

# Reference Statistics by Year

## 2012

9304 - Face-to-Face

773 - 10 minutes+

558 - Electronic reference (chat or email)

10635 - TOTAL

## 2011

10003 - Face-to-Face

374 - Electronic reference (chat or email)

10377 - TOTAL

## 2010

8466 - Face-to-Face

230 - Electronic reference (chat or email)

8696 - TOTAL