

## Reference Activity Statistics

Reference Activity	2012	2013	2014	2015	2016	2017	2018	2019	2020 <sup>2</sup>	2021 <sup>3</sup>	2022	2023	2023 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	48,537	55,765	14.89%
<a href="#">Office Consultations</a> <sup>4</sup>	5,673	6,272	6,660	7,561	9,512	7,576	9,291	8,618	8,236	9,573	8,940	6,488	-27.43%
<b>Total Reference</b>	<b>49,249</b>	<b>49,820</b>	<b>60,944</b>	<b>63,050</b>	<b>66,234</b>	<b>66,013</b>	<b>77,678</b>	<b>70,467</b>	<b>45,196</b>	<b>59,029</b>	<b>57,477</b>	<b>62,253</b>	<b>8.31%</b>

Other Consulting	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2023 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	10,795	9,539	-11.64%
<a href="#">Circulation</a>				39,898	41,082	45,781	61,189	60,086	40,920	45,100	50,945	50,705	-0.47%
<a href="#">Directional</a>	22,221	19,334	15,974	13,856	15,100	16,495	16,237	13,791	8,732	14,708	15,084	16,802	11.39%

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

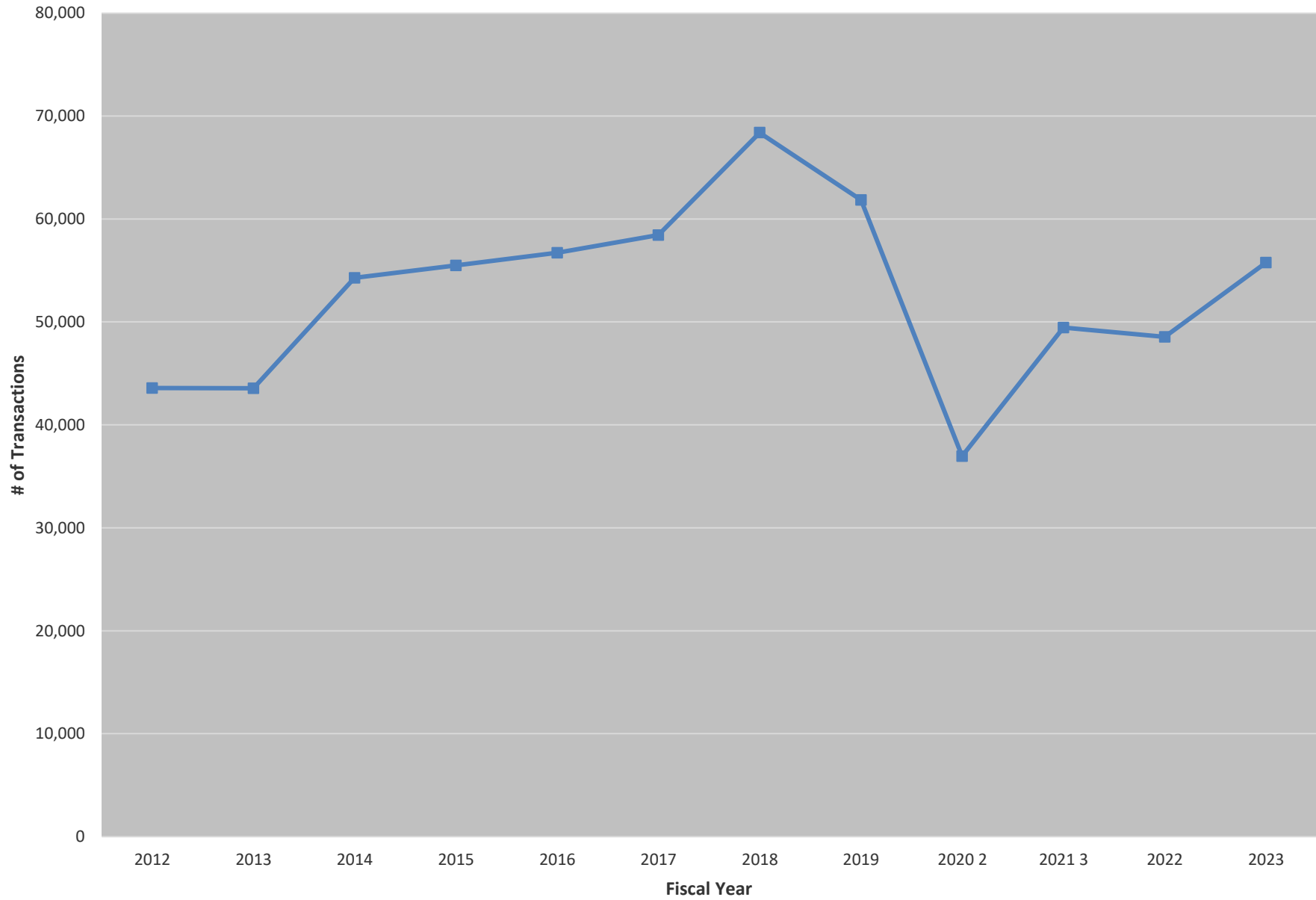
<sup>2</sup> Lower reference figures, as well as statistics across the board in the library during 2020 due in part to the COVID-19 pandemic and subsequent restrictions associated with it.

