

## Reference Activity Statistics

Reference Activity	2012	2013	2014	2015	2016	2017	2018	2019	2020 <sup>2</sup>	2021 <sup>3</sup>	2021 Increase
<a href="#">Reference Desks</a>	43,576	43,548	54,284	55,489	56,722	58,437	68,387	61,849	36,960	49,456	33.81%
<a href="#">Office Consultations</a>	5,673	6,272	6,660	7,561	9,512	7,576	9,291	8,618	8,236	9,573	16.23%
<a href="#">Total Reference</a>	49,249	49,820	60,944	63,050	66,234	66,013	77,678	70,467	45,196	59,029	30.61%

Other Consulting	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2021 Increase
<a href="#">Technical and Circulation</a>	43,264	43,237	47,052								
<a href="#">Tech Troubleshooting</a> <sup>1</sup>				10,457	12,922	17,100	14,701	12,833	5,767	10,040	74.09%
<a href="#">Circulation</a>				39,898	41,082	45,781	61,189	60,086	40,920	45,100	10.22%
<a href="#">Directional</a>	22,221	19,334	15,974	13,856	15,100	16,495	16,237	13,791	8,732	14,708	68.44%

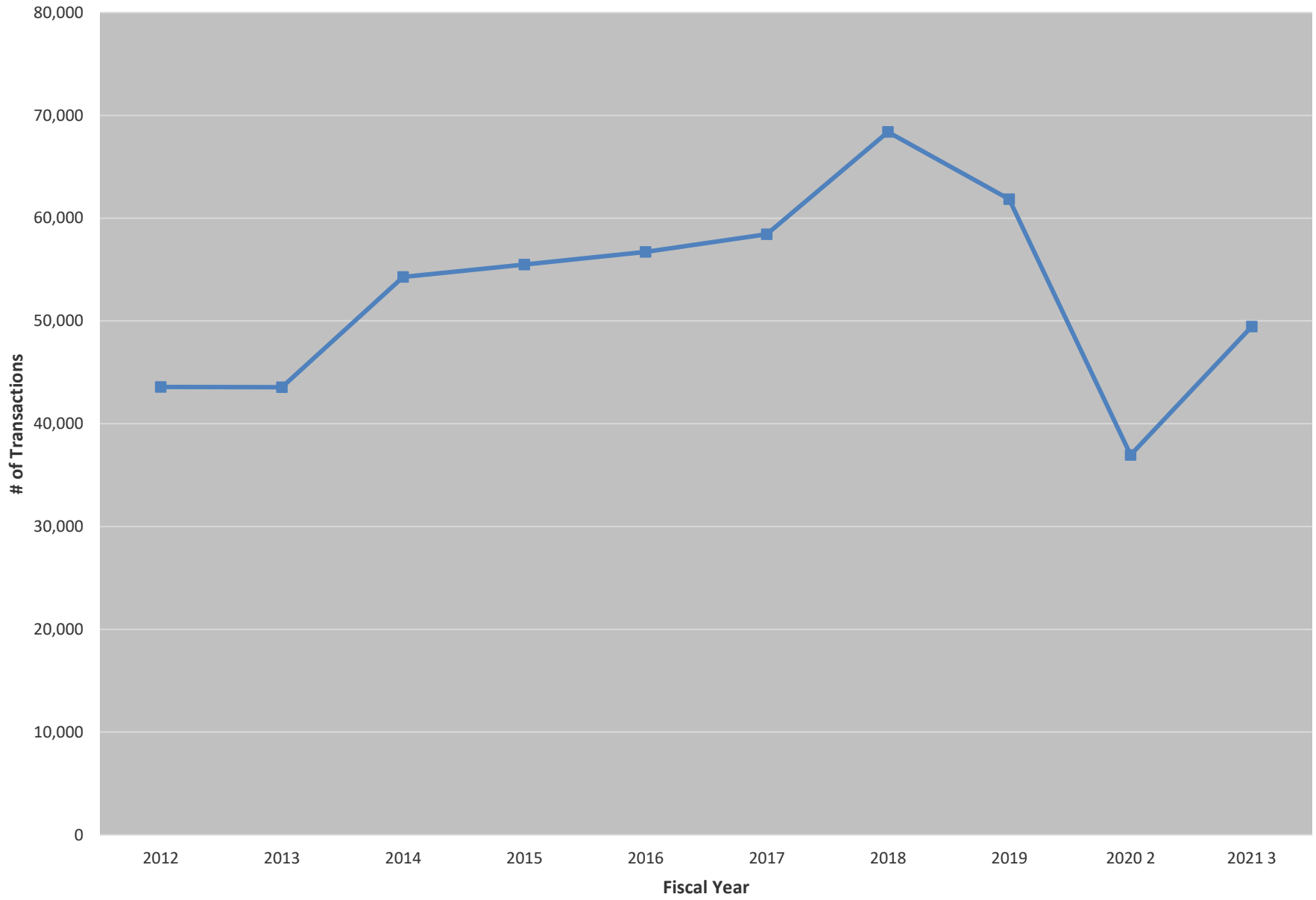
<sup>1</sup> Technical and Circulation were separated beginning in 2015

