

Reference Activity Statistics

Reference Activity	2008	2009	2010	2011	2012	2013	2013 Increase
Reference Desks	114,158	59,196	64,725	50,881	43,576	43,548	-0.06%
Office Consultations¹	6,008	6,500	7,859	7,036	5,673	6,272	10.56%
Total Reference²	120,166	65,696	72,584	57,917	49,249	49,820	1.16%

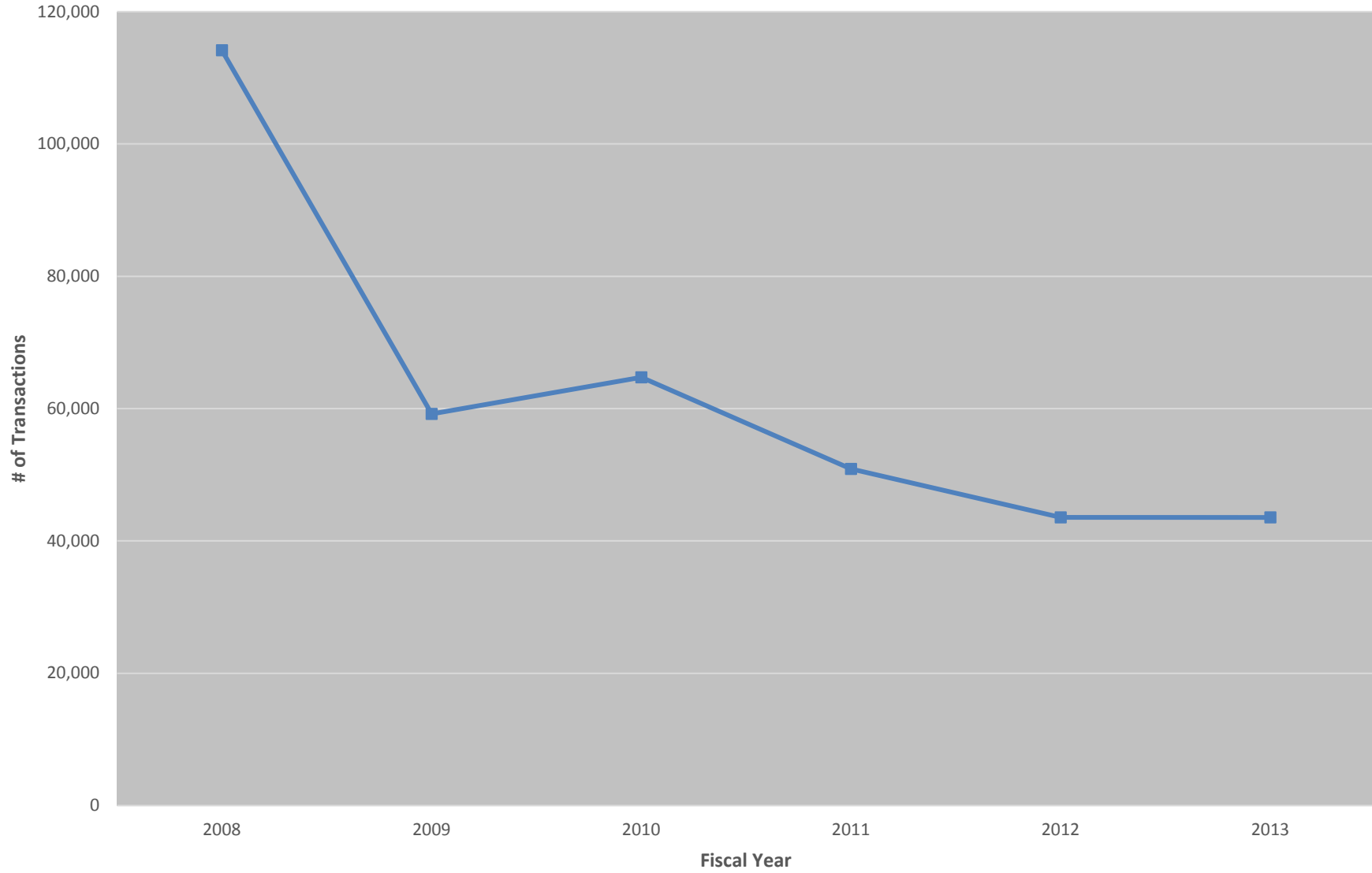
Other Consulting	2008	2009	2010	2011	2012	2013	2013 Increase
Technical and Circulation	9,607	24,432	35,443	39,237	43,264	43,237	-0.06%
Directional	51,453	15,486	16,741	20,155	22,221	19,334	-12.99%

¹Office consultations for 2008 were estimated based on historical tendencies.

