

Reference Activity Statistics

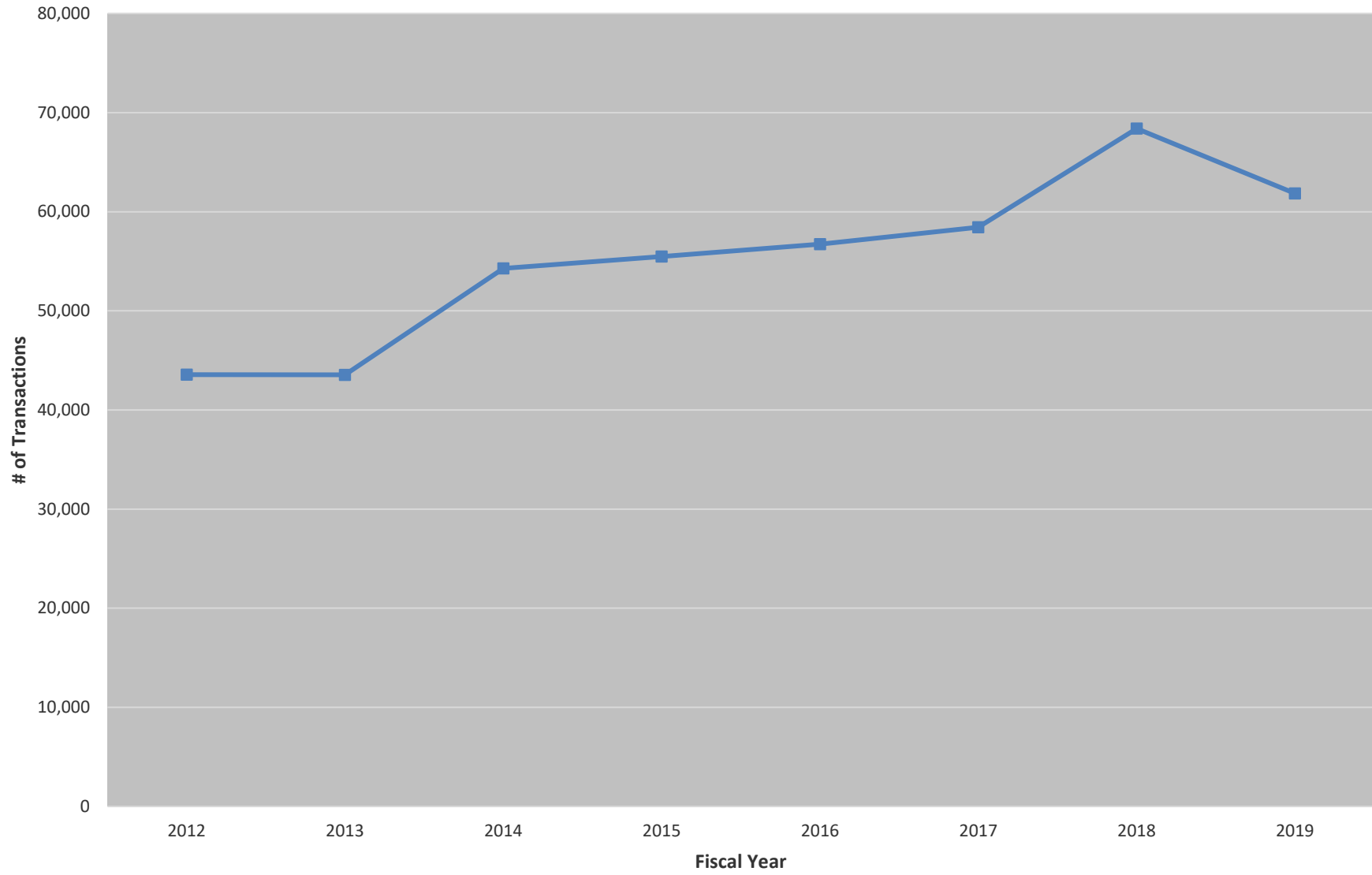
Reference Activity	2012	2013	2014	2015	2016	2017	2018	2019	2019 Increase
Reference Desks	43,576	43,548	54,284	55,489	56,722	58,437	68,387	61,849	-9.56%
Office Consultations	5,673	6,272	6,660	7,561	9,512	7,576	9,291	8,618	-7.24%
Total Reference	49,249	49,820	60,944	63,050	66,234	66,013	77,678	70,467	-9.28%

