143,904	31	

Definition of Reference Questions:

- Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)
- Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)
- Directional - Where are the Mystery books?

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS				
	May 2012 In-Library	8 MONTH FY 11-12	May 2012 Telephone	8 MONTH FY 11-12	May 2012 In-Library	8 MONTH FY 11-12	May 2012 Telephone	8 MONTH FY 11-12	May 2012 In-Library	8 MONTH FY 11-12	May 2012 Telephone	8 MONTH FY 11-12	May 2012 % Filled
Austin History Center	310	1,886	81	392	468	2,582	84	731	191	1,227	73	519	100
Carver	43	414	12	158	91	2,378	56	633	133	2,427	39	1,023	99
Cepeda	55	288	39	154	94	625	30	488	83	1,118	37	677	100
Faulk Central	320	3,205	264	2,334	3,068	23,842	2,112	18,168	3,020	23,670	1,180	9,640	99
Hampton Branch at Oak Hill	40	220	10	40	30	542	25	221	75	860	90	662	100
Howson	2	28	2	11	100	603	43	311	150	565	77	320	99
Little Walnut Creek	46	453	14	216	112	2,252	85	822	142	2,499	63	758	100
Manchaca Road	52	415	8	45	289	2,272	34	197	325	2,621	49	379	99
Milwood	82	519	0	0	328	2,694	60	583	286	2,412	0	0	99
North Village	137	1,263	28	195	225	3,915	95	705	324	2,716	128	976	100
Oak Springs	10	269	1	93	115	644	80	489	129	912	85	571	100
Old Quarry	12	60	0	6	219	1,508	48	359	158	1,223	73	507	100
Pleasant Hill	12	192	8	106	84	706	51	531	73	700	58	478	95
Ruiz	187	1,202	66	540	602	4,098	187	1,358	378	2,409	95	697	99
St. John	3	318	1	111	7	579	4	357	14	648	29	475	100
Southeast Austin Community	14	310	5	165	157	498	45	490	221	2,263	43	1,884	98
Spicewood Springs	27	932	0	138	694	4,716	207	2,233	977	8,152	173	1,538	100
Terrazas	13	284	9	127	41	541	23	245	74	368	19	219	98
Twin Oaks	20	1,081	15	1,034	200	1,652	75	2,043	250	2,952	80	1,755	98
University Hills	70	557	28	199	89	593	41	218	95	561	64	250	99
Windsor Park	39	310	1	231	598	2,990	311	1,443	434	3,341	45	1,239	100
Yarborough	116	790	75	675	102	801	53	569	85	901	61	731	98
TOTAL AT APL LOCATIONS	1,610	14,996	667	6,970	7,713	61,031	3,749	33,194	7,617	64,545	2,561	25,298	99

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL				
	May 2012	8 MONTH FY 11-12	8 MONTH FY 10-11	%	May 2012	8 MONTH FY 11-12	8 MONTH FY 10-11	%	May 2012	8 MONTH FY 11-12	8 MONTH FY 10-11	%	
Austin History Center	969	5,695	5,562	2	238	1,642	1,452	13	138	842	1,193	-29	
Faulk Central	6,408	50,717	55,471	-9	3,556	30,142	28,487	6	668	5,674	5,120	11	
Branches	9,563	84,160	77,694	8	3,183	33,678	25,064	34	---	---	---	---	
TOTAL	16,940	140,572	138,727	1	6,977	65,462	55,003	19	806	6,516	6,313	3	