<sup>2</sup> Lower 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.

<sup>3</sup> With COVID restrictions lifted, statistics improved considerably in 2021.

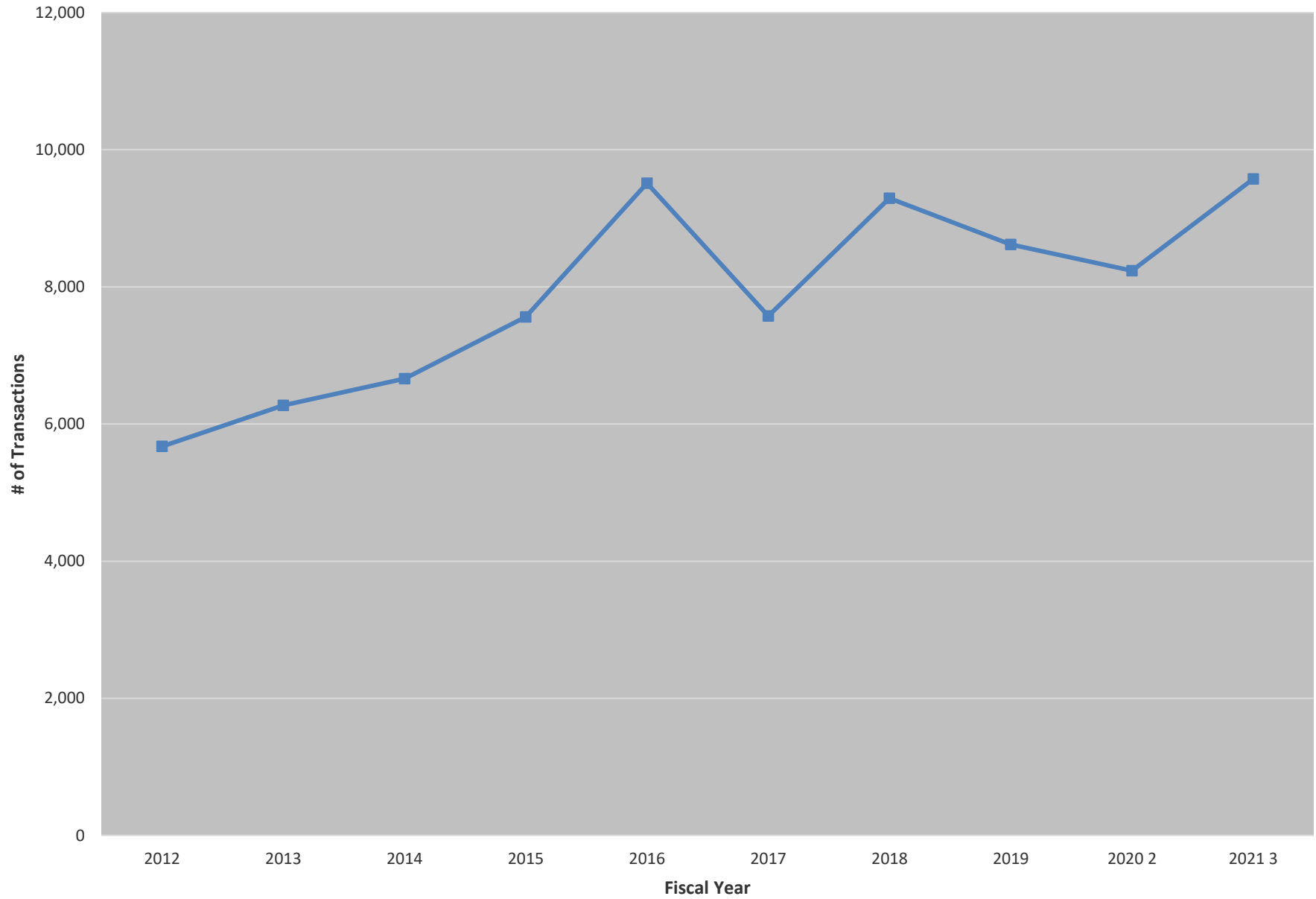
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### Reference Desks