Other Consulting	2012	2013	2014	2015	2016	2017	2018	2019	2019 Increase
Technical and Circulation	43,264	43,237	47,052						
Tech Troubleshooting¹				10,457	12,922	17,100	14,701	12,833	-12.71%
Circulation				39,898	41,082	45,781	61,189	60,086	-1.80%
Directional	22,221	19,334	15,974	13,856	15,100	16,495	16,237	13,791	-15.06%

¹Technical and Circulation were separated beginning in 2015

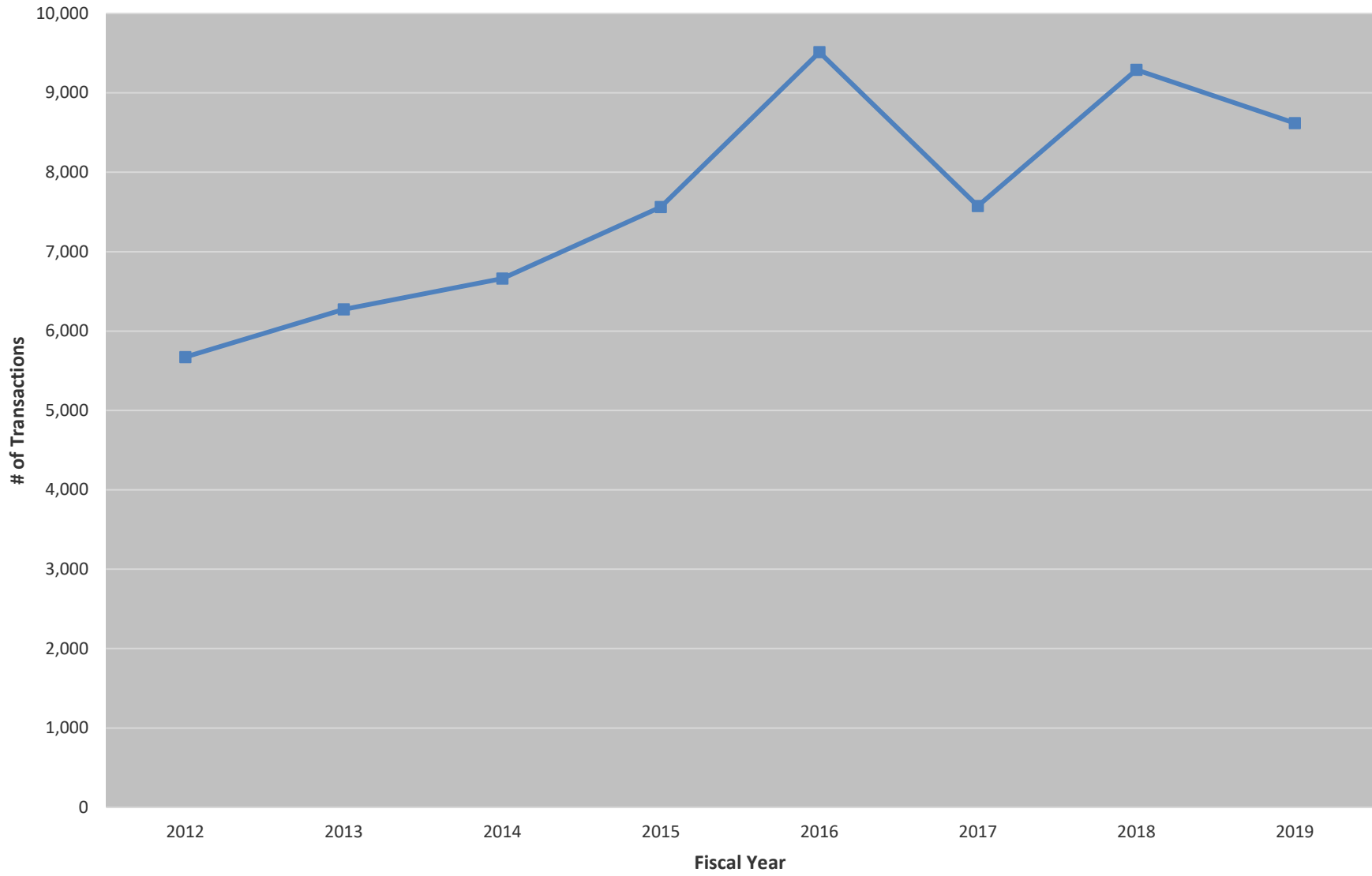
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Reference Desks



