



UNIVERSITY OF TORONTO
LIBRARIES

Table 1H

REFERENCE, INFORMATION SERVICES AND INSTRUCTION IN LIBRARY USE
(LIBRARY SYSTEM) - FIVE YEAR COMPARISON

REQUESTS HANDLED BY REFERENCE & INFORMATION DESKS				
Year	REQUESTS		+/- % CHANGE	
	Total		Previous Year	Since 2009/10
2013/14	397,034		-11.44%	-26.39%
2012/13	448,306		0.64%	-16.88%
2011/12	445,440		-11.78%	-17.41%
2010/11	504,920		-6.38%	-6.38%
2009/10	539,356			
LIBRARY INSTRUCTION				
Year	# of Presentations	# of Participants	+/- % CHANGE (1)	
			Previous Year	Since 2009/10
2013/14	1,838	41,406	-6.37%	-0.35%
2012/13	3,060	44,223	-5.04%	6.43%
2011/12	2,599	46,568	7.06%	12.08%
2010/11	2,197	43,497	4.69%	4.69%
2009/10	2,388	41,550		

Note: (1) Comparison with previous years is for participants alone.