

Reference Activity Statistics

Reference Activity	2012	2013	2014	2015	2016	2017	2018	2019	2020 ²	2020 Increase
Reference Desks	43,576	43,548	54,284	55,489	56,722	58,437	68,387	61,849	36,960	-40.24%
Office Consultations	5,673	6,272	6,660	7,561	9,512	7,576	9,291	8,618	8,236	-4.43%
Total Reference	49,249	49,820	60,944	63,050	66,234	66,013	77,678	70,467	45,196	-35.86%

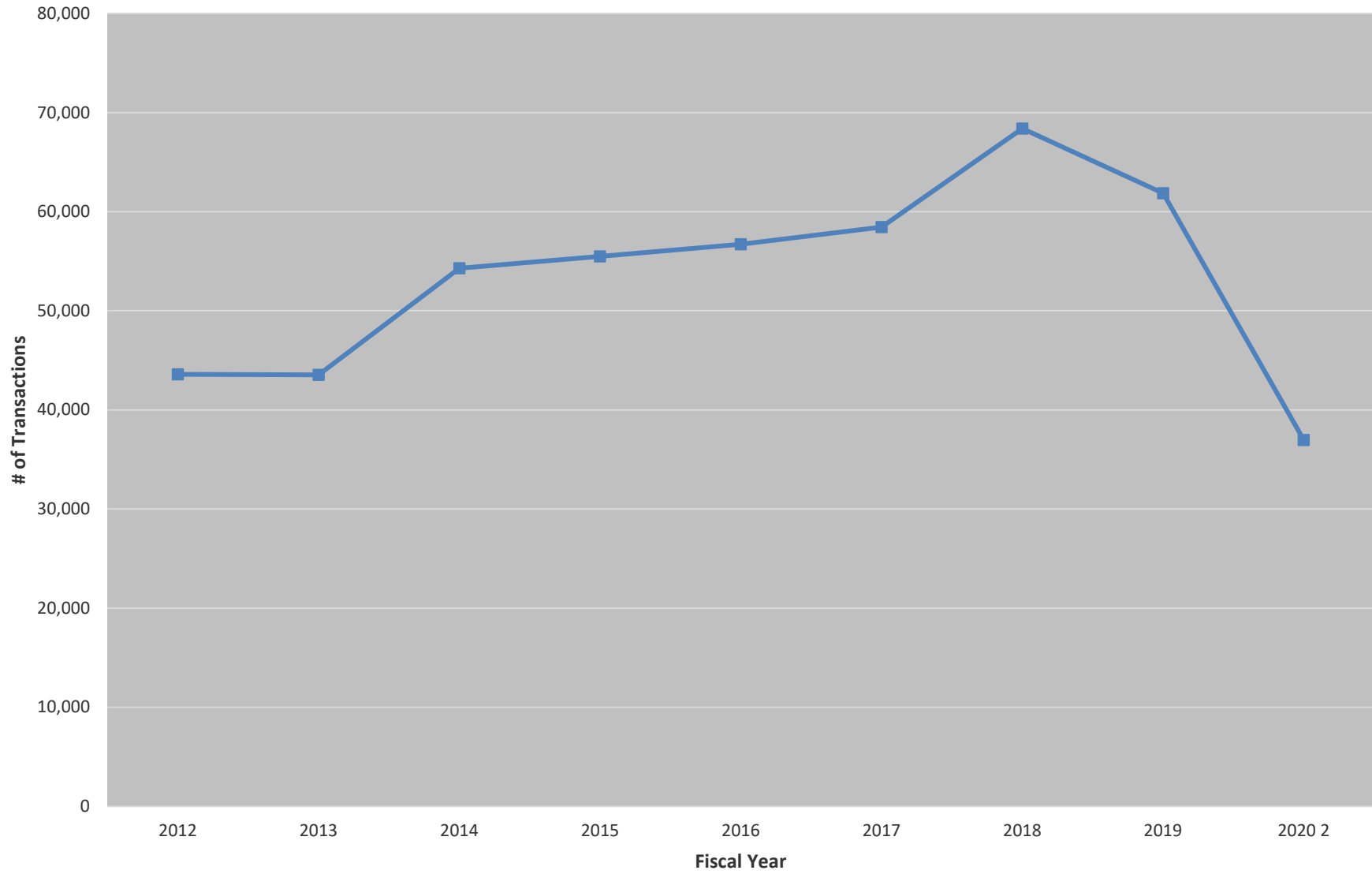
Other Consulting	2012	2013	2014	2015	2016	2017	2018	2019	2020	2020 Increase
Technical and Circulation	43,264	43,237	47,052							
Tech Troubleshooting ¹				10,457	12,922	17,100	14,701	12,833	5,767	-55.06%
Circulation				39,898	41,082	45,781	61,189	60,086	40,920	-31.90%
Directional	22,221	19,334	15,974	13,856	15,100	16,495	16,237	13,791	8,732	-36.68%

