

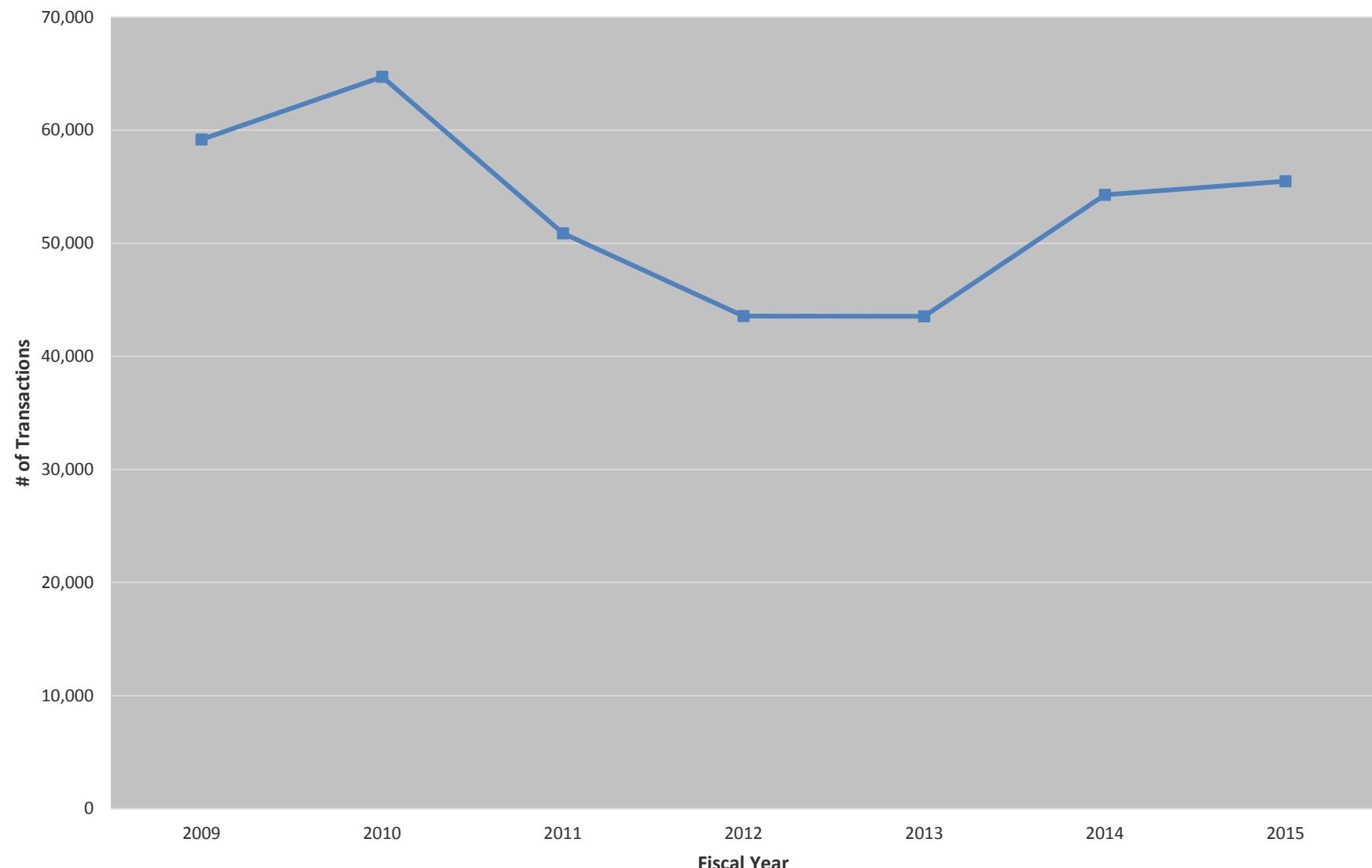
Reference Activity Statistics

Reference Activity	2009	2010	2011	2012	2013	2014	2015	2015 Increase
Reference Desks	59,196	64,725	50,881	43,576	43,548	54,284	55,489	2.22%
Office Consultations	6,500	7,859	7,036	5,673	6,272	6,660	7,561	13.53%
Total Reference	65,696	72,584	57,917	49,249	49,820	60,944	63,050	3.46%