REFERENCE QUESTIONS GRAND TOTAL:	May 2012	8 MONTH FY 11-12	8 MONTH FY 10-11	% Change	
	24,723	212,550	200,043	6	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	June 2012 In-Library	9 MONTH FY 11-12	June 2012 Telephone	9 MONTH FY 11-12	June 2012 In-Library	9 MONTH FY 11-12	June 2012 Telephone	9 MONTH FY 11-12	June 2012 In-Library	9 MONTH FY 11-12	June 2012 Telephone	9 MONTH FY 11-12
Austin History Center	238	2,124	73	465	409	2,991	121	852	142	1,369	87	606
Carver	35	449	14	172	95	2,473	35	668	183	2,610	83	1,106
Cepeda	36	324	18	172	29	654	19	507	55	1,173	45	722
Faulk Central	612	3,817	355	2,689	3,561	27,403	2,307	20,475	3,719	27,389	1,360	11,000
Hampton Branch at Oak Hill	15	235	10	50	75	617	25	246	200	1,060	115	777
Howson	4	32	1	12	168	771	98	409	230	795	150	470
Little Walnut Creek	64	517	18	234	282	2,534	226	1,048	162	2,661	64	822
Manchaca Road	56	471	5	50	316	2,588	22	219	328	2,949	52	431
Milwood	103	622	0	0	361	3,055	58	641	329	2,741	0	0
North Village	162	1,425	26	221	227	4,142	97	802	352	3,068	104	1,080
Oak Springs	8	277	1	94	125	769	90	579	135	1,047	97	668
Old Quarry	2	62	1	7	122	1,630	25	384	98	1,321	53	560
Pleasant Hill	19	211	7	113	89	795	61	592	71	771	72	550
Ruiz	198	1,400	67	607	756	4,854	206	1,564	422	2,831	136	833
St. John	0	318	0	111	7	586	12	369	23	671	66	541
Southeast Austin Community	21	331	5	170	271	769	39	529	266	2,529	53	1,937
Spicewood Springs	112	1,044	0	138	401	5,117	74	2,307	564	8,716	0	1,538
Terrazas	8	292	1	128	27	568	4	249	16	384	1	220
Twin Oaks	25	1,106	30	1,064	150	1,802	65	2,108	75	3,027	60	1,815
University Hills	63	620	25	224	72	665	36	254	53	614	26	276
Windsor Park	46	356	5	236	589	3,579	265	1,708	468	3,809	68	1,307
Yarborough	53	843	32	707	52	853	30	599	50	951	22	753
TOTAL AT APL LOCATIONS	1,880	16,876	694	7,664	8,184	69,215	3,915	37,109	7,941	72,486	2,714	28,012

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	June 2012	9 MONTH FY 11-12	9 MONTH FY 10-11	%	June 2012	9 MONTH FY 11-12	9 MONTH FY 10-11	%	June 2012	9 MONTH FY 11-12	9 MONTH FY 10-11	%
Austin History Center	789	6,484	6,369	2	281	1,923	1,651	16	138	980	1,286	-24
Faulk Central	7,892	58,609	63,047	-7	4,022	34,164	32,313	6	668	6,342	5,827	9
Branches	9,324	93,484	88,301	6	3,020	36,698	28,259	30	---	---	---	---
TOTAL	18,005	158,577	157,717	1	7,323	72,785	62,223	17	806	7,322	7,113	3

REFERENCE QUESTIONS GRAND TOTAL:								
	June 2012	9 MONTH FY 11-12	9 MONTH FY 10-11	% Change				
	26,134	238,684	227,053	5				

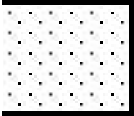
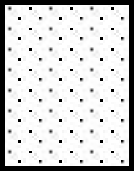
Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

June 2012
% Filled
100
99
100
99
100
99
100
99
100
99
99
100
100
100
95
99
100
98
100
98
98
99
100
98
99



LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	July 2012 In-Library	10 MONTH FY 11-12	July 2012 Telephone	10 MONTH FY 11-12	July 2012 In-Library	10 MONTH FY 11-12	July 2012 Telephone	10 MONTH FY 11-12	July 2012 In-Library	10 MONTH FY 11-12	July 2012 Telephone	10 MONTH FY 11-12
Austin History Center	301	2,425	55	520	391	3,382	79	931	112	1,481	65	671
Carver	64	513	21	193	192	2,665	63	731	406	3,016	72	1,178
Cepeda	32	356	37	209	36	690	25	532	86	1,259	39	761
Faulk Central	402	4,219	355	3,044	3,736	31,139	2,204	22,679	3,060	30,449	1,246	12,246
Hampton Branch at Oak Hill	20	255	5	55	50	667	30	276	100	1,160	75	852
Howson	2	34	0	12	86	857	40	449	110	905	77	547
Little Walnut Creek	58	575	22	256	264	2,798	36	1,084	172	2,833	40	862
Manchaca Road	59	530	6	56	331	2,919	26	245	334	3,283	59	490
Milwood	61	683	0	0	303	3,358	55	696	293	3,034	0	0
North Village	203	1,628	54	275	270	4,412	112	914	336	3,404	149	1,229
Oak Springs	8	285	1	95	26	795	0	579	16	1,063	0	668
Old Quarry	2	64	0	7	261	1,891	65	449	174	1,495	72	632
Pleasant Hill	24	235	11	124	102	897	79	671	83	854	68	618
Ruiz	112	1,512	24	631	464	5,318	24	1,588	216	3,047	60	893
St. John	13	331	22	133	12	598	5	374	21	692	46	587
Southeast Austin Community	164	495	11	181	438	1,207	45	574	534	3,063	87	2,024
Spicewood Springs	37	1,081	1	139	237	5,354	76	2,383	254	8,970	116	1,654
Terrazas	33	325	7	135	58	626	9	258	43	427	8	228
Twin Oaks	160	1,266	12	1,076	430	2,232	40	2,148	520	3,547	85	1,900
University Hills	67	687	27	251	77	742	38	292	50	664	23	299
Windsor Park	50	406	7	243	607	4,186	301	2,009	515	4,324	63	1,370
Yarborough	99	942	68	775	106	959	66	665	109	1,060	72	825
TOTAL AT APL LOCATIONS	1,971	18,847	746	8,410	8,477	77,692	3,418	40,527	7,544	80,030	2,522	30,534

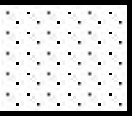
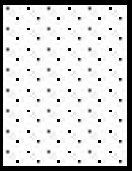
REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	July 2012	10 MONTH FY 11-12	10 MONTH FY 10-11	%	July 2012	10 MONTH FY 11-12	10 MONTH FY 10-11	%	July 2012	10 MONTH FY 11-12	10 MONTH FY 10-11	%
Austin History Center	804	7,288	7,040	4	199	2,122	1,853	15	138	1,118	1,377	-19
Faulk Central	7,198	65,807	70,541	-7	3,805	37,969	36,453	4	668	7,010	6,641	6
Branches	9,990	103,474	110,041	-6	2,682	39,380	33,785	17	---	---	---	---
TOTAL	17,992	176,569	187,622	-6	6,686	79,471	72,091	10	806	8,128	8,018	1

REFERENCE QUESTIONS GRAND TOTAL:								
	July 2012	10 MONTH FY 11-12	10 MONTH FY 10-11	% Change				
	25,484	264,168	267,731	-1				

Definition of Reference Questions:

- Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)
- Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)
- Directional - Where are the Mystery books?

July 2012 % Filled
100
99
100
99
100
99
100
99
100
99
99
100
100
100
95
99
100
98
100
98
98
99
100
98
99



LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	Aug 2012 In-Library	11 MONTH FY 11-12	Aug 2012 Telephone	11 MONTH FY 11-12	Aug 2012 In-Library	11 MONTH FY 11-12	Aug 2012 Telephone	11 MONTH FY 11-12	Aug 2012 In-Library	11 MONTH FY 11-12	Aug 2012 Telephone	11 MONTH FY 11-12
Austin History Center	316	2,741	32	552	512	3,894	72	1,003	122	1,603	61	732
Carver	14	527	3	196	56	2,721	6	737	91	3,107	30	1,208
Cepeda	40	396	42	251	31	721	23	555	62	1,321	39	800
Faulk Central	412	4,631	350	3,394	3,664	34,803	2,592	25,271	3,380	33,829	1,387	13,633
Hampton Branch at Oak Hill	15	270	8	63	315	982	49	325	100	1,260	39	891
Howson	2	36	1	13	56	913	40	489	44	949	50	597
Little Walnut Creek	62	637	34	290	280	3,078	44	1,128	181	3,014	38	900
Manchaca Road	59	589	6	62	319	3,238	30	275	363	3,646	49	539
Milwood	113	796	0	0	424	3,782	0	696	391	3,425	108	108
North Village	193	1,821	31	306	310	4,722	136	1,050	371	3,775	163	1,392
Oak Springs	1	286	1	96	1	796	1	580	5	1,068	1	669
Old Quarry	1	65	1	8	206	2,097	68	517	124	1,619	36	668
Pleasant Hill	17	252	10	134	92	989	70	741	84	938	78	696
Ruiz	107	1,619	24	655	425	5,743	25	1,613	215	3,262	62	955
St. John	8	339	4	137	33	631	25	399	24	716	31	618
Southeast Austin Community	17	512	4	185	452	1,659	102	676	587	3,650	75	2,099
Spicewood Springs	25	1,106	2	141	208	5,562	85	2,468	301	9,271	97	1,751
Terrazas	11	336	8	143	45	671	9	267	33	460	61	289
Twin Oaks	150	1,416	23	1,099	400	2,632	25	2,173	200	3,747	55	1,955
University Hills	35	722	23	274	85	827	36	328	72	736	34	333
Windsor Park	385	791	285	528	375	4,561	200	2,209	200	4,524	100	1,470
Yarborough	105	1,047	82	857	76	1,035	62	727	57	1,117	42	867
TOTAL AT APL LOCATIONS	2,088	20,935	974	9,384	8,365	86,057	3,700	44,227	7,007	87,037	2,636	33,170