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

<sup>4</sup> Beginning in 2021, Office Consultations include both traditional reference transactions and liaison activity by subject librarians and non-student employee staff

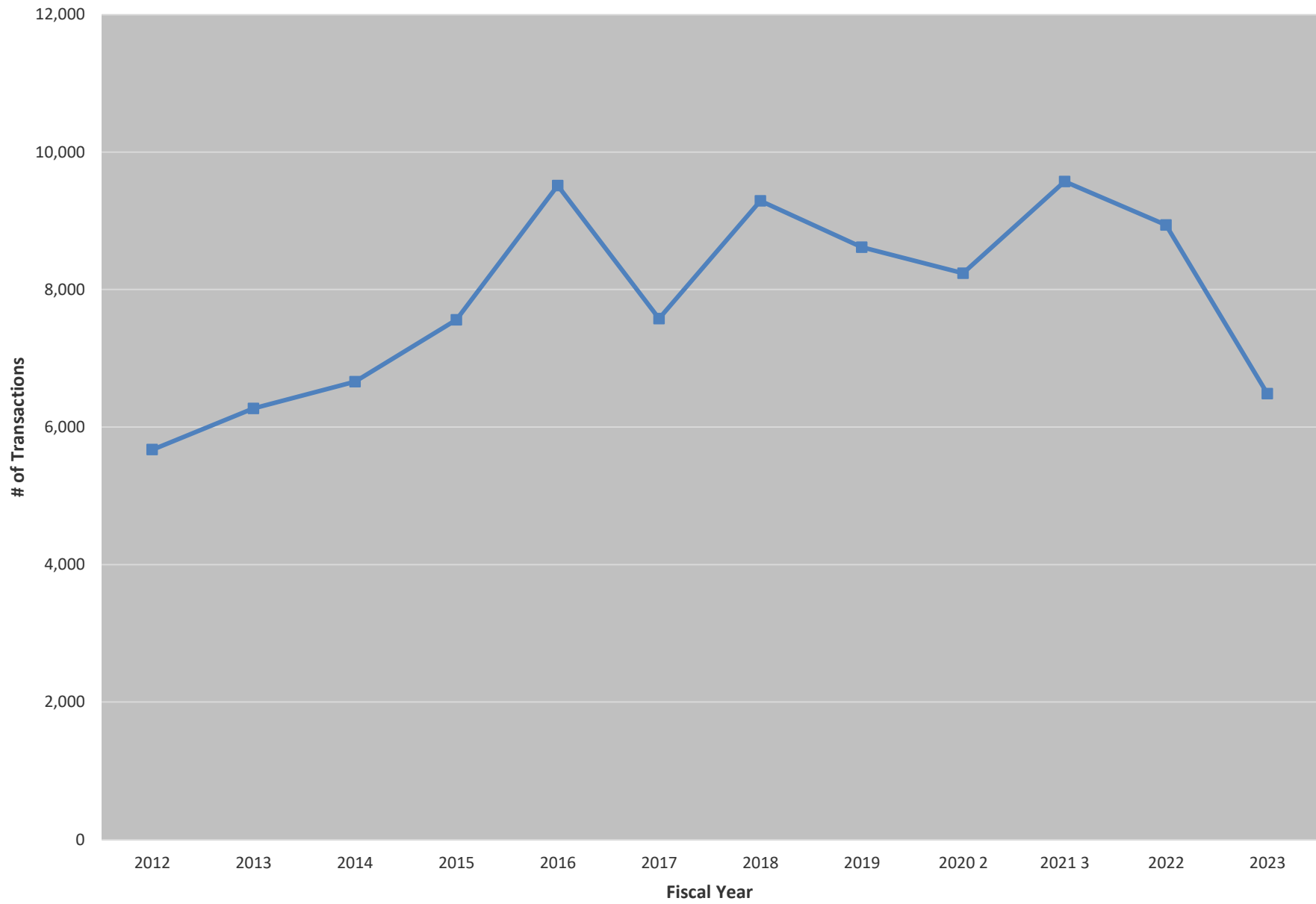
[Back to Table](#)

