The Reference Desk answers a variety of questions. The questions are broken down by types: Reference questions where information is supplied to a patron; Directional questions where the location of a service or item is given (e.g., Where's the bathroom?); Technical questions are concerning about browser, software, or database programs and until 2010 library accounts; Instructional questions where students are taught how to conduct research. In July 2010 questions about accounts were separated from the technical questions to more accurately reflect question type.

Types of Questions

	2006-07	2007-08	2008-2009	2009-10	2010-11	2011-12
Reference	5401	4374	3808	3250	3532	3161
Directional	4093	3129	1563	781	861	716
Technical	243	1006	655	404	530	462
Instructional	184	526	573	368	389	244
Account*					353	241

* Accounts have been previously counted as part of Technical