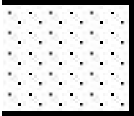
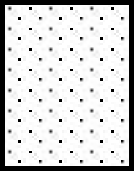
REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	Aug 2012	11 MONTH FY 11-12	11 MONTH FY 10-11	%	Aug 2012	11 MONTH FY 11-12	11 MONTH FY 10-11	%	Aug 2012	11 MONTH FY 11-12	11 MONTH FY 10-11	%
Austin History Center	950	8,238	7,535	9	165	2,287	2,044	12	135	1,253	1,513	-17
Faulk Central	7,456	73,263	76,884	-5	4,329	42,298	40,551	4	949	7,959	7,489	6
Branches	9,054	112,528	121,486	-7	2,816	42,196	37,536	12	---	---	---	---
TOTAL	17,460	194,029	205,905	-6	7,310	86,781	80,131	8	1,084	9,212	9,002	2

REFERENCE QUESTIONS GRAND TOTAL:								
	Aug 2012	11 MONTH FY 11-12	11 MONTH FY 10-11	% Change				
	25,854	290,022	295,038	-2				

Definition of Reference Questions:

- Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)
- Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)
- Directional - Where are the Mystery books?

Aug 2012 % Filled
100
99
100
99
100
99
100
99
100
99
99
100
100
100
95
99
100
98
100
98
98
99
100
98
99



LOCATIONS*	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	Sep 2012 In-Library	12 MONTH FY 11-12	Sep 2012 Telephone	12 MONTH FY 11-12	Sep 2012 In-Library	12 MONTH FY 11-12	Sep 2012 Telephone	12 MONTH FY 11-12	Sep 2012 In-Library	12 MONTH FY 11-12	Sep 2012 Telephone	12 MONTH FY 11-12
Austin History Center	226	2,967	47	599	391	4,285	92	1,095	125	1,728	30	762
Carver	57	584	0	196	127	2,848	0	737	77	3,184	3	1,211
Cepeda	26	422	32	283	37	758	22	577	50	1,371	40	840
Faulk Central	444	5,075	212	3,606	2,984	37,787	2,355	27,626	1,942	35,771	779	14,412
Hampton Branch at Oak Hill	50	320	5	68	150	1,132	60	385	350	1,610	150	1,041
Howson	2	38	2	15	150	1,063	85	574	99	1,048	42	639
Little Walnut Creek	44	681	42	332	226	3,304	61	1,189	174	3,188	48	948
Manchaca Road	43	632	1	63	248	3,486	26	301	247	3,893	44	583
Milwood	115	911	0	0	435	4,217	0	696	421	3,846	110	218
North Village	189	2,010	20	326	266	4,988	78	1,128	297	4,072	143	1,535
Oak Springs	1	287	38	134	69	865	33	613	11	1,079	1	670
Old Quarry	10	75	0	8	174	2,271	48	565	98	1,717	48	716
Pleasant Hill	14	266	6	140	90	1,079	64	805	84	1,022	63	759
Ruiz	97	1,716	12	667	396	6,139	25	1,638	188	3,450	54	1,009
St. John	12	351	18	155	61	692	43	442	30	746	38	656
Southeast Austin Community	61	573	9	194	477	2,136	127	803	526	4,176	136	2,235
Spicewood Springs	53	1,159	4	145	152	5,714	64	2,532	361	9,632	153	1,904
Terrazas	10	346	1	144	74	745	17	284	48	508	16	305
Twin Oaks	80	1,496	10	1,109	380	3,012	50	2,223	300	4,047	100	2,055
University Hills	31	753	19	293	73	900	28	356	58	794	29	362
Windsor Park	119	910	238	766	169	4,730	133	2,342	111	4,635	91	1,561
Yarborough	88	1,135	77	934	91	1,126	70	797	59	1,176	29	896
TOTAL AT APL LOCATIONS	1,772	22,707	793	10,177	7,220	93,277	3,481	47,708	5,656	92,693	2,147	35,317

