

Reference Activity Statistics

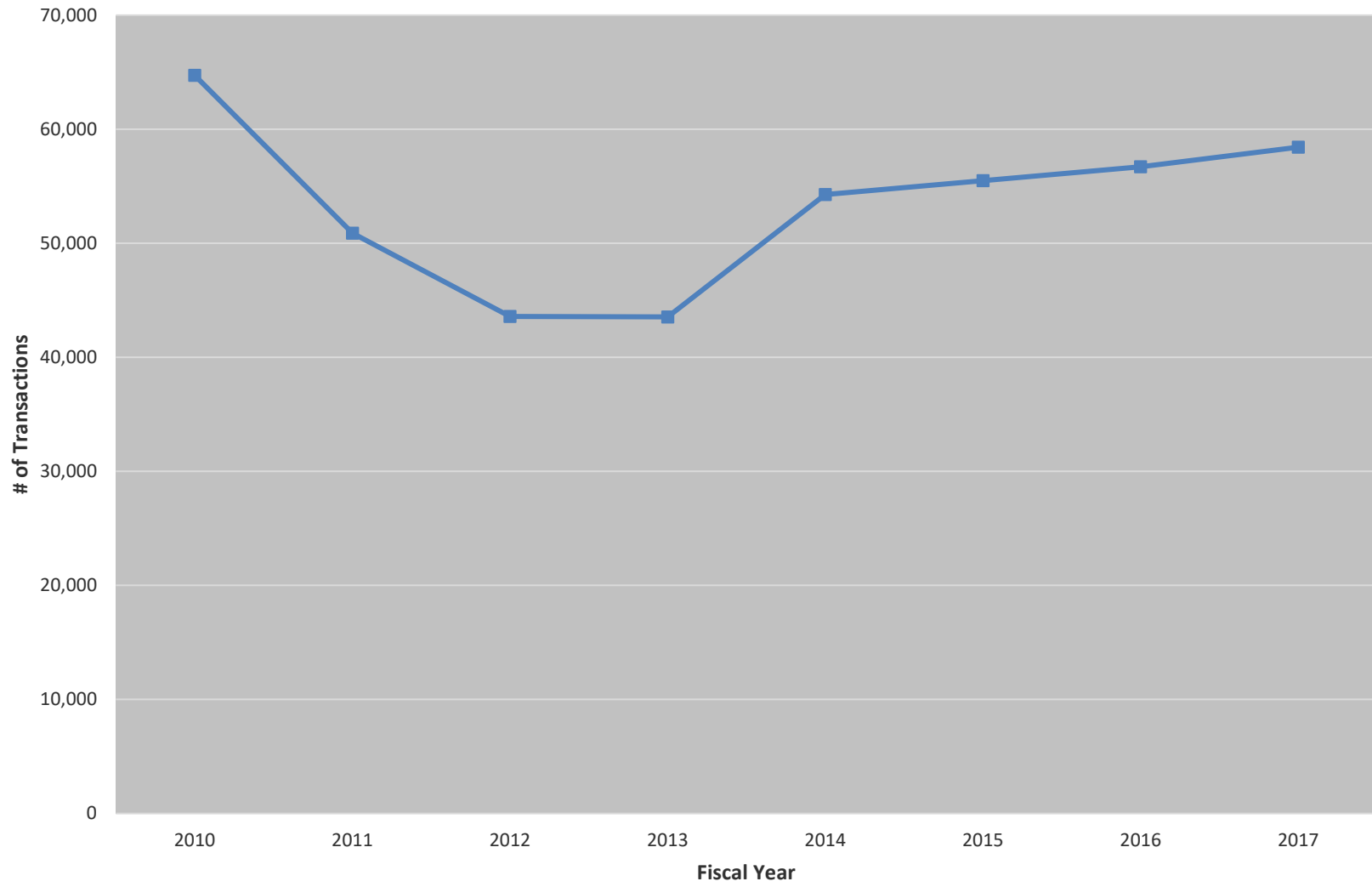
Reference Activity	2010	2011	2012	2013	2014	2015	2016	2017	2017 Increase
Reference Desks	64,725	50,881	43,576	43,548	54,284	55,489	56,722	58,437	3.02%
Office Consultations	7,859	7,036	5,673	6,272	6,660	7,561	9,512	7,576	-20.35%
Total Reference	72,584	57,917	49,249	49,820	60,944	63,050	66,234	66,013	-0.33%