Other Consulting	2009	2010	2011	2012	2013	2014	2015	2015 Increase
Technical and Circulation	24,432	35,443	39,237	43,264	43,237	47,052	50,355	7.02%
Directional	15,486	16,741	20,155	22,221	19,334	15,974	13,856	-13.26%

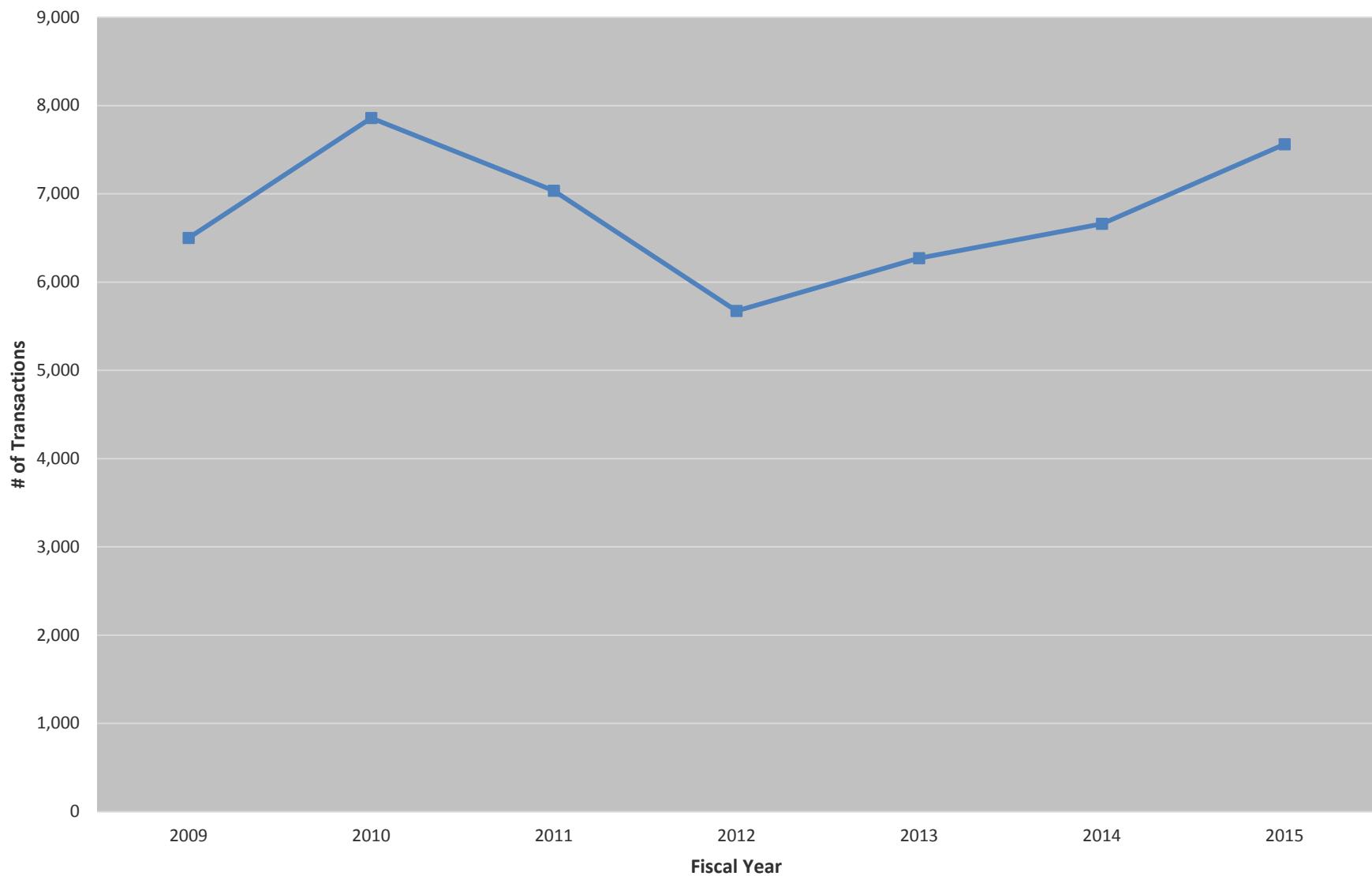
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Reference Desks