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	Sep 2012	12 MONTH FY 11-12	12 MONTH FY 10-11	%	Sep 2012	12 MONTH FY 11-12	12 MONTH FY 10-11	%	Sep 2012	12 MONTH FY 11-12	12 MONTH FY 10-11	%
Austin History Center	742	8,980	8,205	9	169	2,456	2,230	10	125	1,378	1,651	-17
Faulk Central	5,370	78,633	83,187	-5	3,346	45,644	44,358	3	1,095	9,054	8,332	9
Branches	8,536	121,064	133,682	-9	2,906	45,102	41,430	9	---	---	---	---
TOTAL	14,648	208,677	225,074	-7	6,421	93,202	88,018	6	1,220	10,432	9,983	4

REFERENCE QUESTIONS GRAND TOTAL:								
	Sep 2012	12 MONTH FY 11-12	12 MONTH FY 10-11	% Change				
	22,289	312,311	323,075	-3				

Definition of Reference Questions:

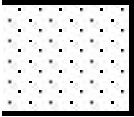
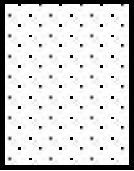
Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)

Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)

Directional - Where are the Mystery books?

* Recycled Reads FY 2012 stats: Reference/Readers Advisory Questions = 87; Ready Reference Questions = 1295; Directional = 1592

Sep 2012 % Filled
100
99
100
99
100
99
100
99
100
99
99
100
100
100
95
99
100
98
100
98
98
99
100
98
99



LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	Oct 2012 In-Library	1 MONTH FY 12-13	Oct 2012 Telephone	1 MONTH FY 12-13	Oct 2012 In-Library	1 MONTH FY 12-13	Oct 2012 Telephone	1 MONTH FY 12-13	Oct 2012 In-Library	1 MONTH FY 12-13	Oct 2012 Telephone	1 MONTH FY 12-13
Austin History Center		0		0		0		0		0		0
Carver	30	30	10	10	35	35	40	40	91	91	120	120
Cepeda	32	32	40	40	38	38	55	55	75	75	45	45
Faulk Central	399	399	159	159	2,959	2,959	2,193	2,193	3,035	3,035	1,572	1,572
Hampton Branch at Oak Hill	48	48	7	7	175	175	72	72	360	360	132	132
Howson	5	5	2	2	67	67	40	40	120	120	250	250
Little Walnut Creek	42	42	16	16	370	370	133	133	232	232	135	135
Manchaca Road	59	59	2	2	288	288	31	31	287	287	47	47
Milwood	119	119	0	0	303	303	76	76	233	233	0	0
North Village	119	119	33	33	279	279	113	113	369	369	120	120
Willie Mae Kirk	99	99	10	10	137	137	63	63	53	53	20	20
Old Quarry	8	8	0	0	180	180	56	56	113	113	66	66
Pleasant Hill	20	20	9	9	96	96	72	72	91	91	69	69
Recycle Reads (<i>advisory questions</i>)	9	9	0	0	66	66	0	0	76	76	0	0
Ruiz	40	40	68	68	376	376	116	116	128	128	72	72
St. John	19	19	6	6	135	135	49	49	108	108	89	89
Southeast Austin Community	92	92	23	23	578	578	62	62	709	709	161	161
Spicewood Springs	27	27	1	1	153	153	29	29	247	247	286	286
Terrazas	38	38	14	14	128	128	72	72	114	114	78	78
Twin Oaks	85	85	25	25	480	480	60	60	650	650	160	160
University Hills	43	43	27	27	69	69	32	32	34	34	60	60
Windsor Park	31	31	43	43	362	362	133	133	356	356	84	84
Yarborough	123	123	101	101	147	147	89	89	183	183	117	117
TOTAL AT APL LOCATIONS	1,487	1,487	596	596	7,421	7,421	3,586	3,586	7,664	7,664	3,683	3,683