¹Technical and Circulation were separated beginning in 2015

²Lower reference figures, as well as statistics across the board in the library during 2020 due in part to the COVID-19 pandemic and subsequent restrictions associated with it.

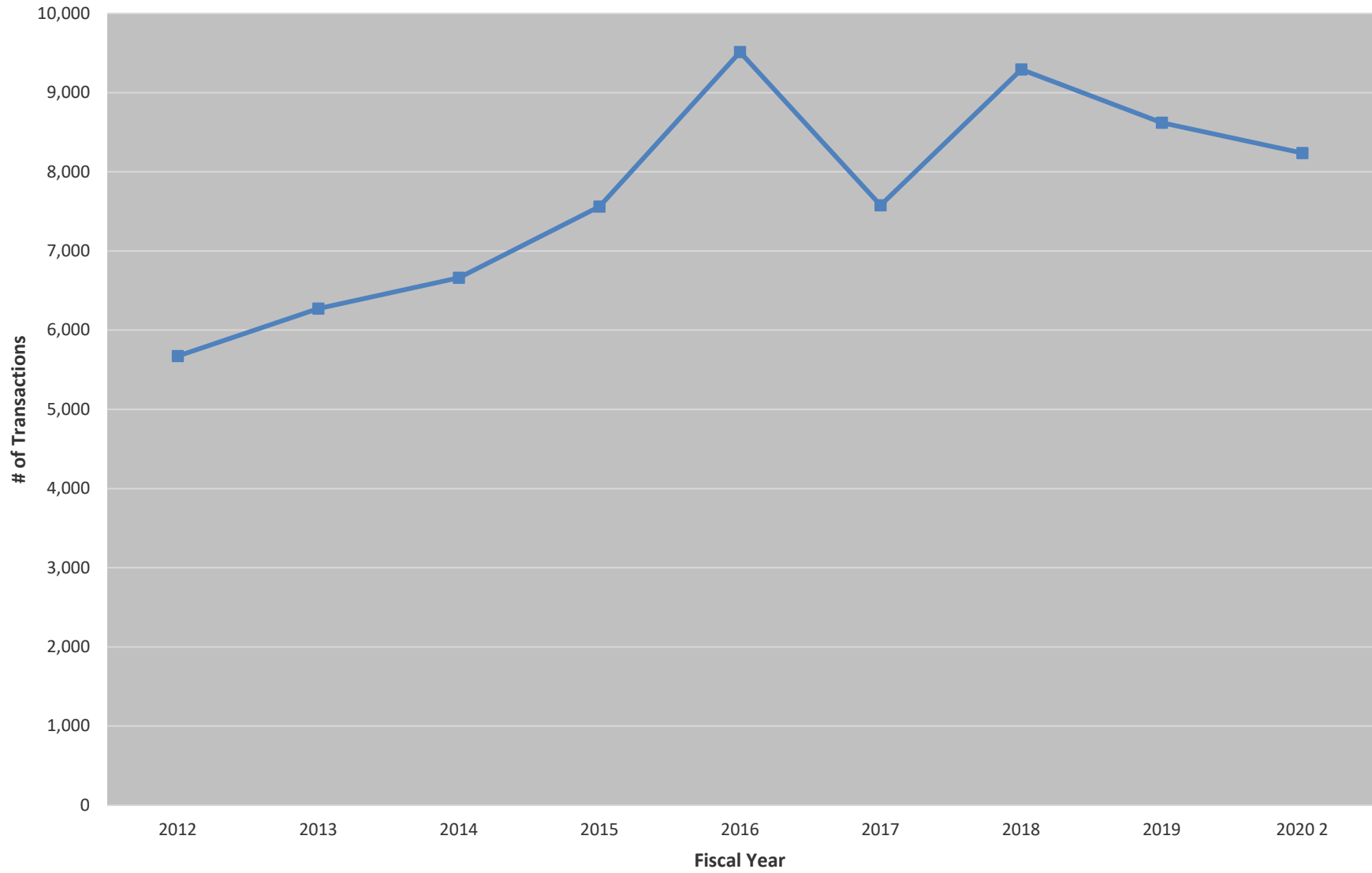
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Reference Desks