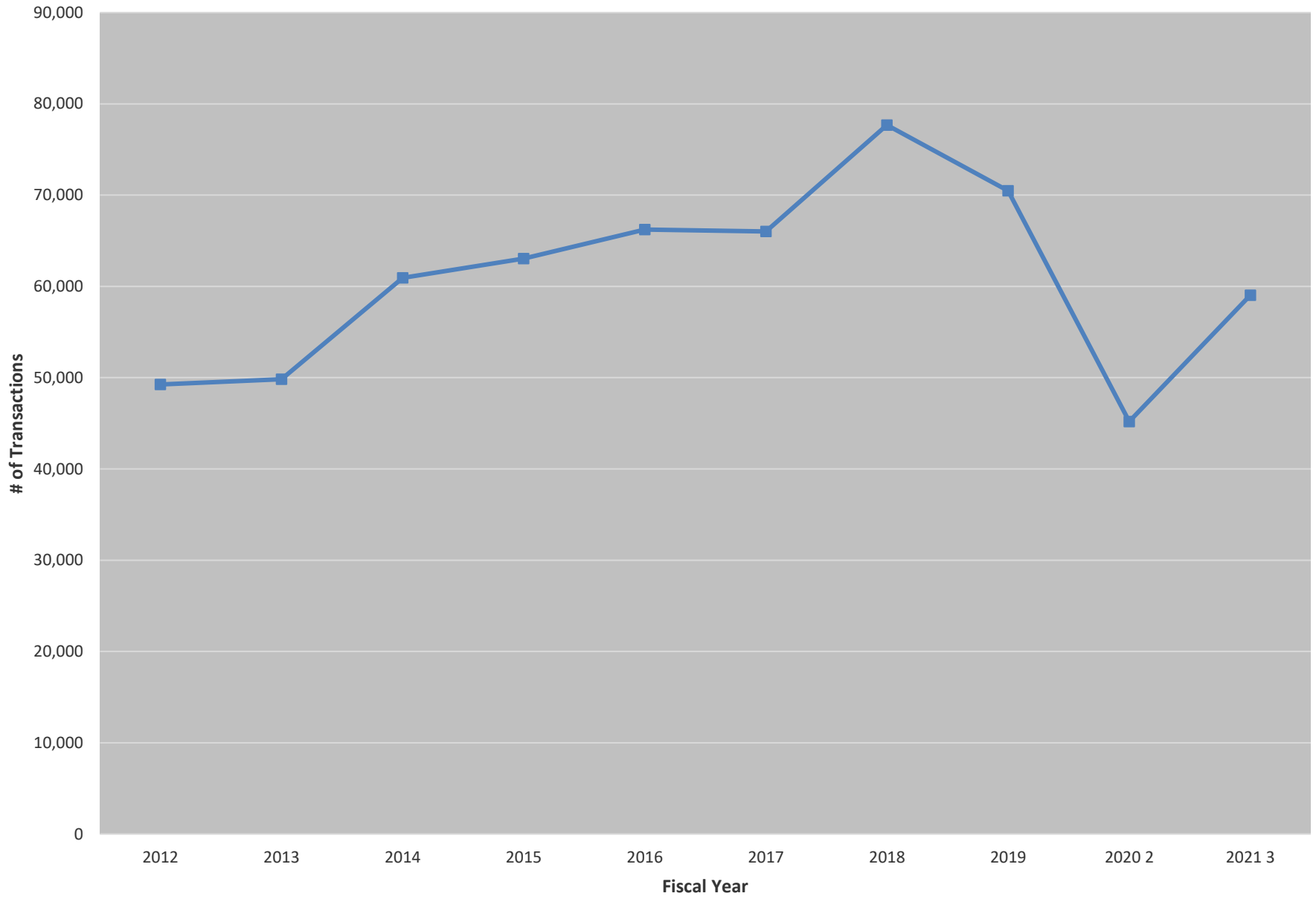
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### Office Consultations



