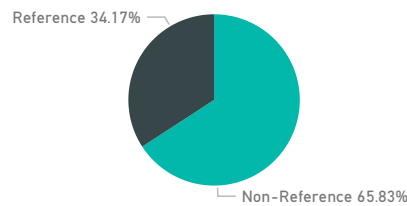
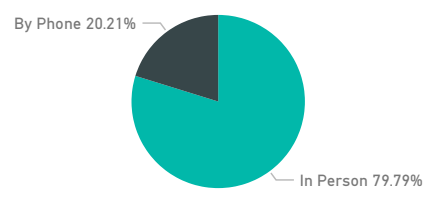


ODL 2018 Reference Survey Results

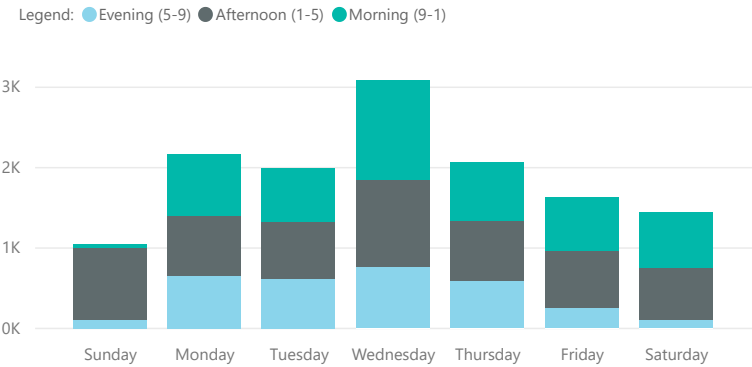
Percent of Non-Reference vs. Reference Interactions



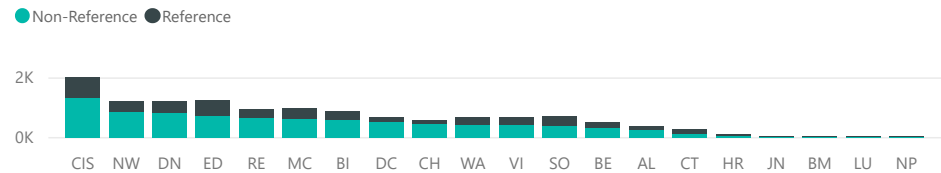
Percent of In Person vs. By Phone Interactions



Interactions by Day and Time



Total Interactions by Branch



Interactions by Branch and Day of Week

Row Labels	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Week Total
AL	40	76	52	94	58	38	41	399
BE	33	74	71	129	121	60	41	529
BI	41	123	93	297	129	85	111	879
BM		8	3	6	8	4		29
CH	54	106	100	112	91	90	41	594
CIS	99	315	363	582	273	237	150	2019
CT	24	53	28	35	38	60	35	273
DC	46	93	84	196	108	62	82	671
DN	218	166	136	187	156	195	179	1237
ED	81	170	181	255	202	124	265	1278
HR		13	15	25	19	22	36	130
JN		5	16	13	11	7		52
LU		11		29				40
MC	98	188	143	178	169	134	79	989
NP			8	16		3	7	34
NW	114	213	237	237	185	124	114	1224
RE	101	158	103	155	187	160	87	951
SO	34	129	101	160	104	136	55	719
VI	41	120	144	96	153	58	63	675
WA	25	146	114	287	48	27	49	696
Total	1049	2167	1992	3089	2060	1626	1435	13418