²Total Reference transactions for 2008 were a mix of samples transactions (Winter, Spring, & Summer) and 100% recorded transactions (Fall) and reflect all types recorded (in person, phone, email, or chat). Beginning in 2009 all transactions were recorded 100%.

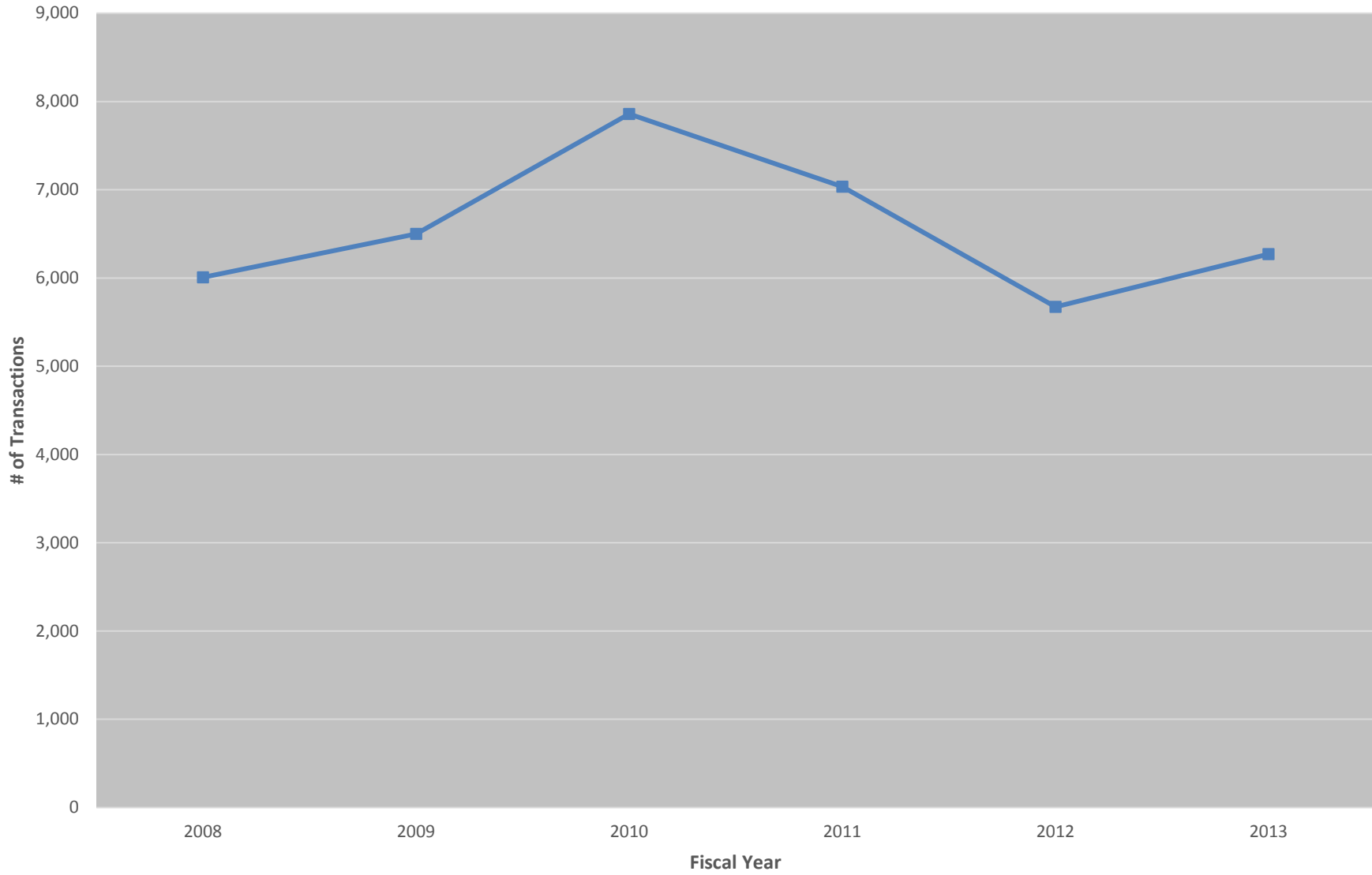
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Reference Desks