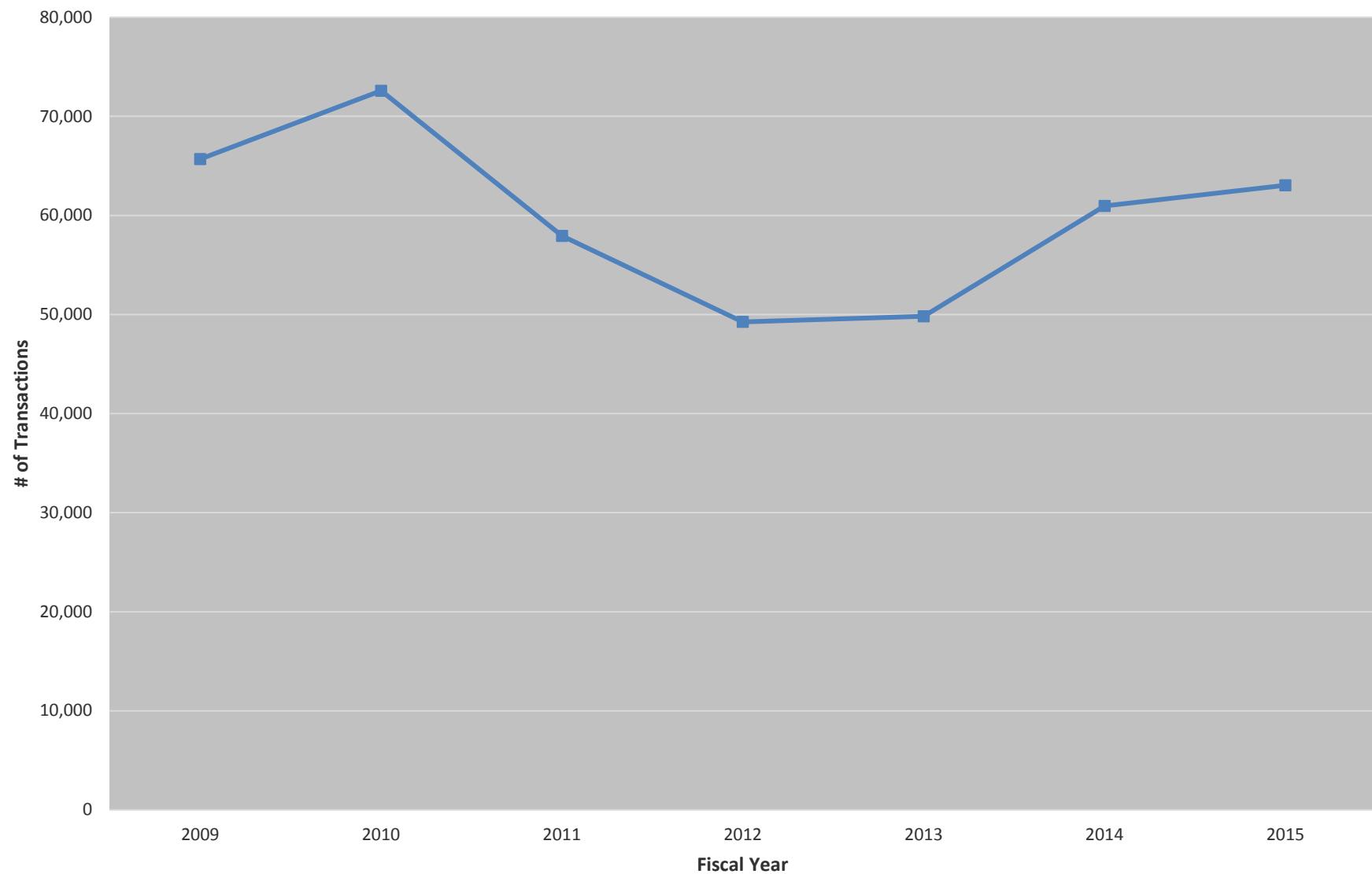
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Office Consultations