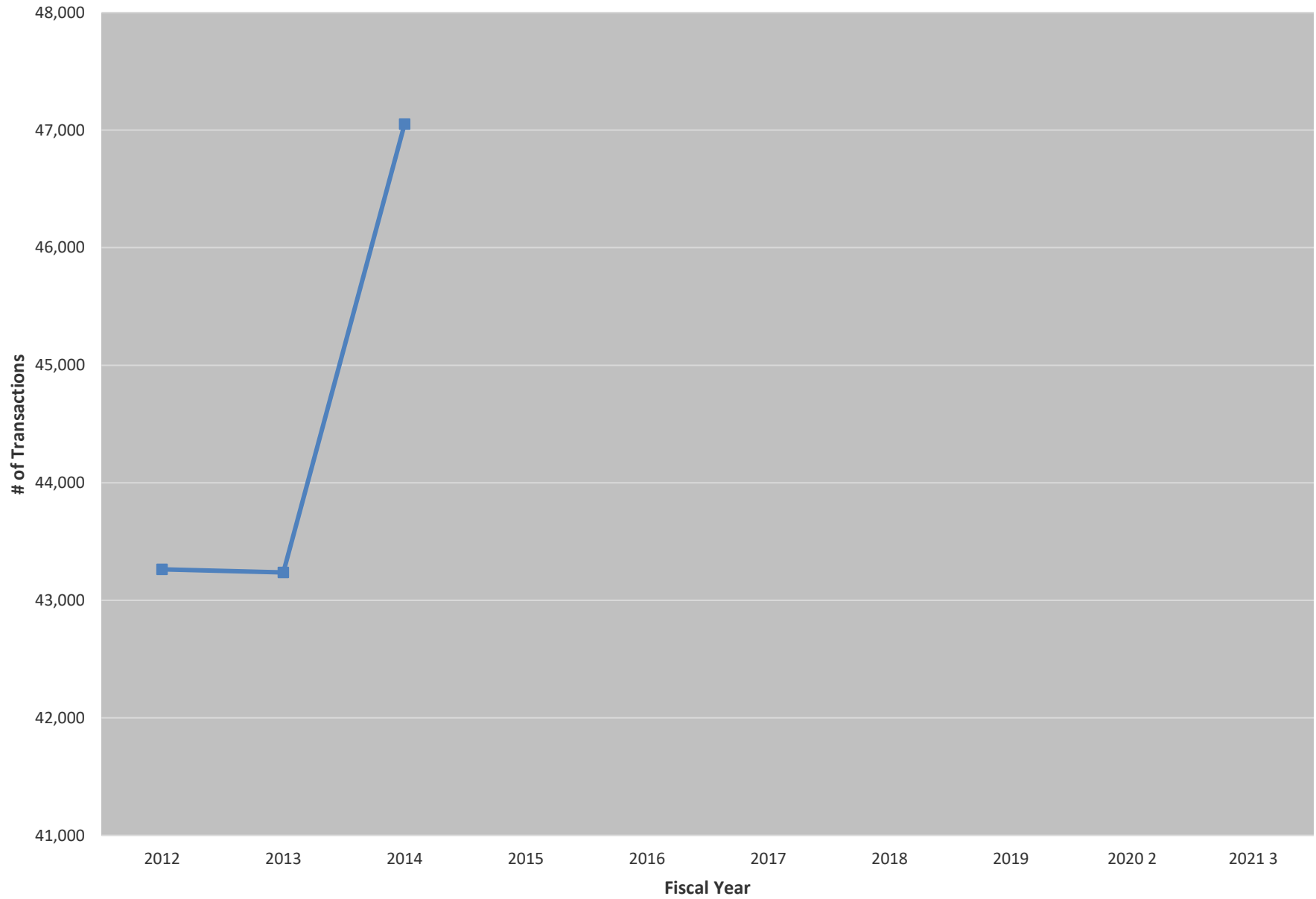
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### Total Reference



