








<p align="center">145,570 Customer Service Requests (Annually)</p>	<p align="center">2.0 FTEs 28.5-FTEs Customer Service Librarians</p>	<p align="center">15.8 FTEs 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">0.0 FTEs 9.5-FTEs Librarians in Reference & Circulation</p> <p align="center">0.0 FTEs 6.0-FTEs Librarians & Library Assistants in Collections</p> <p align="center">0.0 FTEs 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">0.0 FTEs 8.0-FTEs Librarians in Olympia-Area Agency Branches (Contracted services funded in other agency budgets)</p> 	<p align="center">0.0 FTEs 3.0-FTEs Librarians & Library Assistants in Collection Development (Purchase, Process & Catalog; Manage Licenses & Access to Online Databases)</p> <p align="center">2.0 FTEs Librarians in Historical Documents (Receive, Process & Catalog; Newspaper Microfilm)</p> <p align="center">2.0 FTEs Librarians in Federal & State Documents (Receive, Process & Catalog)</p> <p align="center">7.0 FTEs 20.7-FTEs Librarians & Library Assistants in Technical Services (Update Library Catalog, Intake Journals & Database Management)</p> <p align="center">2.0 FTEs 5.0-FTEs State Librarian & Management Team</p> <p align="center">2.8 FTEs GILS Online Search Index</p> <hr/> <p align="center">0.0 FTEs 16.0-FTEs Librarians Who Work In DOC & DHS Branch Libraries</p> <hr/> <p align="center">15.0 FTEs Federally-Funded Librarians Who Work On Grants & Special Projects (Federal funding may be in jeopardy due to state cuts)</p>