

Q and A NJ Call Totals

Monthly QandANJ Call Totals: October 2001 – February 2006

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2001										451	415	479	1,345
2002	813	2,265	2,484	2,367	2,568	1,364	1,051	1,063	1,900	3,774	4,140	3,881	27,670
2003	4,985	5,122	5,991	5,364	4,957	3,131	1,479	1,564	3,948	5,656	5,158	4,586	51,926
2004	5,996	6,469	7,405	6,175	6,428	2,935	1,382	1,466	4,108	5,359	5,467	4,789	57,979
2005	5,471	5,590	6,488	6,108	5,971	2,790	1,276	1,583	4,280	5,773	5,236	4,038	54,604
2006	6,046	6,340											
2004 AQ													
									654	1,190	1,238	1,170	4,252
2005 AQ	1036	704*	766	763	447	278	152	158	467	898	855	570	7,094
2006 AQ	418	796											
2002 LBR													
	151	847	970	764	763	498	282	366	695	1456	1591	1609	9,992
2003 LBR	1561	1585	1633	1220	1131	849	460	610	685	829	661	765	11,989
2004 LBR	1509	1448	1614	1294	1361	674	392	443	923	1430	1500	1359	13,947
2005 LBR	1510	1510	1836	1864	1638	686	436	412	1082	1787	1661	1121	15,543
2006 LBR & QP	2339**	2586											
2003 Freelancers													
	211	416	667	400	435	275	100	131	560	1065	983	1187	6,430
2004 Freelancers	1573	1919	1826	1609	1643	848	315	391	1080	1356	1397	1020	14,977
2005 Freelancers	1222	1222	1191	1102	1211	612	218	354	940	1502	1252	1038	11,864
2006 Freelancers	1528	1198											

Count reflects only calls that successfully connected and were served. Academic queue started on 9/7/04.

*New homepage layout implemented on January 28, 2005.

** Number includes 350 calls handled by Tutor.com Librarians by Request service.

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QandANJ Service Averages (minutes)

	Session Length	Wait Time	Customer Abandon Time
Jan '04	13	1.2	4.4
Feb '04	13.3	1.3	4.4
Mar '04	13.3	1.4	3.6
April '04	13.3	1.3	4.1
May '04	12.5	1.2	3.2
June '04	13.5	.9	4.5
July '04	13.7	.7	5.2
Aug '04	13.4	.8	5.7

QandANJ Service Averages Comparison (minutes)

	Session Length		Wait Time		Customer Abandon Time	
	Main	AQ	Main	AQ	Main	AQ
Sept '04	13.3	14.3	1.0	2.2	4.2	5.6
Oct '04	13.4	14.7	1.2	2.1	4.1	5.0
Nov '04	13.9	15.2	1.4	2.2	3.7	4.8
Dec '04	13.6	15.0	1.5	2.5	3.6	5.7
Jan '05	13.2	12.3	1.4	2.2	3.3	5.0
Feb '05	13.0	13.8	1.6	2.3	4.5	4.0
Mar '05	13.1	14.3	1.5	2.7	3.4	4.1
April '05	13.2	13.9	1.5	2.3	3.5	4.5
May '05	13.1	13.1	1.3	1.9	3.2	3.1
June '05	16.8	15.0	1.7	2.5	5.0	3.5
July '05	16.8	15.1	1.7	2.1	4.0	3.0
Aug '05	15.1	15.1	1.6	2.5	4.2	4.0
Sept '05	15.1	15.0	1.7	2.5	4.0	4.2
Oct '05	15.1	15.2	1.7	2.5	4.2	4.1
Nov '05	15.1	15.1	1.7	2.5	4.1	4.1
Dec '05	15.1	15.1	1.7	2.4	4.0	4.0
Jan '06				2.4	4.2*	4.1*
Feb '06	15.0	15.1	1.5	2.3	-	-

**Reflects average for Tutor.com system only from January 1 – 11, 2006.
QuestionPoint reports do not include Customer Abandon Time*