### Reference Desks



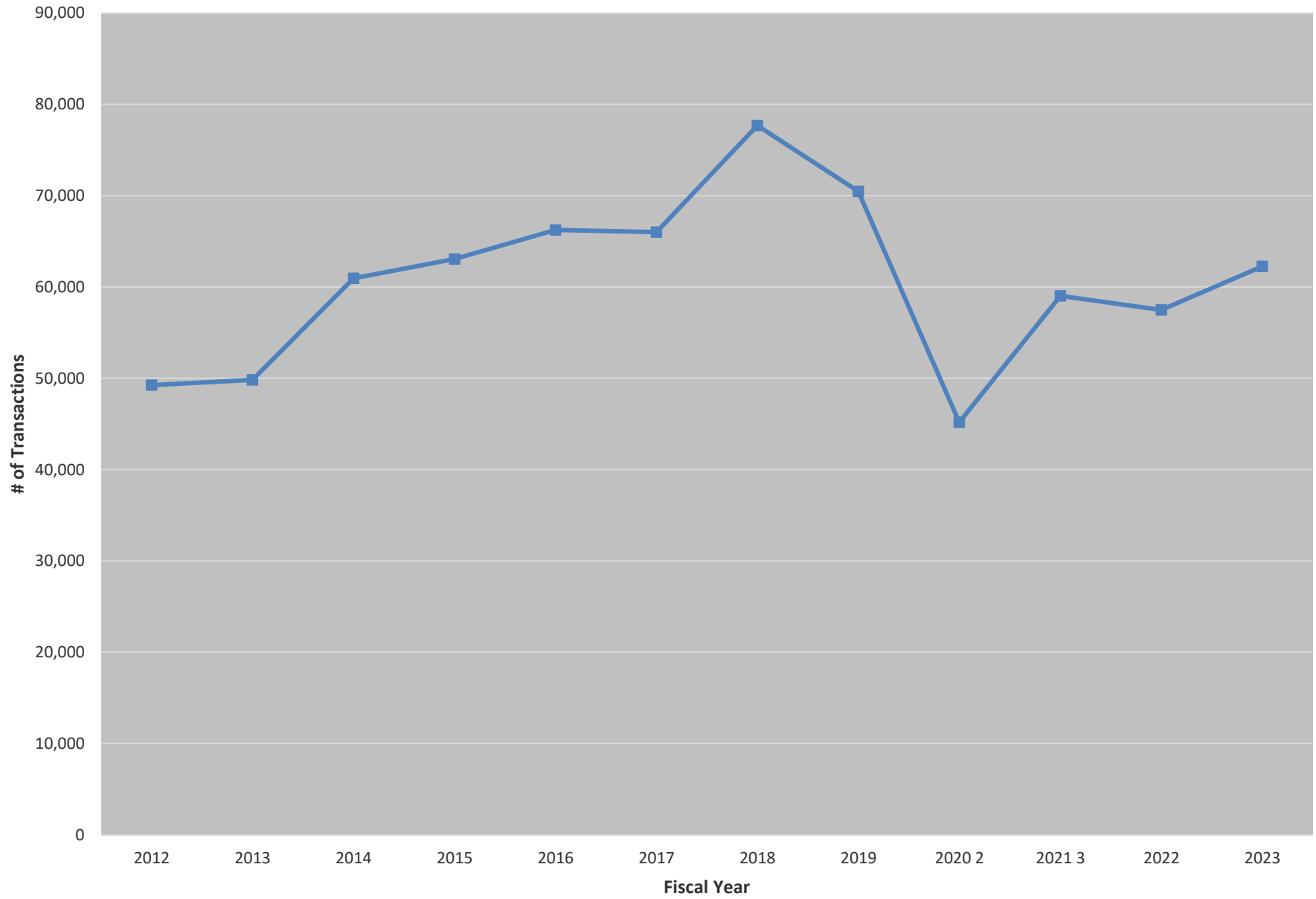
[Back to Table](#)