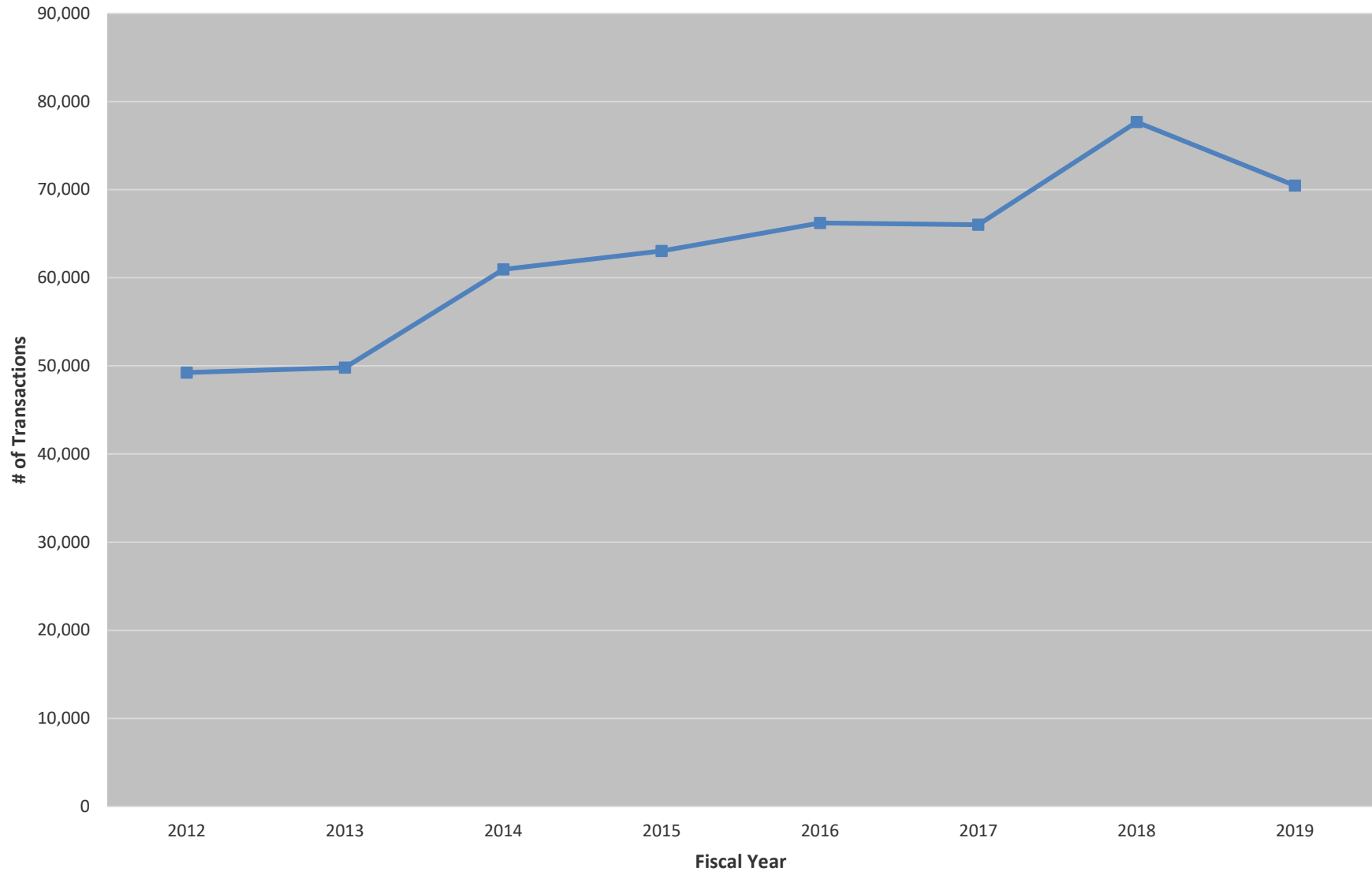
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Office Consultations