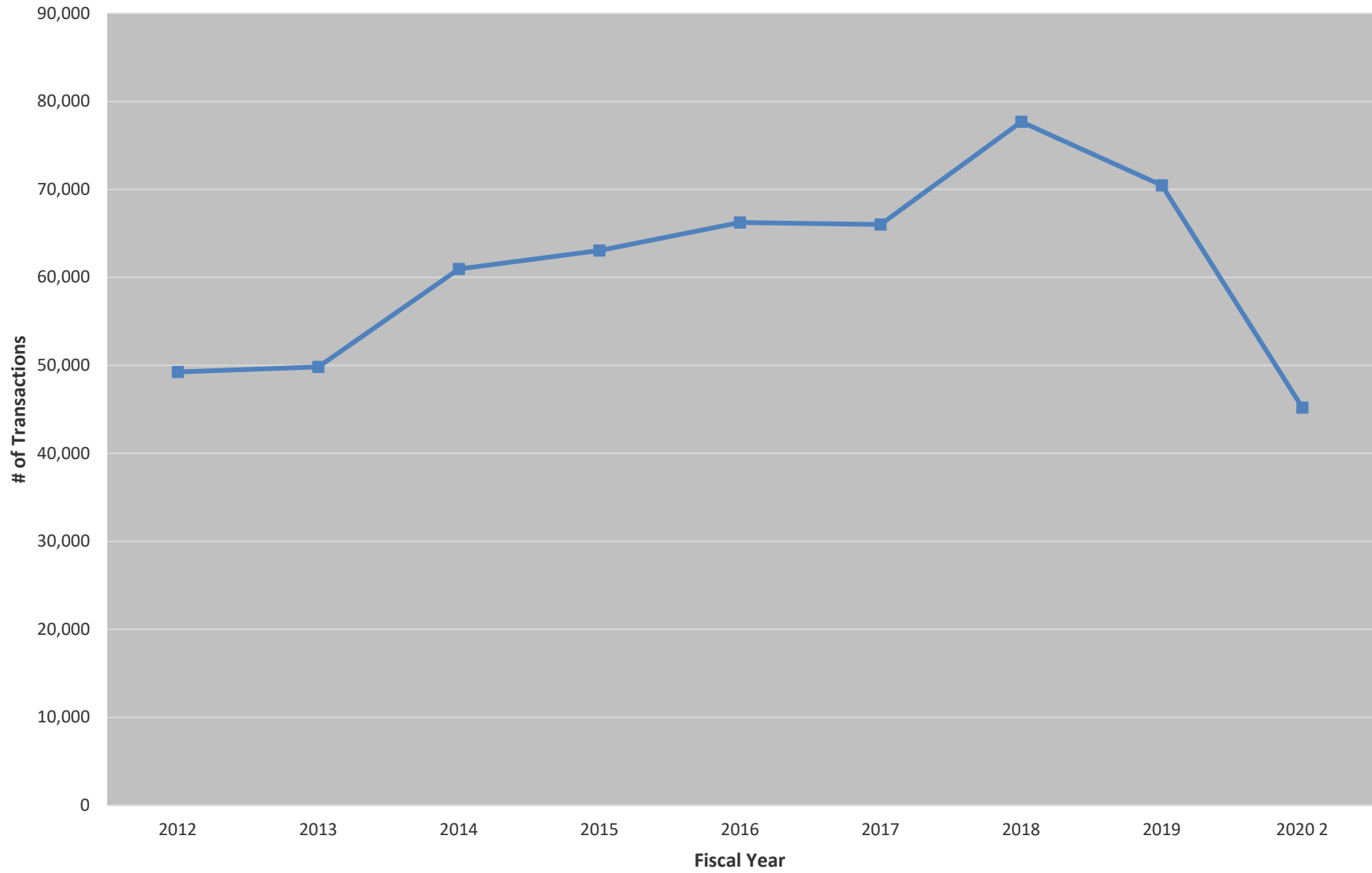
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Office Consultations



