

# Library Service Desk Statistics Summary

Summary of **Spring 2022** usage statistics for the IU Kokomo Library. Compiled May 17, 2022.



# Research Help Desk (RHD)

## Services included:

- In-person @ RHD
- On call on-site
- Email
- Phone
- Chat
- Chat with screenshare
  - Zoom embedded in LibChat

## Staffed by:

- Library faculty
- Technical Services Assistant
- Library Assistant

## Open hours:

- Monday - Thursday: 11am-6pm
- Saturday - Sunday: Closed



# Circulation

## Services included:

- Walk-up at the desk
- Phone

## Staffed by:

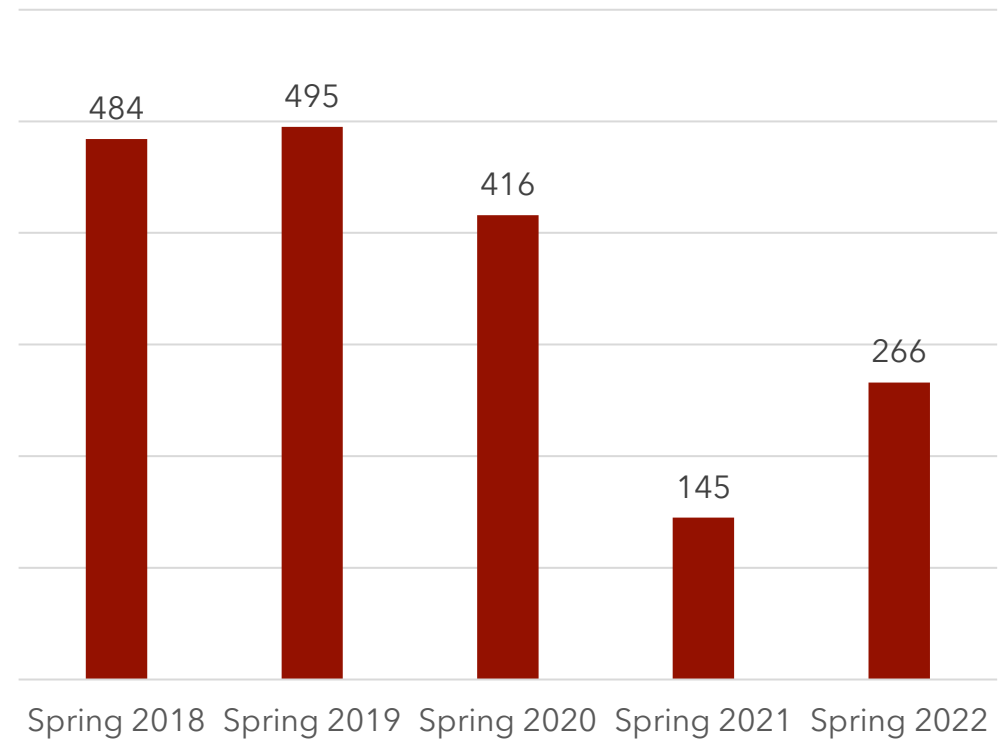
- Library student employees
- Student supervisor
- Access Services Supervisor
- Technical Services Assistant

## Open hours:

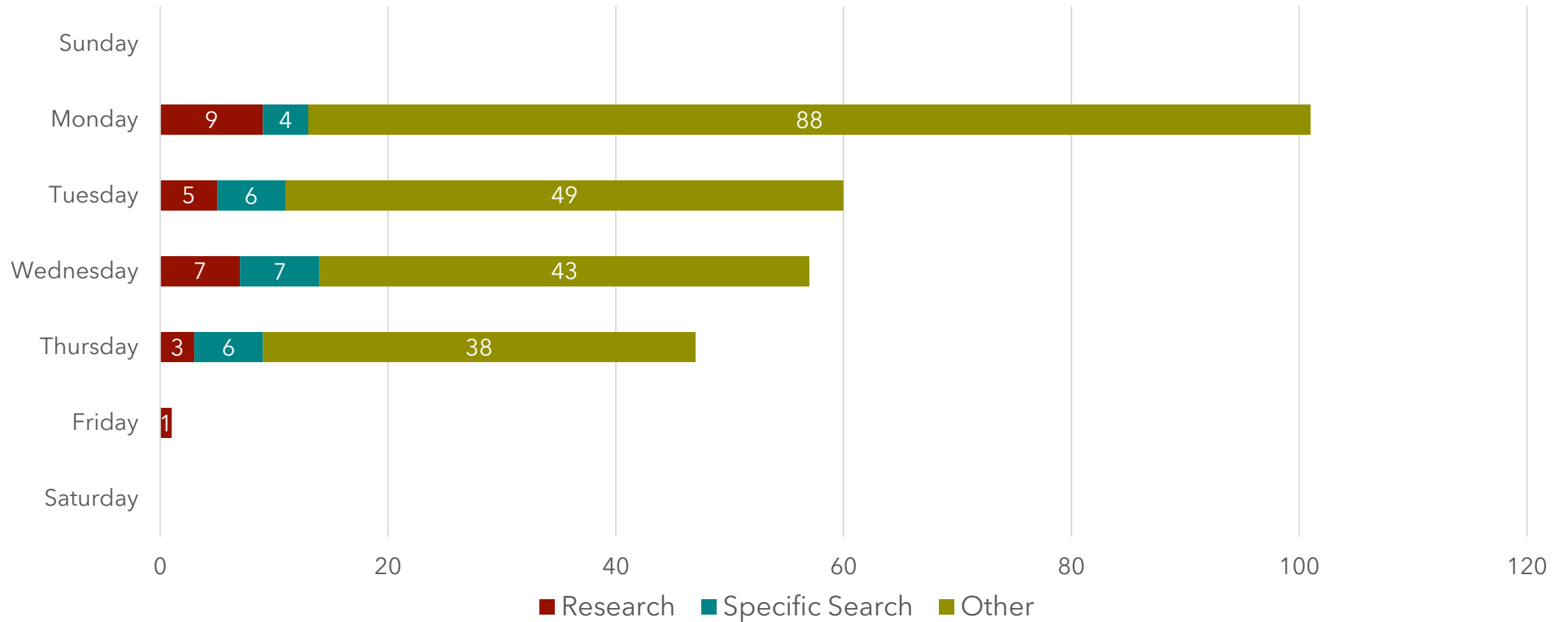
- Monday - Thursday: 8am - 8pm
- Friday: 8am - 5pm
- Saturday: 12 - 5pm
- Sunday: 1 - 7pm