Other Consulting	2010	2011	2012	2013	2014	2015	2016	2017	2017 Increase
Technical and Circulation	35,443	39,237	43,264	43,237	47,052				
Tech Troubleshooting¹						10,457	12,922	17,100	32.33%
Circulation						39,898	41,082	45,781	11.44%
Directional	16,741	20,155	22,221	19,334	15,974	13,856	15,100	16,495	9.24%

¹Technical and Circulation were separated beginning in 2015

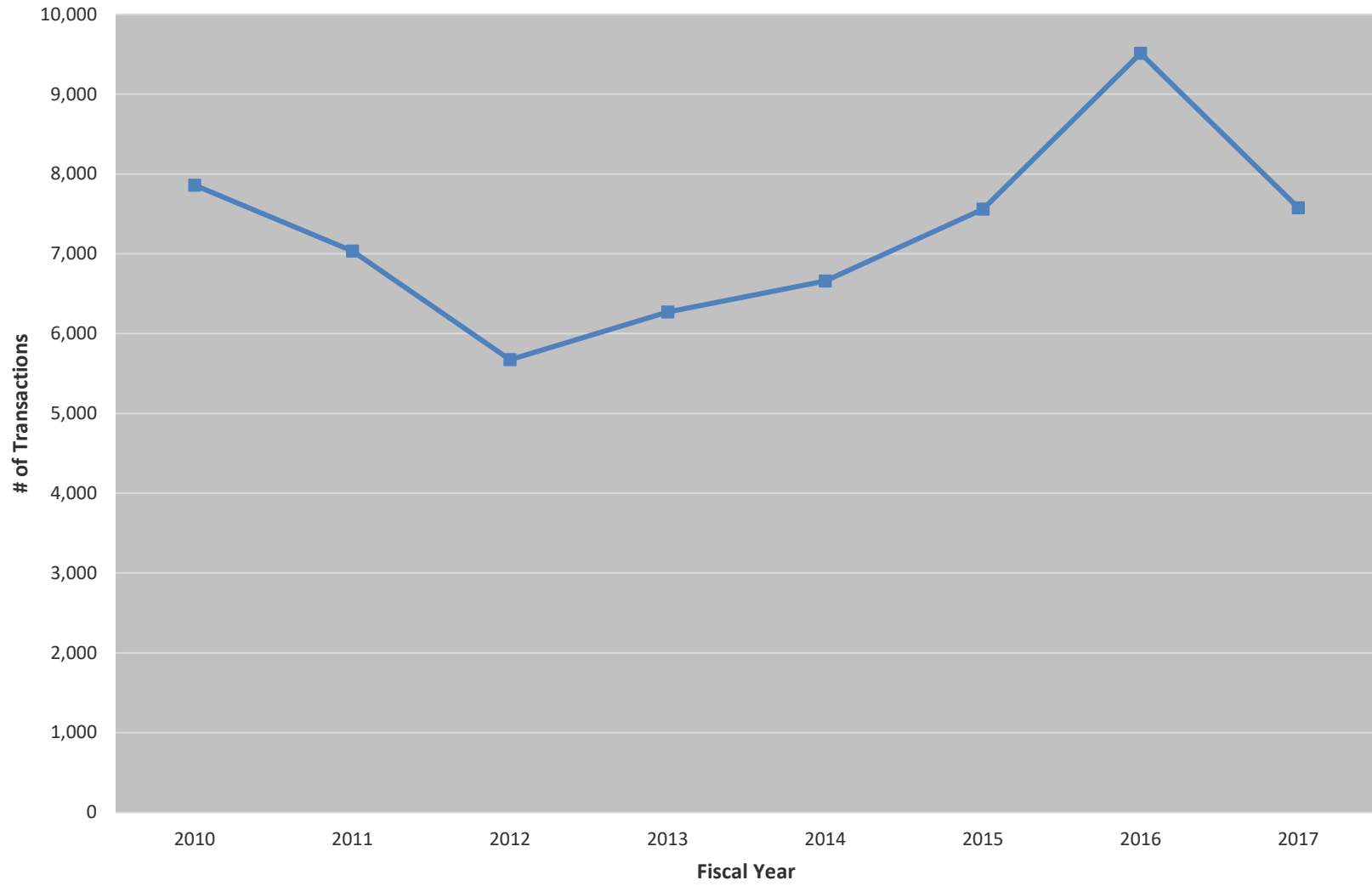
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Reference Desks