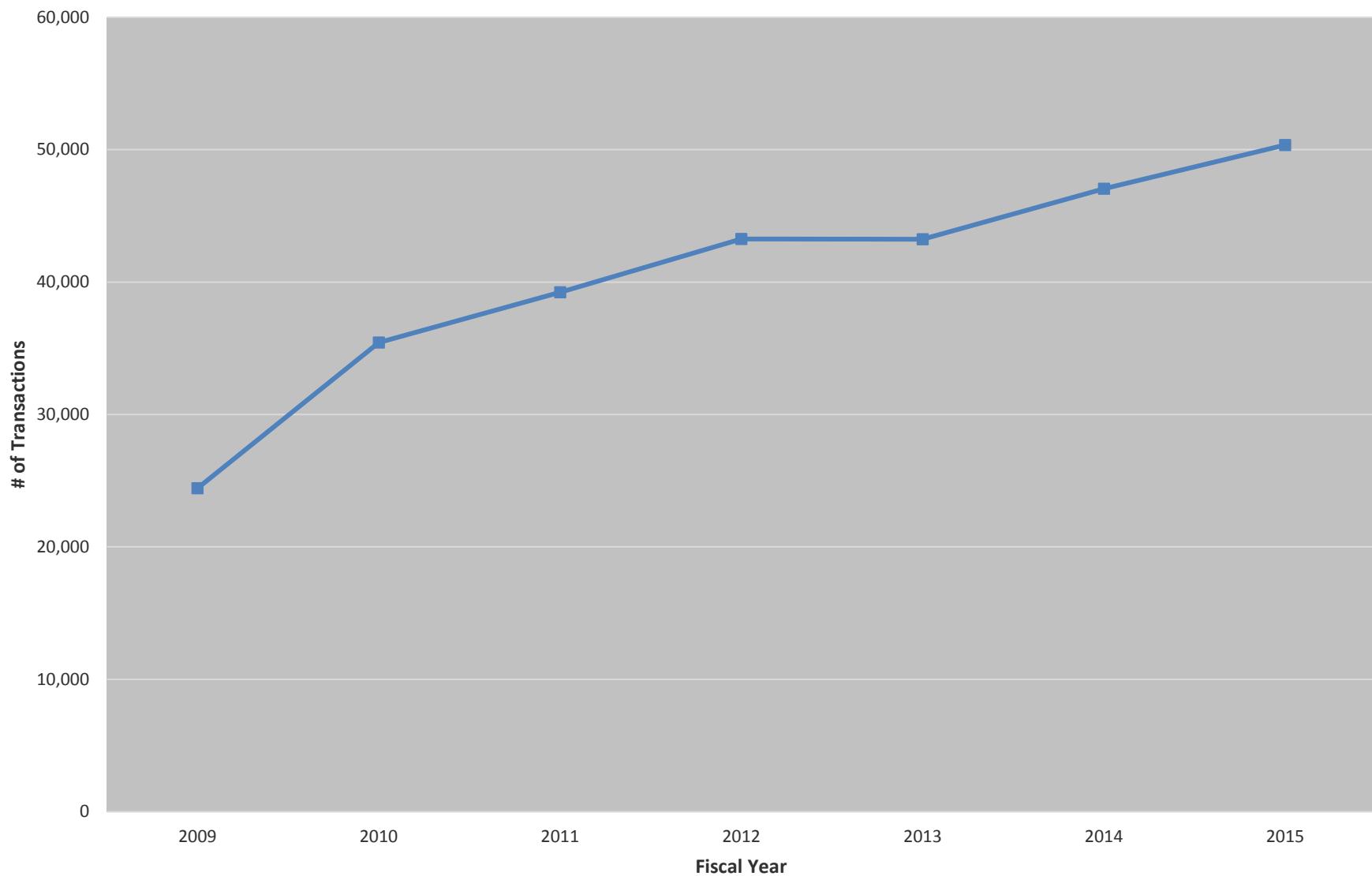
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Total Reference



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Technical and Circulation



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Directional

