

EXHIBIT 11

SUMMARY OF VOLUMES OF INFORMATION PROCESSED BY UIA

Incoming

Letters received	-	5-20 per day
Periodicals received	-	20-40 per day
Questionnaire/reply cards	-	1-50 per day
Orders	-	10-20 per day
Payments	-	10-20 per day

Outgoing

Letters	-	1-30 per day
Publications - magazine (monthly)	-	200 calendar entries
	-	130 bibliography entries
	-	30 Yearbook entries (quarterly)
	-	2000 calendar entries (annually)
- Yearbook (2 yearly)	-	2500 organization entries
Orders	-	1 per day
Payments	-	1 per day
Advertising leaflets	-	10 per day

Stored

Addressograph plates	-	7000 active (5000 unused)
Customers	-	1000-2000
Monthly magazine circulation	-	3000-5000

EXHIBIT 12

SUMMARY OF RETRIEVAL VOLUMES

	<u>Current files</u>	<u>Historical files</u>
<u>Documentation</u>		
Incoming - calendar detail requests	1/day	1/month
- yearbook detail requests	1/day	1/month
- bibliography detail requests	1/week	1-3/month
<u>Invoices, etc.</u>		
Incoming - invoice detail requests	3/day	1/month
- payment detail requests	1/week	---