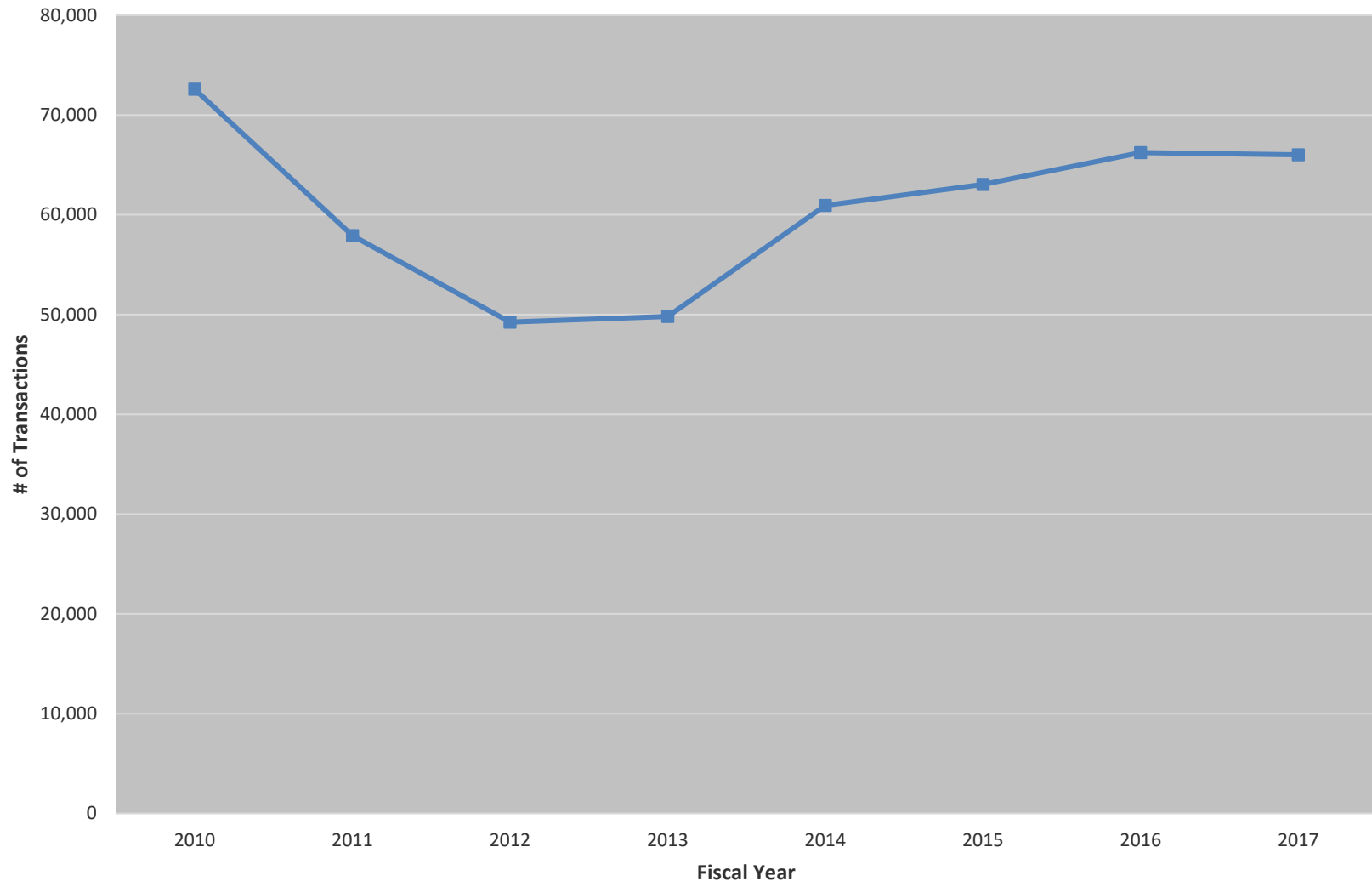
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Office Consultations