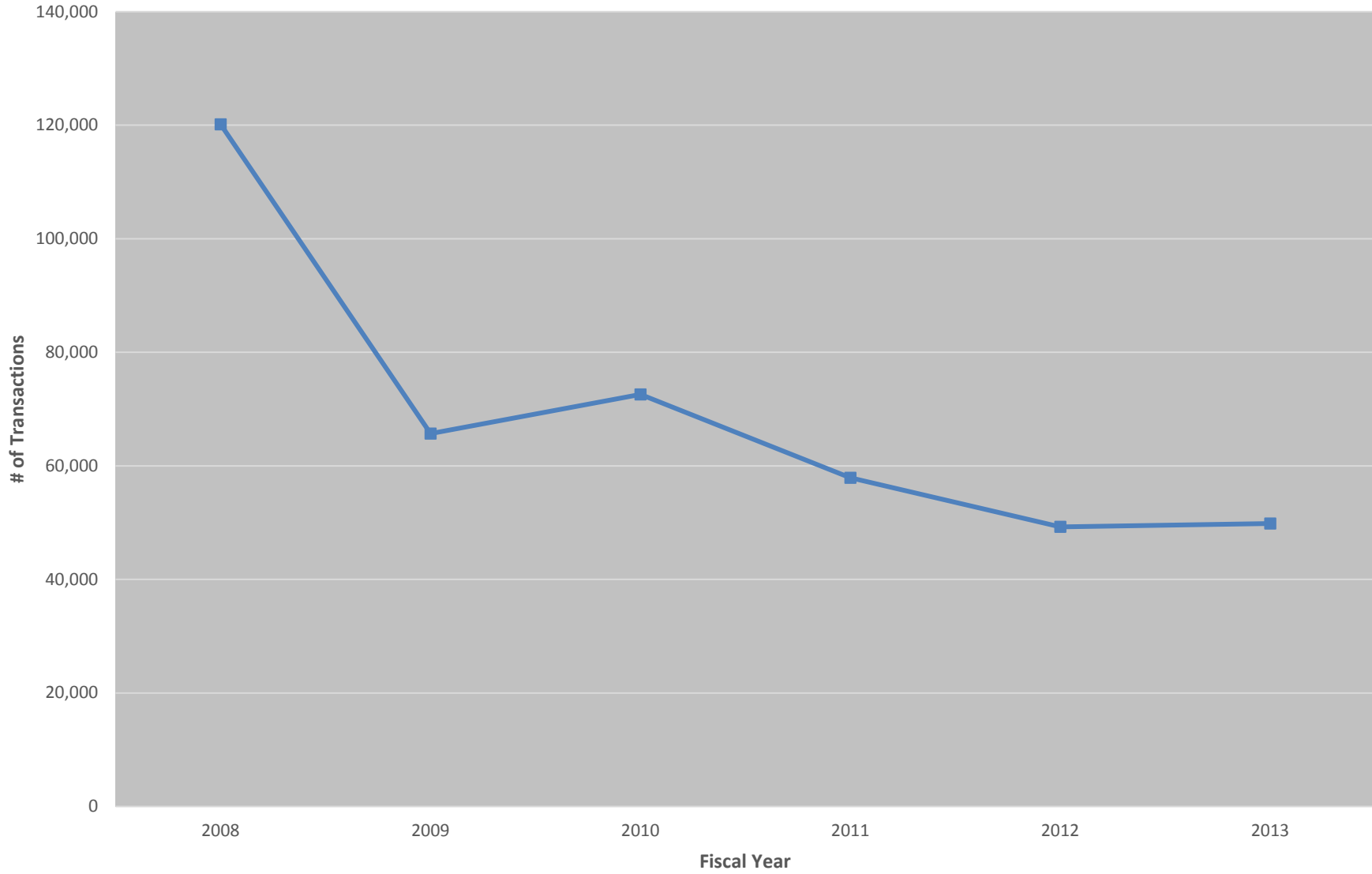
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Office Consultations