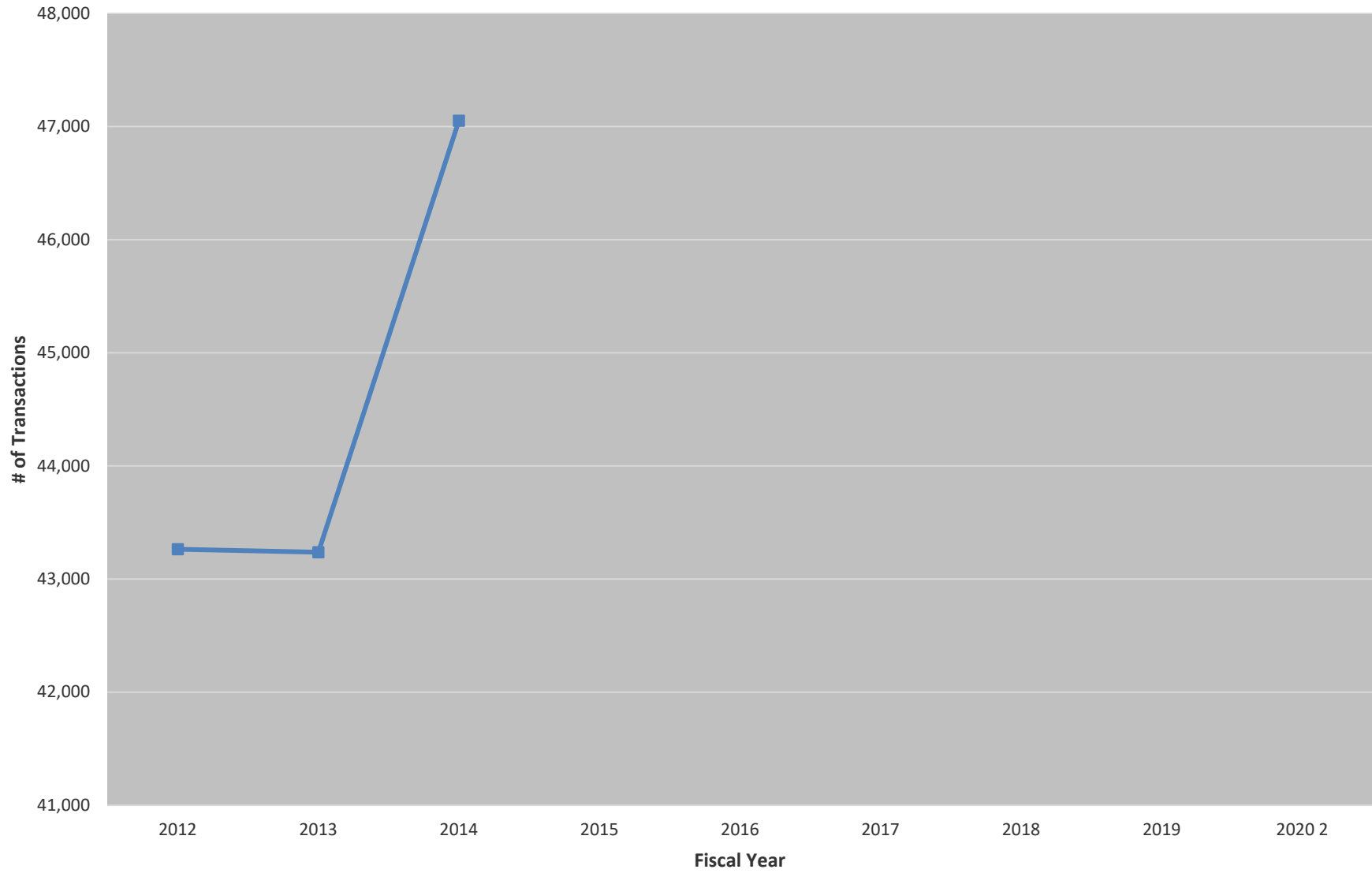
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Total Reference