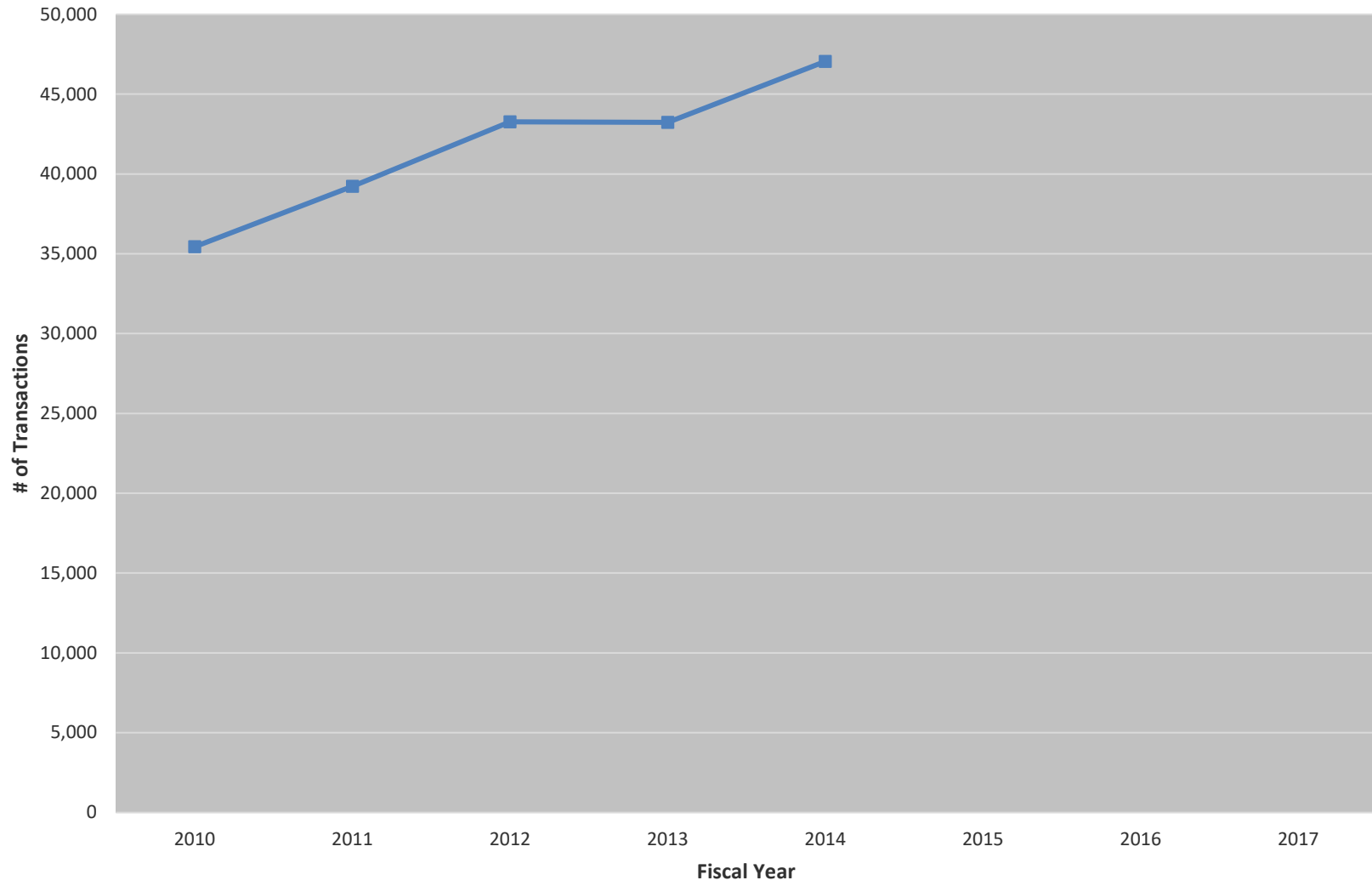
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Total Reference