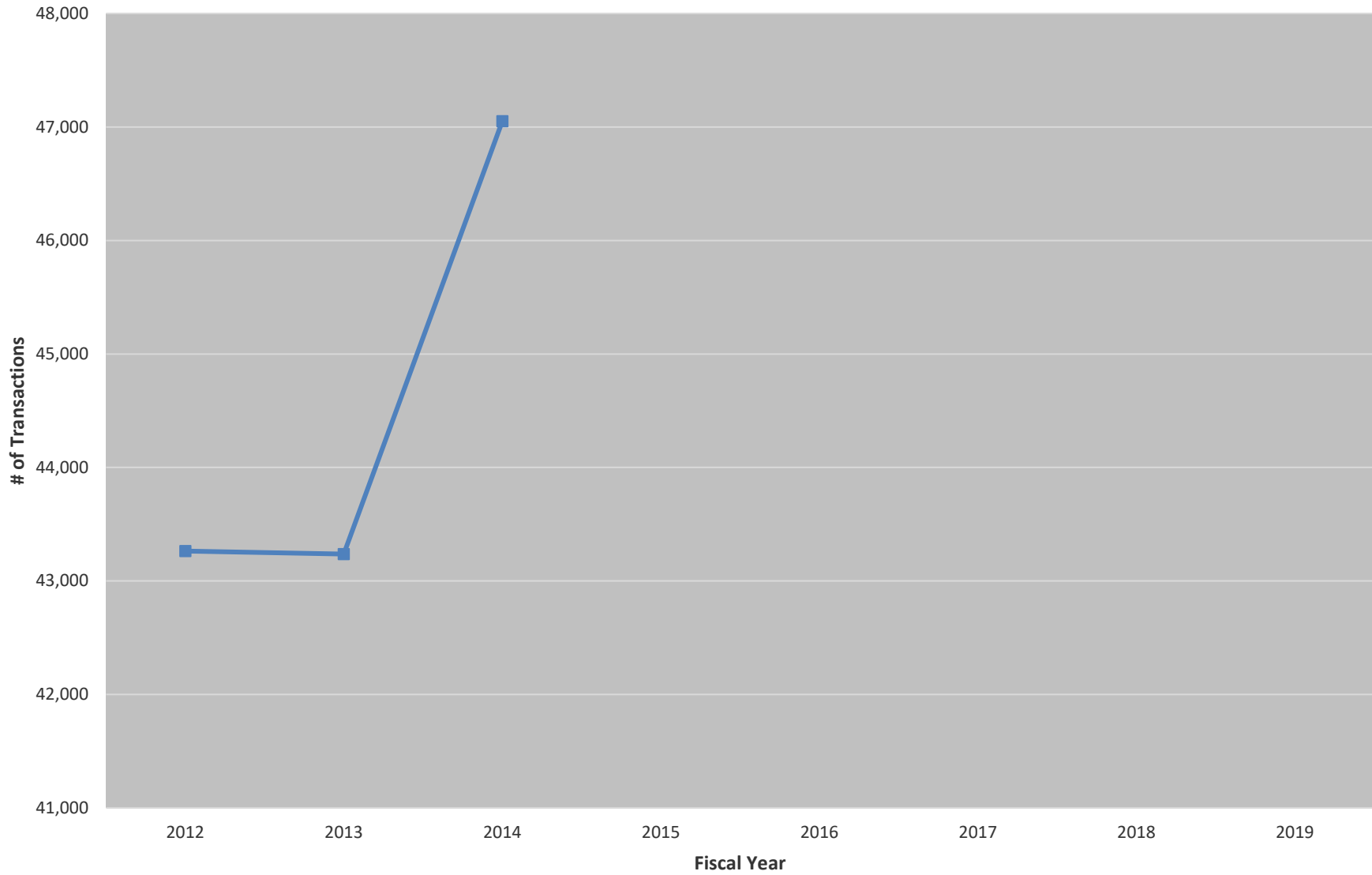
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Total Reference