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	Oct 2012	1 MONTH FY 12-13	1 MONTH FY 11-12	%	Oct 2012	1 MONTH FY 12-13	1 MONTH FY 11-12	%	Oct 2012	1 MONTH FY 12-13	1 MONTH FY 11-12	%
Austin History Center	0	0	529	-100	0	0	197	-100	-	0	144	-100
Faulk Central	6,393	6,393	5,365	19	3,924	3,924	4,337	-10	794	794	768	3
Branches	10,179	10,179	10,747	-5	3,941	3,941	5,898	-33	---	---	---	---
TOTAL	16,572	16,572	16,641	0	7,865	7,865	10,432	-25	794	794	912	-13

REFERENCE QUESTIONS GRAND TOTAL:

	Oct 2012	1 MONTH FY 12-13	1 MONTH FY 11-12	% Change	
	25,231	25,231	27,985	-10	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)
 Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)
 Directional - Where are the Mystery books?

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	Nov.2012 In-Library	2 MONTH FY 12-13	Nov.2012 Telephone	2 MONTH FY 12-13	Nov. 2012 In-Library	2 MONTH FY 12-13	Nov. 2012 Telephone	2 MONTH FY 12-13	Nov. 2012 In-Library	2 MONTH FY 12-13	Nov. 2012 Telephone	2 MONTH FY 12-13
Austin History Center	289	289	46	46	387	387	75	75	132	132	51	51
Carver	49	319	20	98	30	65	10	50	150	241	30	150
Cepeda	24	56	38	78	50	88	27	82	119	194	75	120
Faulk Central**	271	670	193	352	2,538	5,497	2,085	4,278	3,068	6,103	1,380	2,952
Hampton Branch at Oak Hill	40	88	13	20	156	331	81	153	401	761	98	230
Howson	3	8	1	3	153	220	68	108	101	221	96	346
Little Walnut Creek	48	90	36	52	202	572	81	214	152	384	184	319
Manchaca Road	69	128	5	7	215	503	14	45	297	584	29	76
Milwood	108	227	0	0	541	844	79	155	338	571	0	0
North Village	124	243	23	56	206	485	84	197	292	661	183	303
Willie Mae Kirk	93	192	42	52	40	177	82	145	62	115	22	42
Old Quarry	18	26	0	0	142	322	38	94	140	253	96	162
Pleasant Hill	19	39	8	17	84	180	59	131	87	178	64	133
Recycle Reads (<i>advisory questions</i>)	6	15	0	0	114	180	0	0	124	200	0	0
Ruiz	96	136	108	176	656	1,032	320	436	213	341	140	212
St. John	2	21	1	7	63	198	49	98	67	175	112	201
Southeast Austin Community	48	140	2	25	374	952	40	102	418	1,127	74	235
Spicewood Springs	21	48	0	0	203	356	33	62	395	642	157	443
Terrazas	16	54	4	18	84	212	40	112	93	207	72	150
Twin Oaks	60	145	20	45	370	850	40	100	330	980	50	210
University Hills	40	83	20	47	72	141	34	66	44	78	59	119
Windsor Park	43	74	32	75	276	638	109	242	357	713	183	267
Yarborough	112	235	53	154	94	241	60	149	82	265	59	176
TOTAL AT APL LOCATIONS	1,599	3,326	665	1,328	7,050	14,471	3,508	7,094	7,462	15,126	3,214	6,897

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	Nov 2012	2 MONTH FY 12-13	2 MONTH FY 11-12	%	Nov 2012	2 MONTH FY 12-13	2 MONTH FY 11-12	%	Nov 2012	2 MONTH FY 12-13	2 MONTH FY 11-12	%
Austin History Center	808	808	1,232	-34	172	172	388	-56	110	110	265	-58
Faulk Central	5,877	12,270	10,456	17	3,658	7,582	7,781	-3	758	1,552	1,556	0
Branches	9,426	19,605	21,169	-7	3,557	7,498	11,046	-32	---	---	---	---
TOTAL	16,111	32,683	32,857	-1	7,387	15,252	19,215	-21	868	1,662	1,821	-9

REFERENCE QUESTIONS GRAND TOTAL:

	Nov 2012	2 MONTH FY 12-13	2 MONTH FY 11-12	% Change	
	24,366	49,597	53,893	-8	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)
 Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)
 Directional - Where are the Mystery books?