### Office Consultations



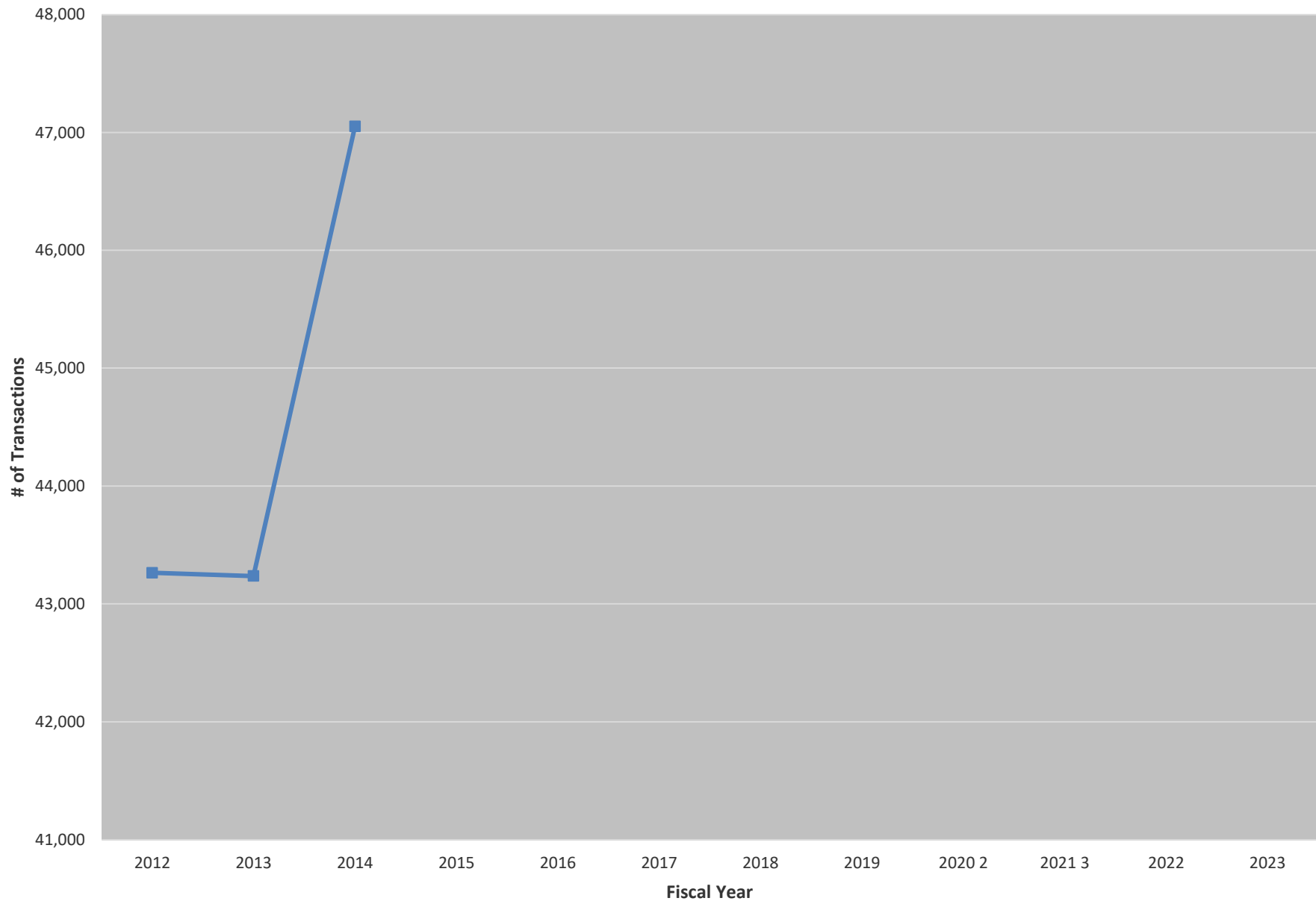
[Back to Table](#)