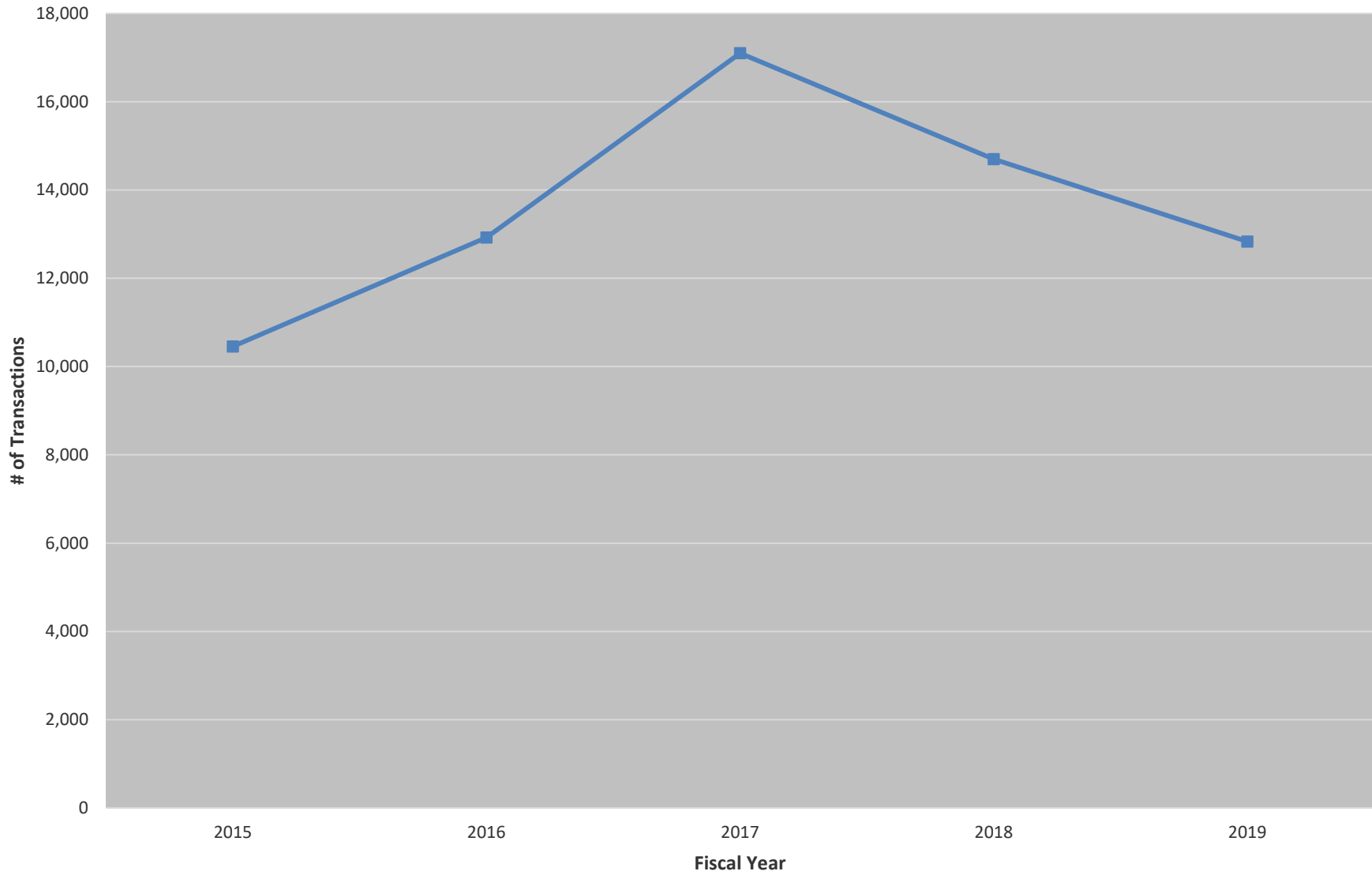
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Technical and Circulation