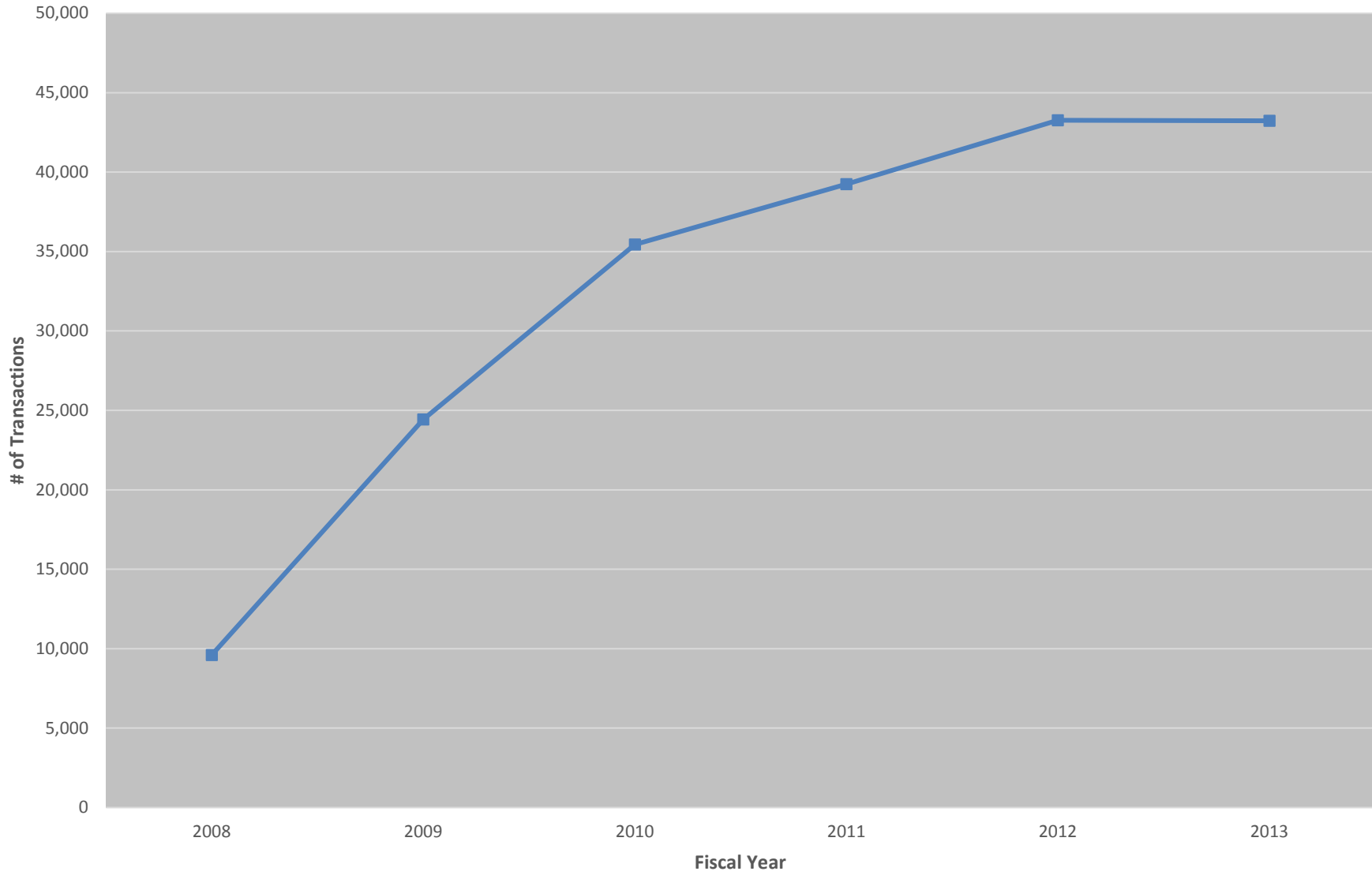
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Total Reference



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Technical and Circulation



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Directional