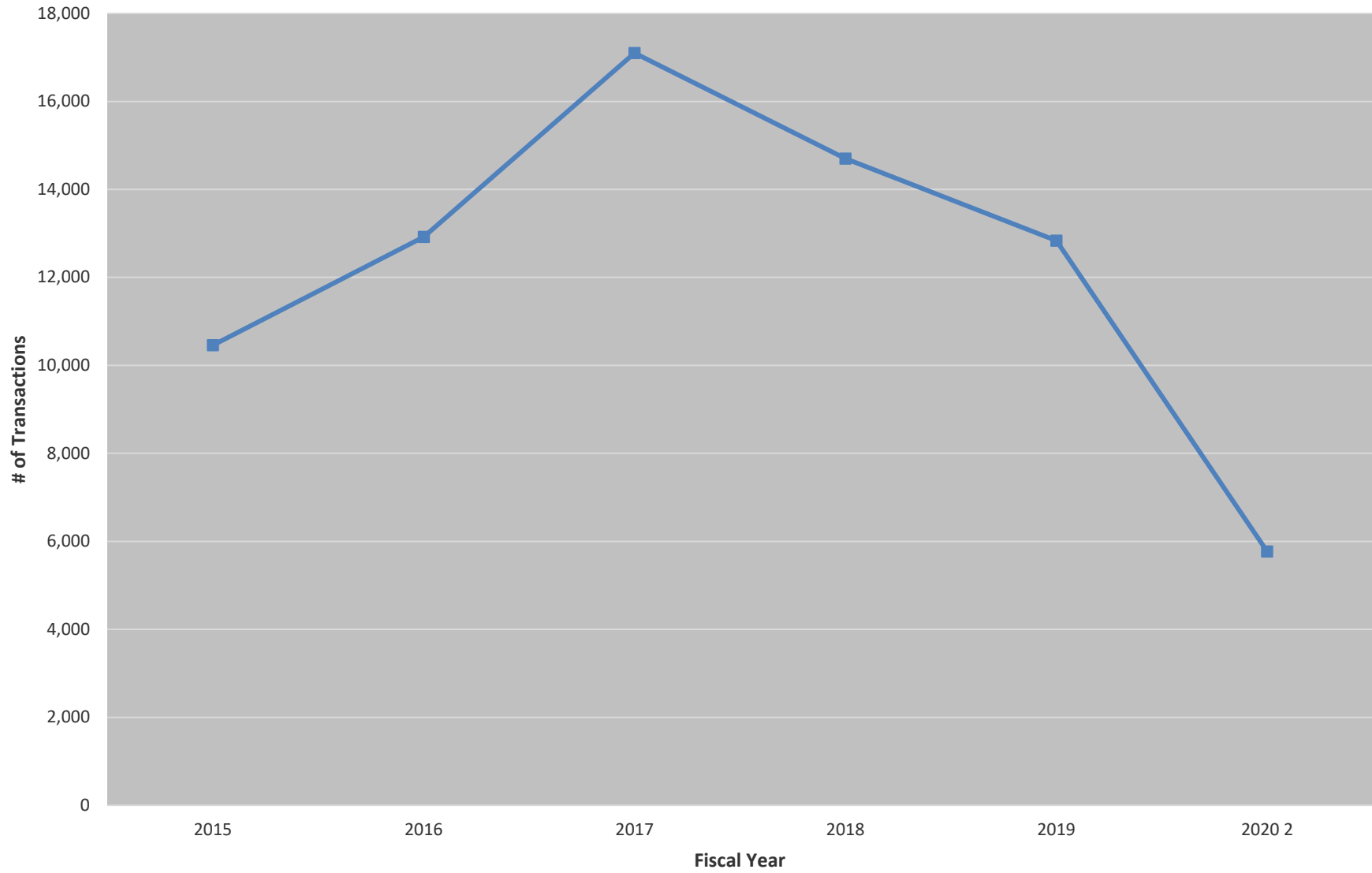
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Technical and Circulation