# Research Help Desk: Total Questions

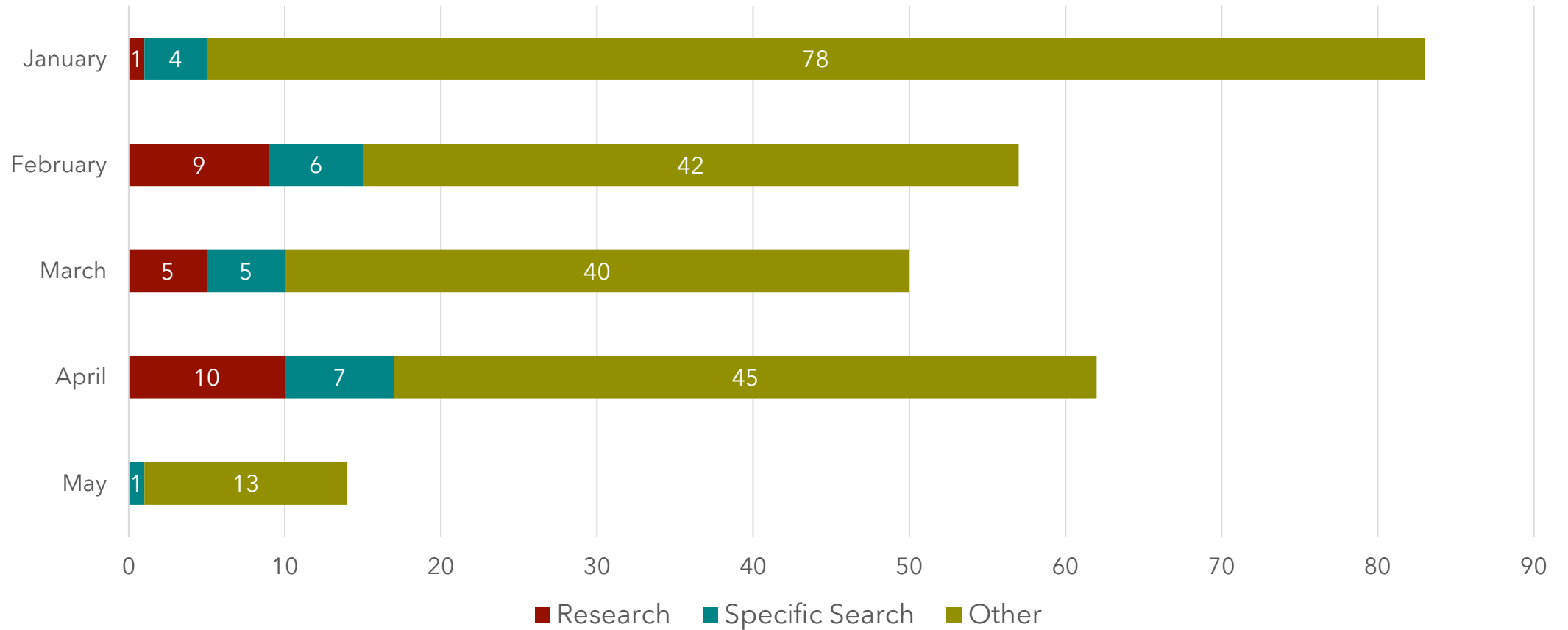
- 266 questions recorded
  - 11am-1pm: on call
  - 1-6pm: at desk
- Open 28 hours per week
  - Spring 2021: open 47 hours per week with some hours on call (after February 7 due to remote instruction period)
  - Spring 2019: open 49 hours per week (all at desk)