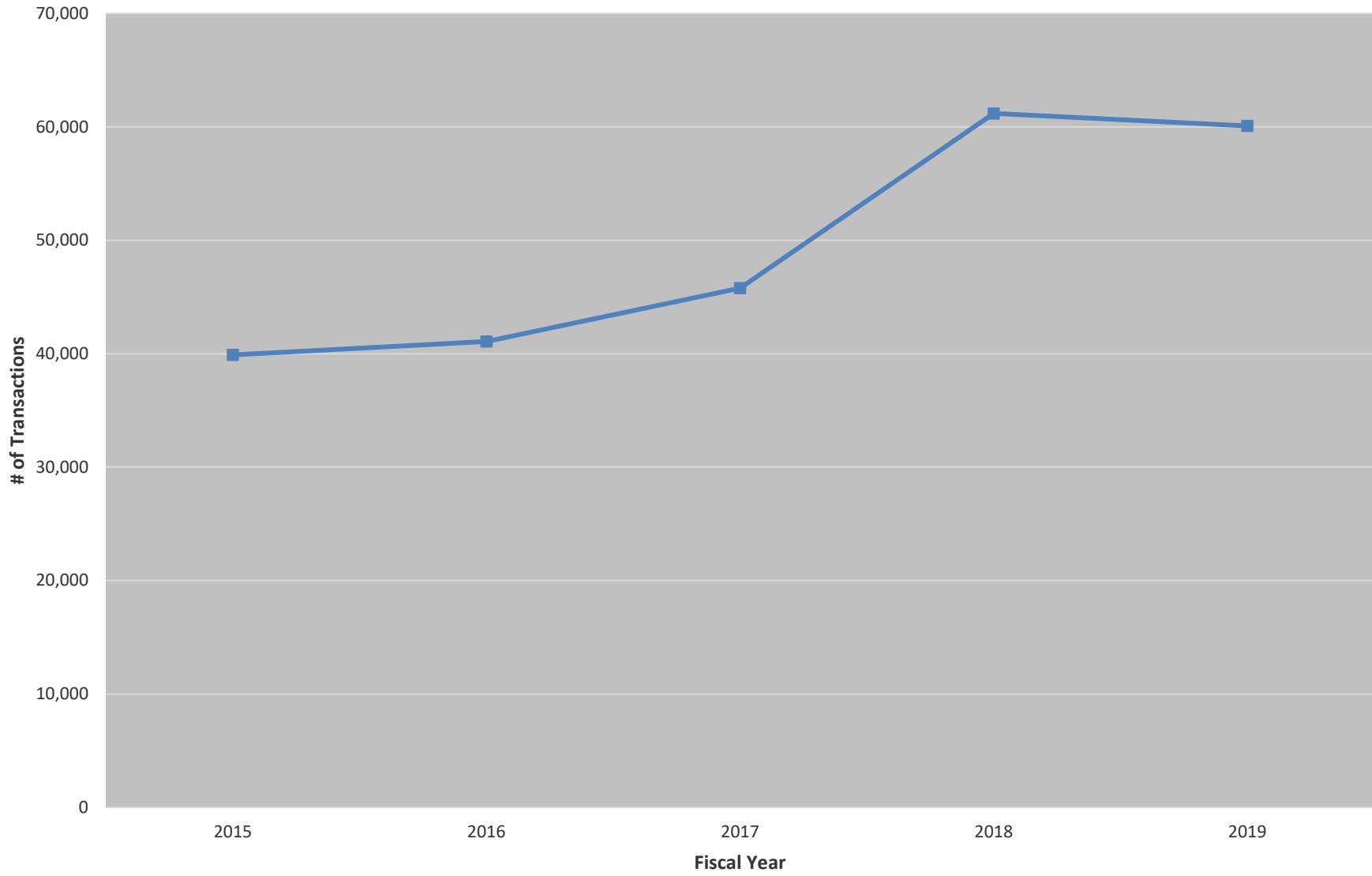
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Tech Troubleshooting



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Circulation



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Directional