### Total Reference



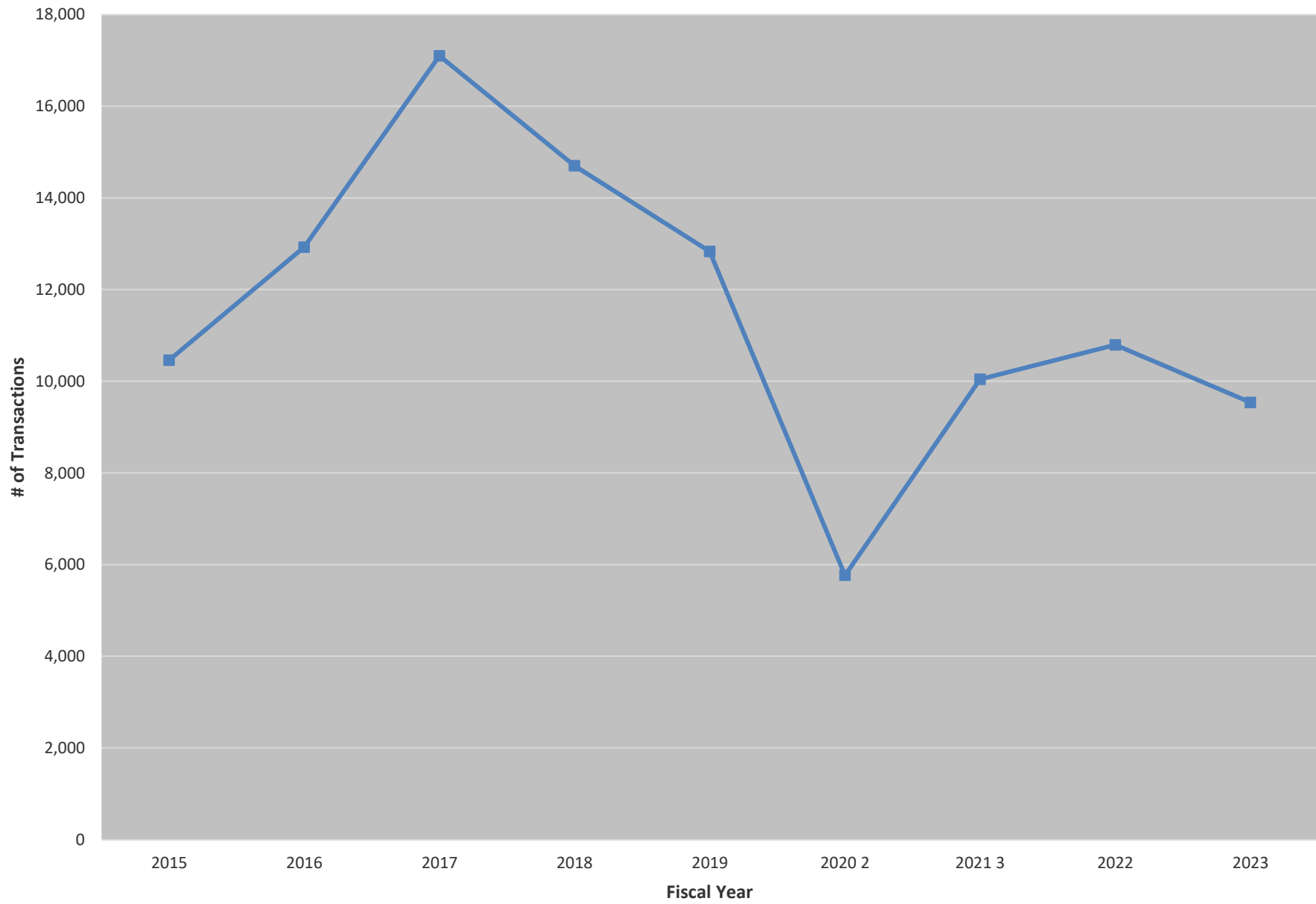
[Back to Table](#)