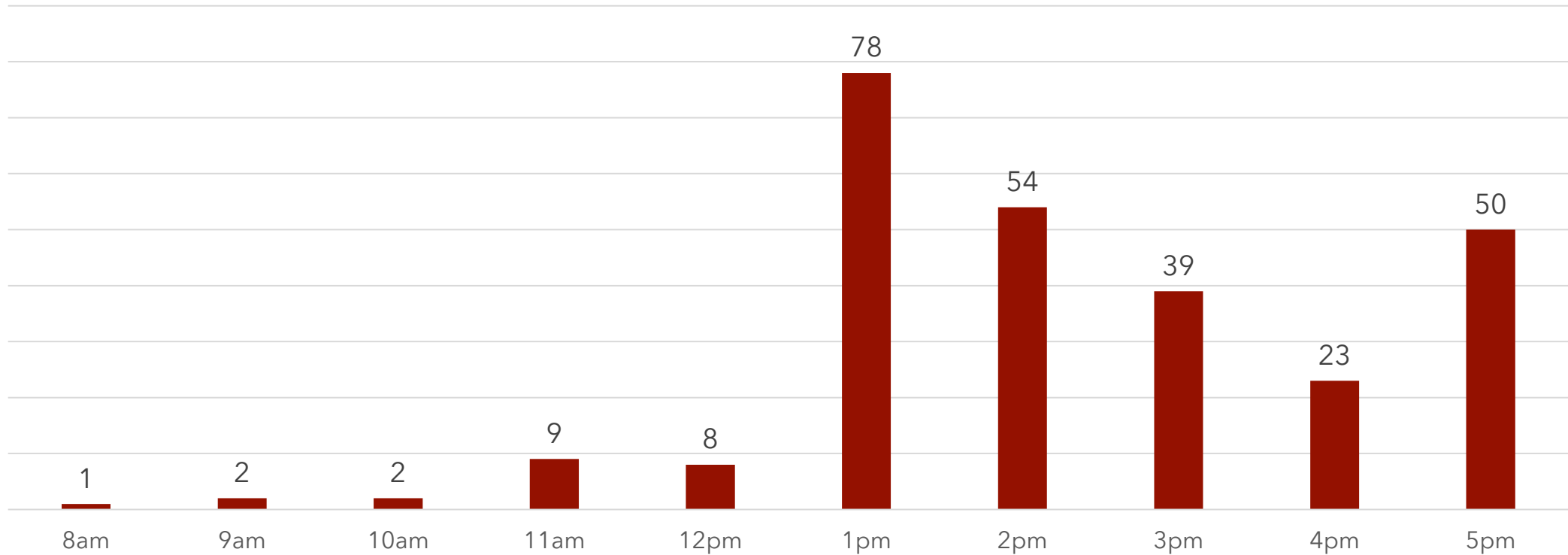
# Research Help Desk: By Day



# Research Help Desk: By Month

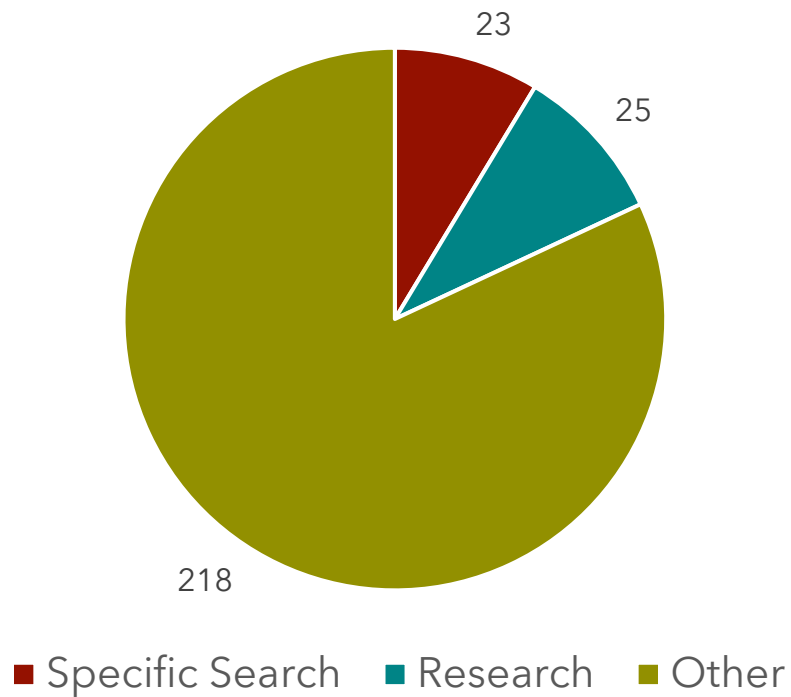


# Research Help Desk: By Hour

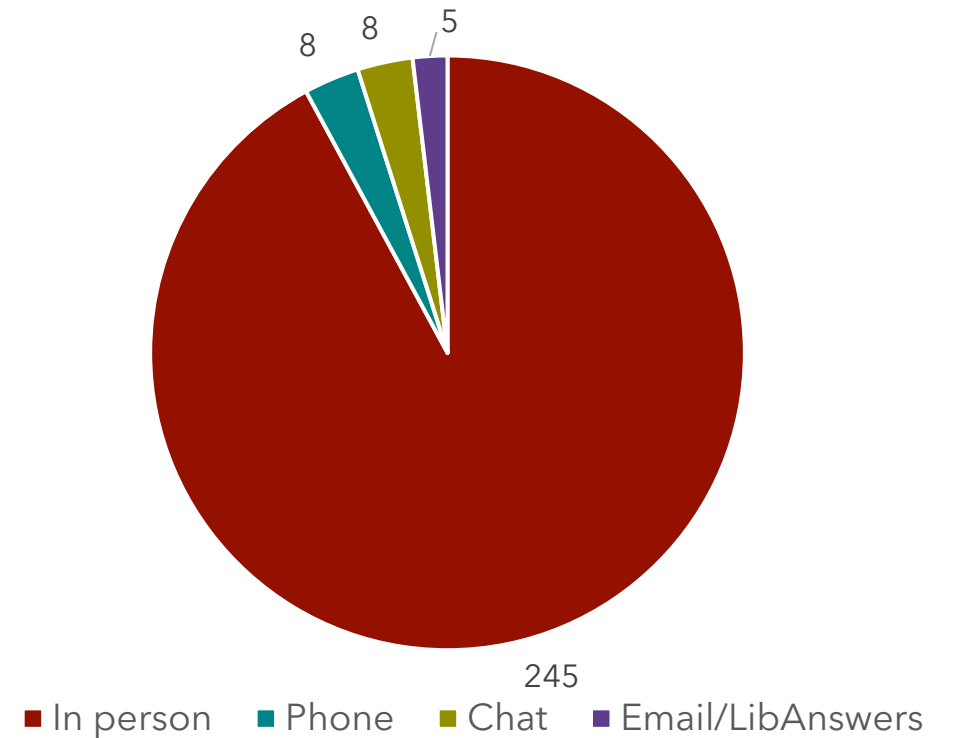


# Research Help Desk: By Topic & Type

Questions by Topic