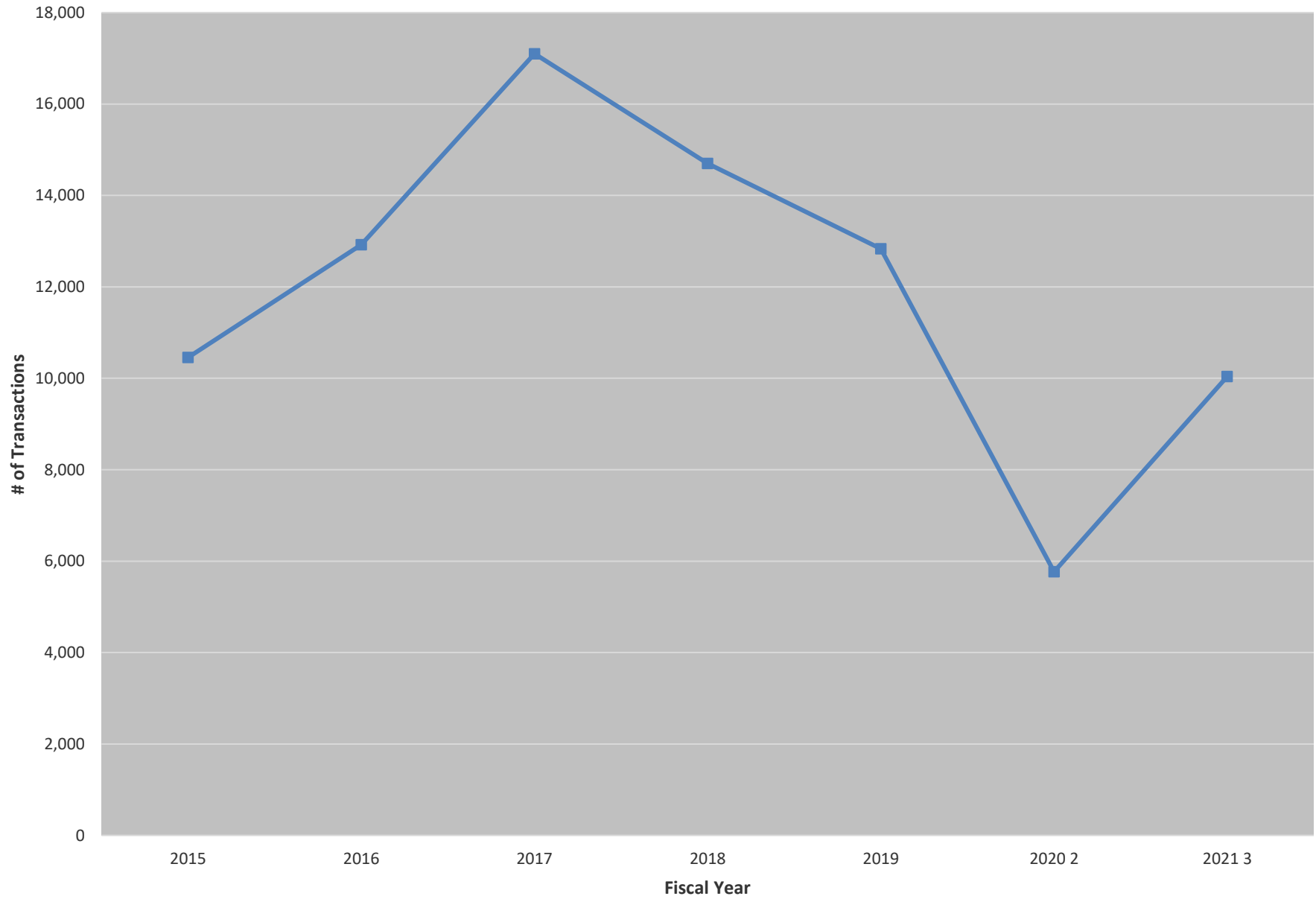
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### Technical and Circulation