### Technical and Circulation



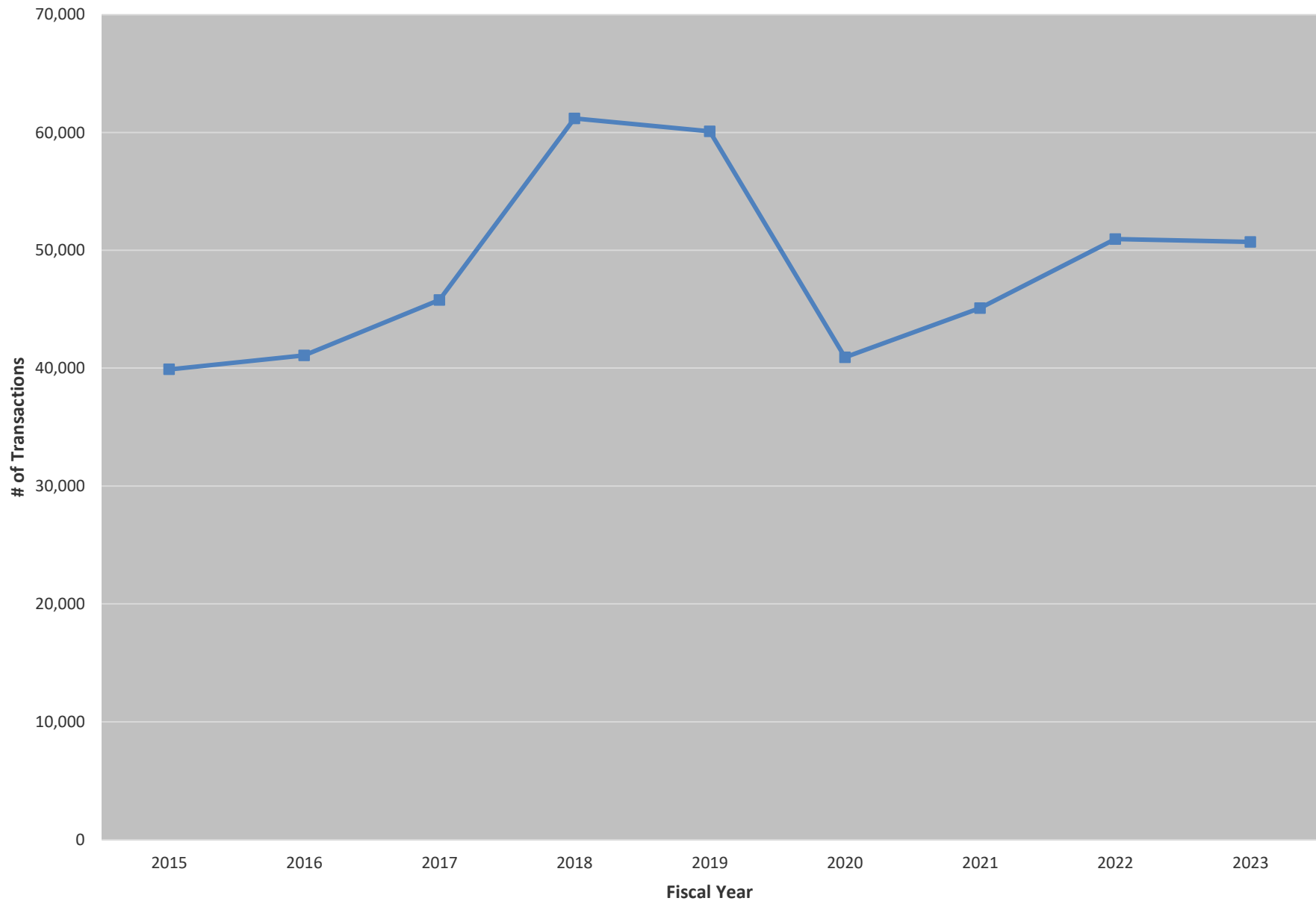
[Back to Table](#)

### Tech Troubleshooting



[Back to Table](#)

### Circulation



[Back to Table](#)

### Directional