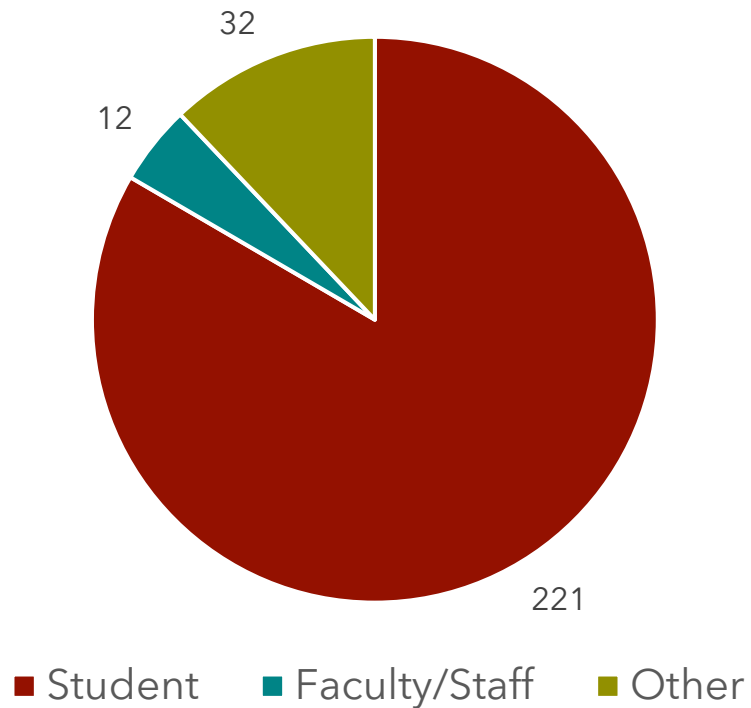
Questions by Type



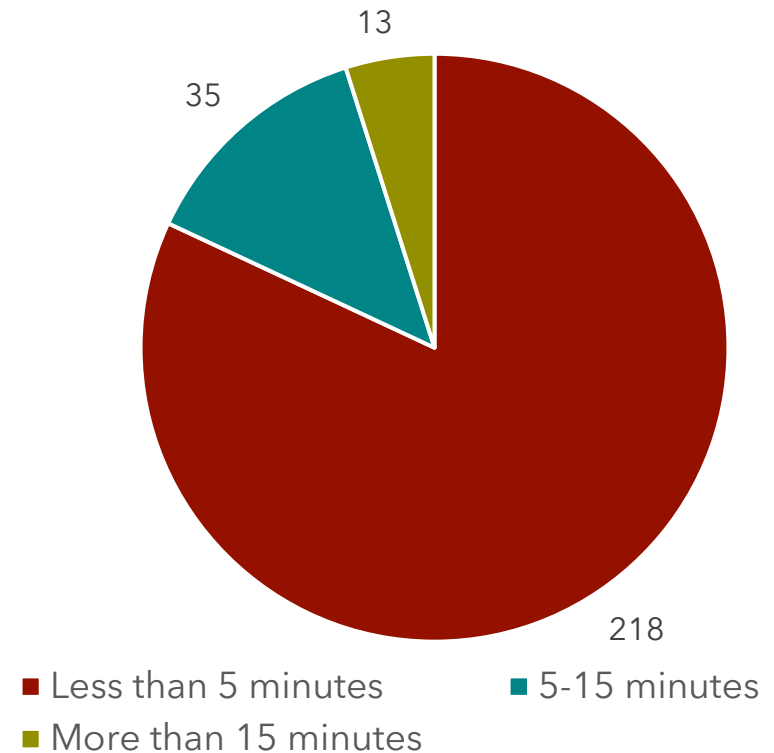


# Research Help Desk: By User & Length

Questions by User



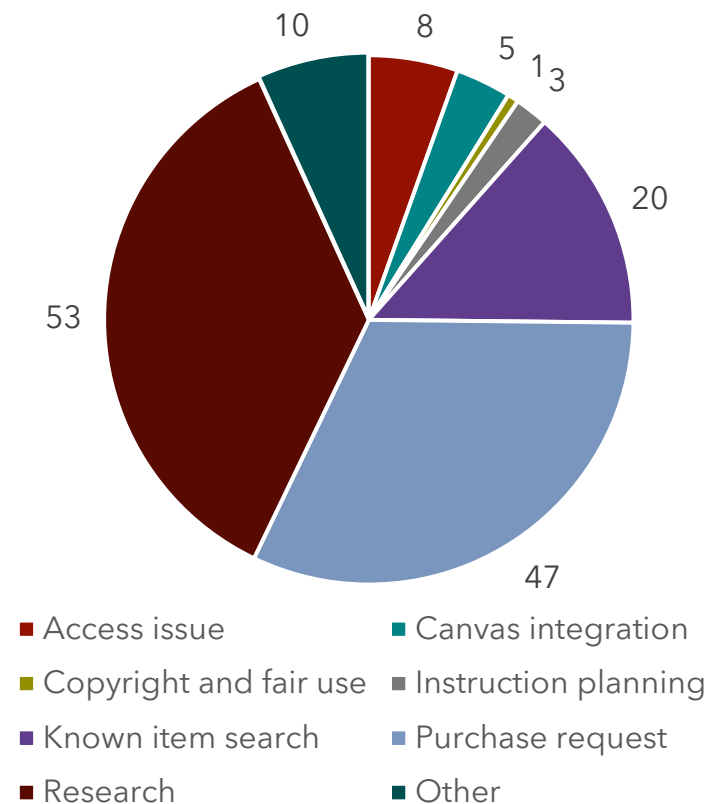
Questions by Length