LOCATIONS	RESEARCH REFERENCE QUESTIONS				READY REFERENCE QUESTIONS				DIRECTIONAL QUESTIONS			
	Dec.2012 In-Library	3 MONTH FY 12-13	Dec.2012 Telephone	3 MONTH FY 12-13	Dec. 2012 In-Library	3 MONTH FY 12-13	Dec. 2012 Telephone	3 MONTH FY 12-13	Dec. 2012 In-Library	3 MONTH FY 12-13	Dec. 2012 Telephone	3 MONTH FY 12-13
Austin History Center	244	533	301	347	29	416	79	154	34	166	29	80
Carver	20	339	15	113	35	100	16	66	201	442	75	225
Cepeda	41	97	33	111	28	116	24	106	48	242	17	137
Faulk Central**	522	1,192	331	683	2,753	8,250	1,917	6,195	2,381	8,484	911	3,863
Hampton Branch at Oak Hill	51	139	15	35	178	509	67	220	387	1,148	84	314
Howson	3	11	1	4	55	275	40	148	60	281	33	379
Little Walnut Creek	206	296	41	93	220	792	68	282	238	622	152	471
Manchaca Road	54	182	3	10	236	739	20	65	287	871	40	116
Milwood	74	301	0	0	496	1,340	68	223	271	842	0	0
North Village	128	371	27	83	189	674	86	283	265	926	142	445
Willie Mae Kirk	38	230	30	82	45	222	35	180	38	153	12	54
Old Quarry	18	44	2	2	146	468	54	148	119	372	55	217
Pleasant Hill	21	60	11	28	79	259	63	194	91	269	72	205
*Recycle Reads (<i>advisory questions</i>)	7	22	0	0	121	301	0	0	148	348	0	0
Ruiz	102	238	88	264	533	1,565	282	718	201	542	156	368
St. John	4	25	8	15	59	257	60	158	42	217	95	296
Southeast Austin Community	39	179	8	33	372	1,324	32	134	493	1,620	119	354
Spicewood Springs	15	63	0	0	215	571	29	91	351	993	75	518
Terrazas	21	75	1	19	81	293	31	143	60	267	16	166
Twin Oaks	30	175	8	53	360	1,210	30	130	450	1,430	100	310
University Hills	36	119	25	72	61	202	30	96	45	123	55	174
Windsor Park	51	125	33	108	307	945	159	401	379	1,092	197	464
Yarborough	128	363	102	256	98	339	77	226	74	339	43	219
TOTAL AT APL LOCATIONS	1,853	5,179	1,083	2,411	6,696	21,167	3,267	10,361	6,663	21,789	2,478	9,375

REFERENCE QUESTIONS ASKED:	IN LIBRARIES				BY TELEPHONE				BY E-MAIL, FAX, U.S. MAIL			
	Dec 2012	3 MONTH FY 12-13	3 MONTH FY 11-12	%	Dec 2012	3 MONTH FY 12-13	3 MONTH FY 11-12	%	Dec 2012	3 MONTH FY 12-13	3 MONTH FY 11-12	%
Austin History Center	307	1,115	1,812	-38	409	581	555	5	235	345	354	-3
Faulk Central	5,656	11,533	15,408	-25	3,159	10,741	10,869	-1	1,149	1,907	2,110	-10
Branches	9,249	18,675	30,423	-39	3,260	10,758	14,382	-25	---	---	---	---
TOTAL	15,212	31,323	47,643	-34	6,828	22,080	25,806	-14	1,384	2,252	2,464	-9

REFERENCE QUESTIONS GRAND TOTAL:

	Dec 2012	3 MONTH FY 12-13	3 MONTH FY 11-12	% Change	
	23,424	55,655	75,913	-27	

Definition of Reference Questions:

Research Reference - 3 or more sources; in-depth answers (What is the Victorian Age and who were the rulers during that time period?)
 Ready Reference - 1 or 2 sources; quick answers (Who is my U.S. Senator?)
 Directional - Where are the Mystery books?