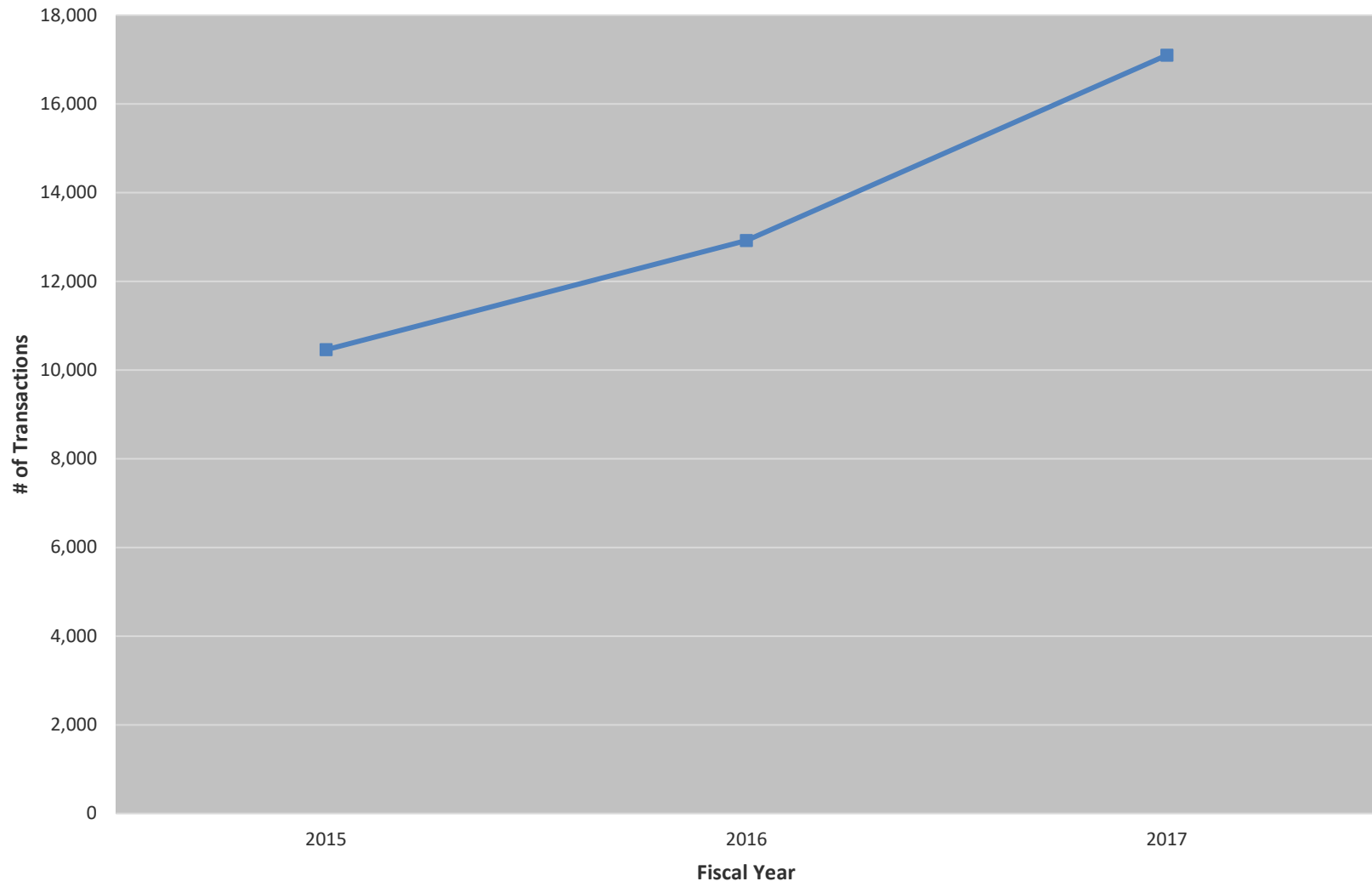
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Technical and Circulation