# Librarian Consultations

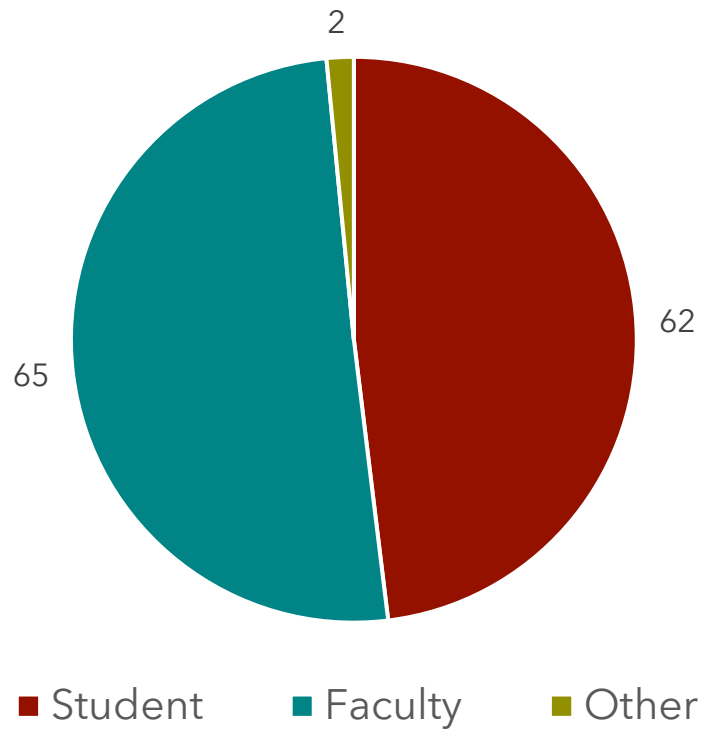
- 131 consultations recorded
  - More than 61 hours recorded
  - 82% (108) new consultations
    - 18% (23) follow-up consultations
  - *Note:* some consultation cover more than one topic