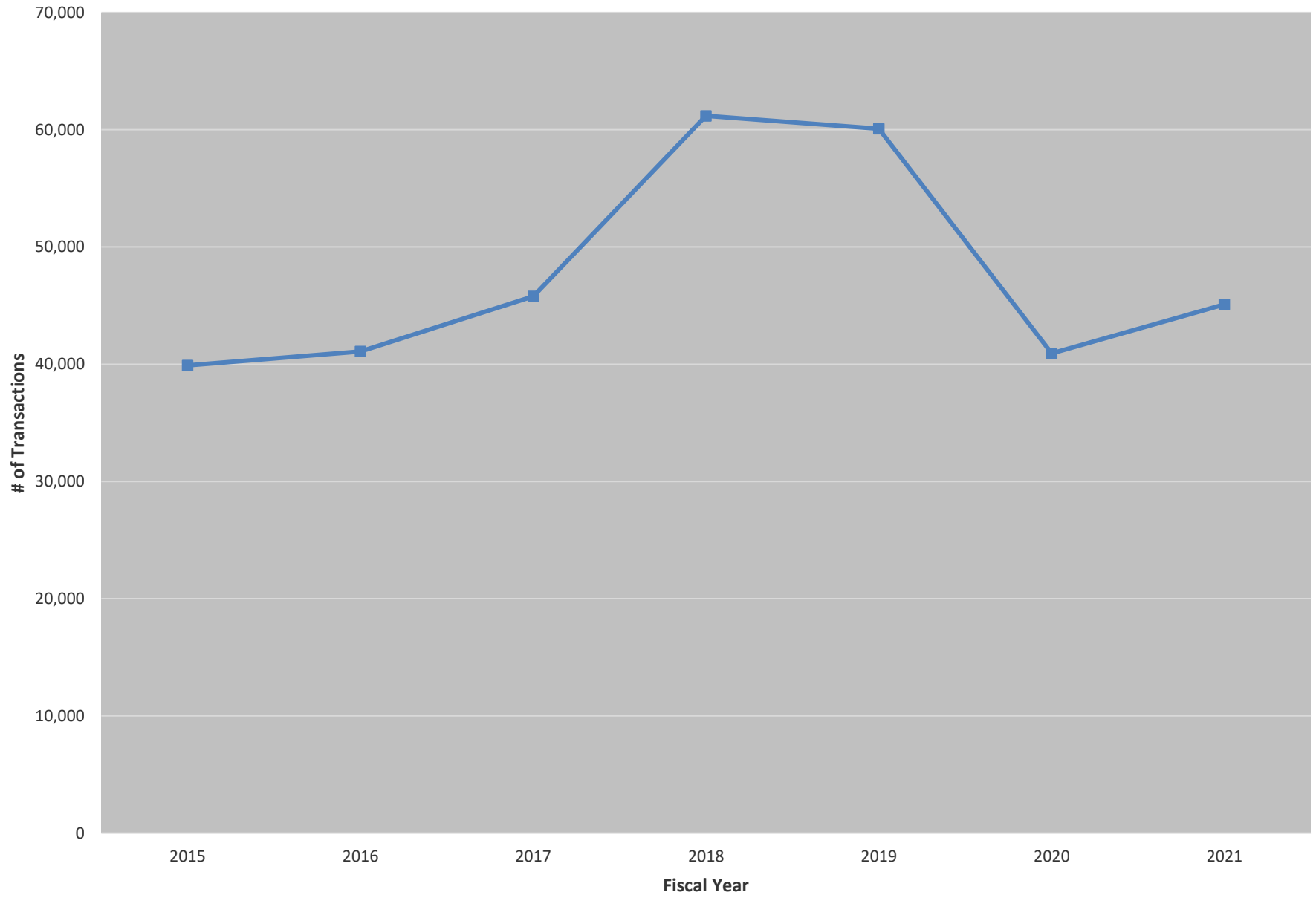
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### Tech Troubleshooting



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### Circulation



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### Directional

