

INQUIRIES BY METHOD
2006

Telephone	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D
Live Phone	316	388	380	233	391	416	388	480	243	168	126	136	3,665
IVR Phone	225	329	349	180	239	299	170	56	152	78	36	66	2,179
IVR	342	1,168	607	509	455	565	480	323	304	178	98	78	5,107
Callback	58	43	65	84	134	142	184	194	73	52	29	35	1,093
Sub Total	941	1,928	1,401	1,006	1,219	1,422	1,222	1,053	772	476	289	315	12,044
Mail	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D
Regular	39	33	27	20	18	100	26	14	306	1,152	0	27	1,762
Student	363	222	229	153	168	29	0	7	58	185	130	146	1,690
Reader Service	147	1,502	1,943	2,464	2,175	1,751	886	387	309	1,097	672	646	13,979
Sub Total	549	1,757	2,199	2,637	2,361	1,880	912	408	673	2,434	802	819	17,431
Email	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D
Web Email	158	50	150	126	132	234	169	187	145	163	88	67	1,669
Call Center Email	14	8	10	6	3	7	14	34	27	25	10	13	171
Sub Total	172	58	160	132	135	241	183	221	172	188	98	80	1,840
Web Publication Order	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D
	13,370	6,034	6,002	5,499	6,648	7,052	7,277	5,367	6,736	4,600	1,439	1,421	71,445
Sub Total	13,370	6,034	6,002	5,499	6,648	7,052	7,277	5,367	6,736	4,600	1,439	1,421	71,445
Walk-in WC	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D
	461	567	256	1,173	677	875	929	740	700	1,671	1,598	2,656	12,303
Sub Total	461	567	256	1,173	677	875	929	740	700	1,671	1,598	2,656	12,303
Other (Fax, Web, etc.)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Y-T-D
	na	1	na	na	na	na	1	na	na	2	2	na	6
Sub Total	na	1	na	na	na	na	1	na	na	2	2	na	6
Grand Total	15,493	10,345	10,018	10,447	11,040	11,470	10,524	7,789	9,053	9,371	4,228	5,291	115,069