Consultations by Topic

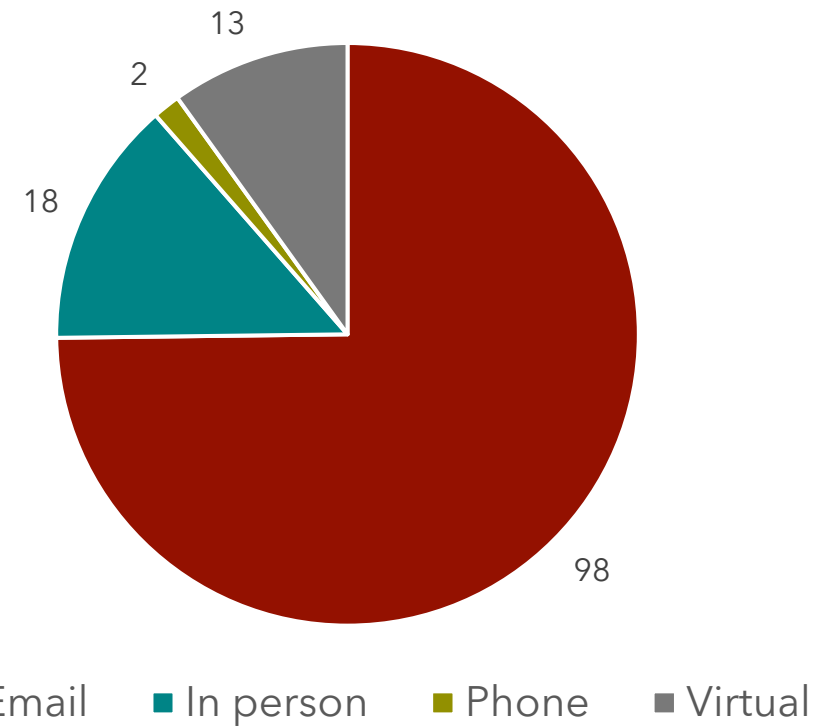


# Librarian Consultations

Consultations by User

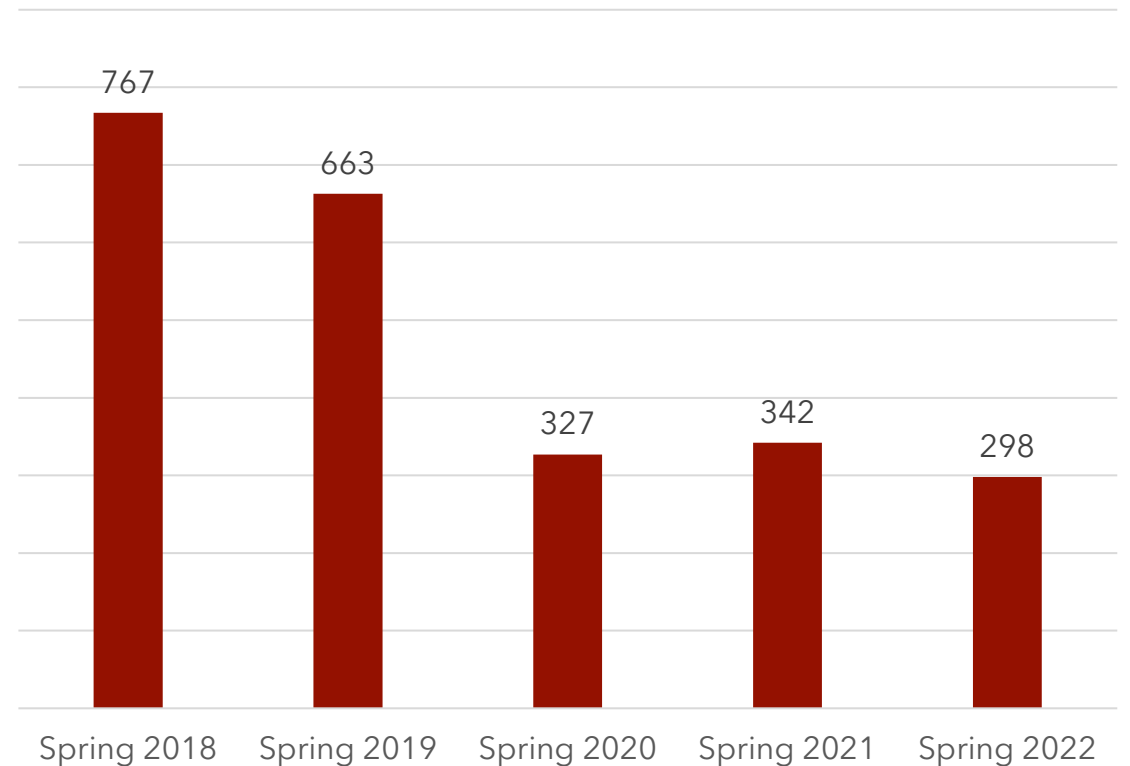


Consultations by Mode

