








<p align="center">145,570 Customer Service Requests (Annually)</p>	<p align="center">28.5 FTEs Customer Service Librarians</p>	<p align="center">35.8 FTEs Librarians Who Work In the Backroom</p>
 <p align="center">6,096 Phone & Fax Requests</p>  <p align="center">15,816 Walk-In Requests</p>  <p align="center">200 Mail-In Requests</p>  <p align="center">7,285 E-Mail, Find-It! & Web Forms</p>  <p align="center">109,066 On-Line Database Queries</p>  <p align="center">6,567 Inter-Library Requests</p>	<p align="center">9.5 FTEs Librarians in Reference & Circulation</p> <p align="center">6.0 FTEs Librarians & Library Assistants in Collections</p> <p align="center">3.0 FTEs Library Assistants in Inter-Library Loan & Multimedia</p> <p align="center">2.0 FTEs Librarians in Federal & State Documents</p> <p align="center">8.0 FTEs Librarians in Olympia-Area Agency Branches <small>(Contracted services funded in other agency budgets)</small></p> 	<p align="center">3.0 FTEs Librarians & Library Assistants in Collection Development <small>(Purchase, Process & Catalog; Manage Licenses & Access to Online Databases)</small></p> <p align="center">2.0 FTEs Librarians in Historical Documents <small>(Receive, Process & Catalog; Newspaper Microfilm))</small></p> <p align="center">2.0 FTEs Librarians in Federal & State Documents <small>(Receive, Process & Catalog)</small></p> <p align="center">20.7 FTEs Librarians & Library Assistants in Technical Services <small>(Update Library Catalog, Intake Journals & Database Management)</small></p> <p align="center">5.0 FTEs State Librarian & Management Team</p> <p align="center">2.8 FTEs GILS Online Search Index</p> <hr/> <p align="center">16.0 FTEs Librarians Who Work In DOC & DSHS Branch Libraries</p> <hr/> <p align="center">15.0 FTEs Federally-Funded Librarians Who Work On Grants & Special Projects</p>