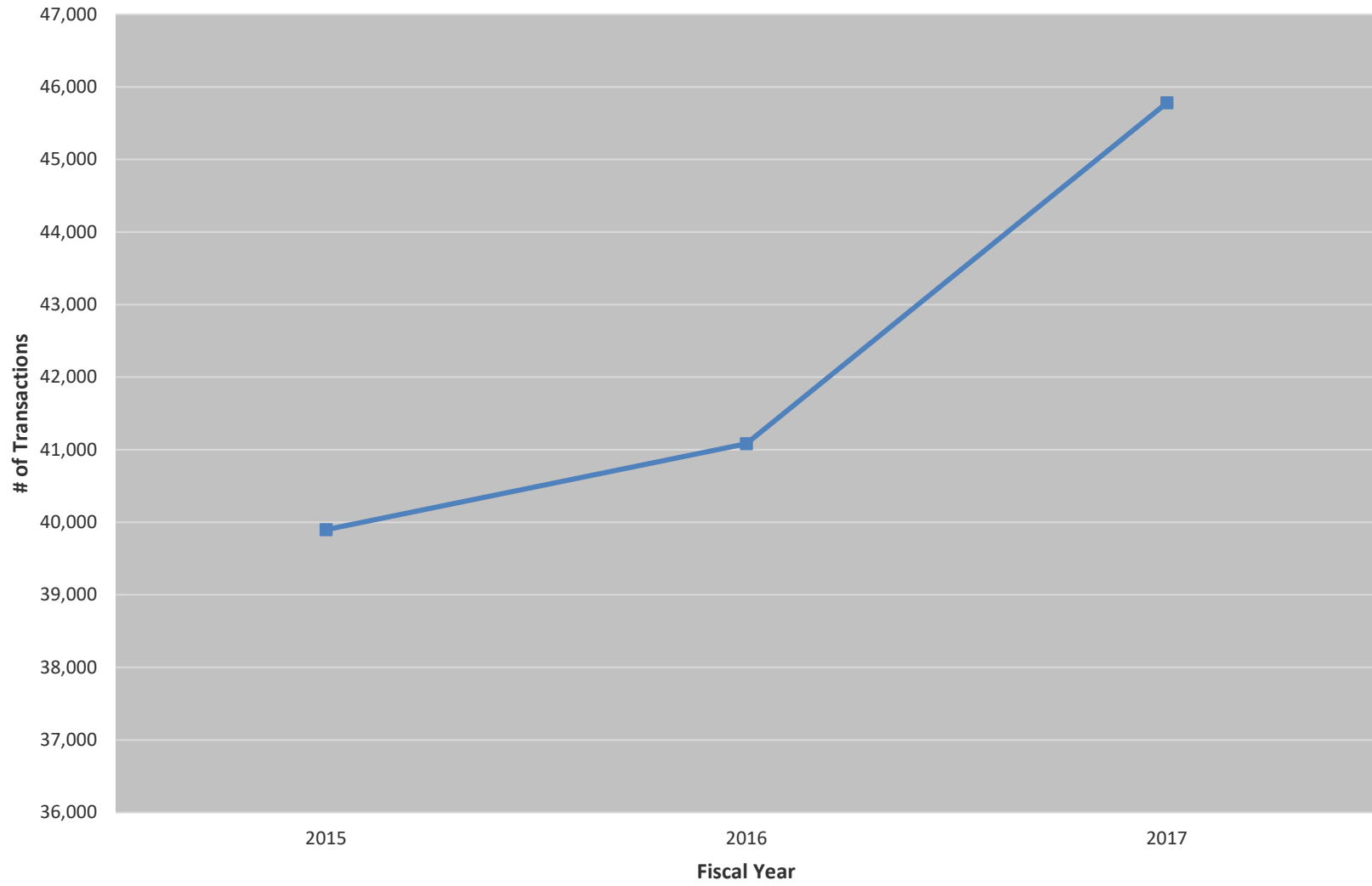
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Tech Troubleshooting



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Circulation



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Directional