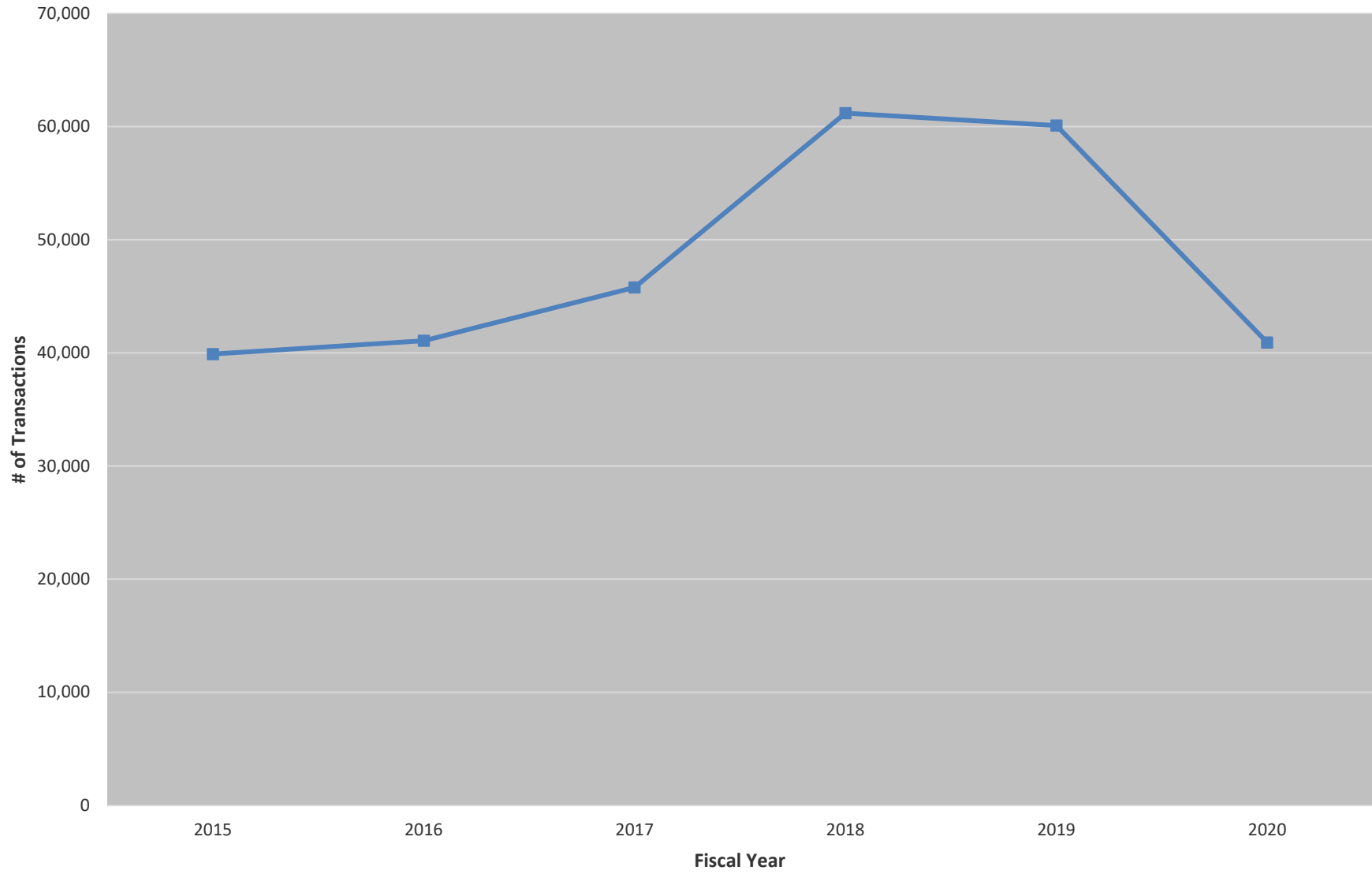
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Tech Troubleshooting



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Circulation



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Directional