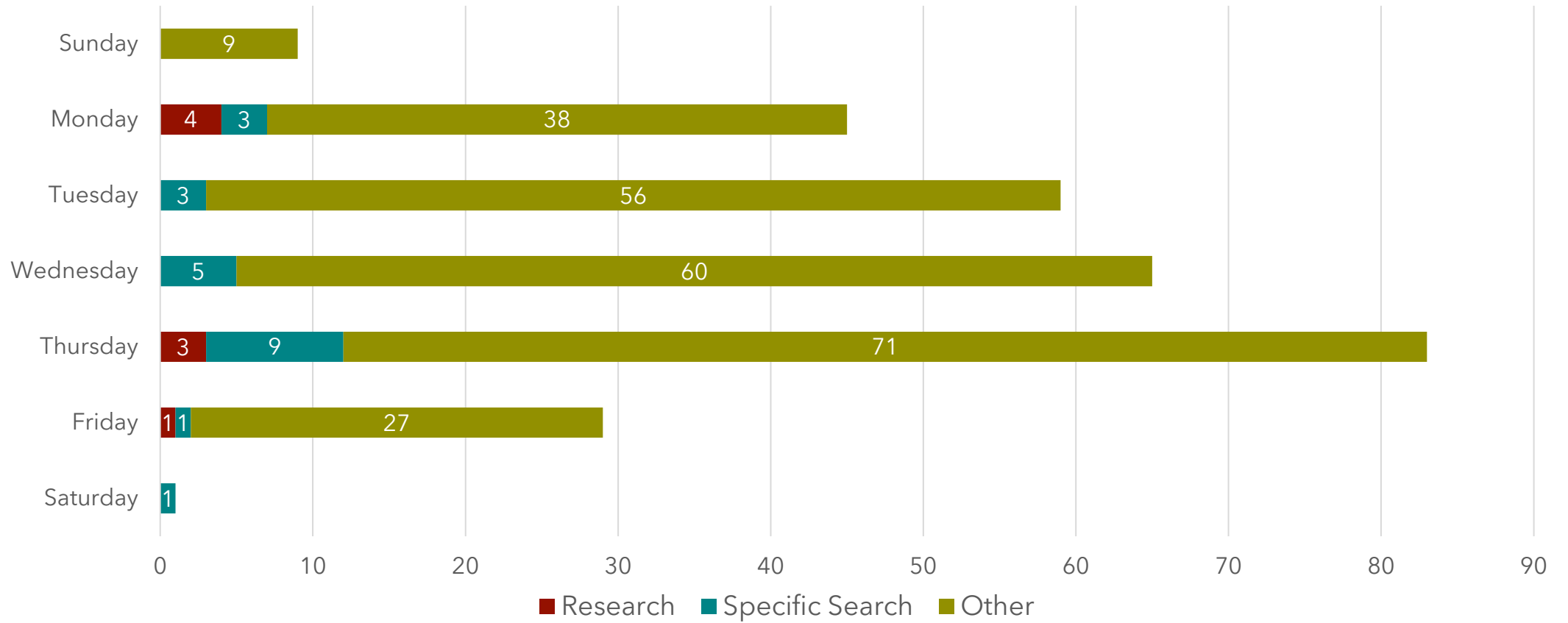


# Circulation: Total Questions

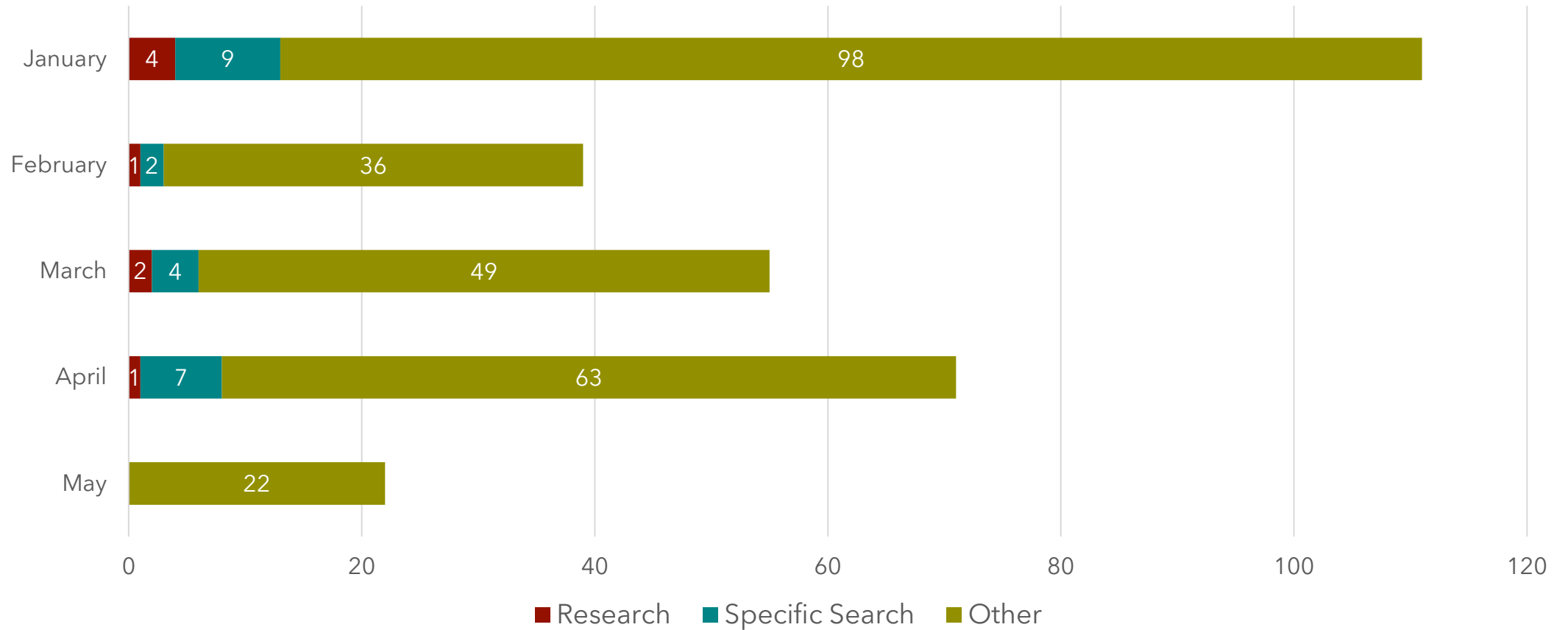
- 298 questions recorded
  - First two weeks of the semester: 158 (29%)
  - Spring 2020: no circulation staff after spring break
  - Spring 2021: very limited staffing due to remote instruction and budget



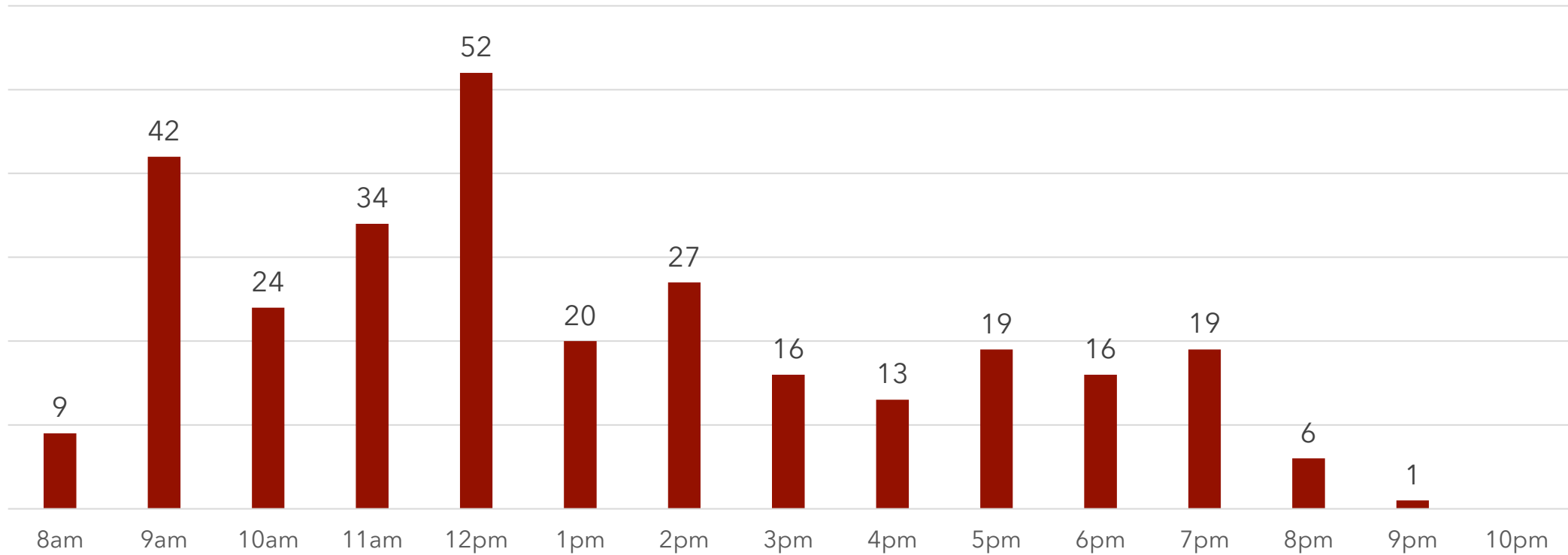
# Circulation: By Day



# Circulation: By Month

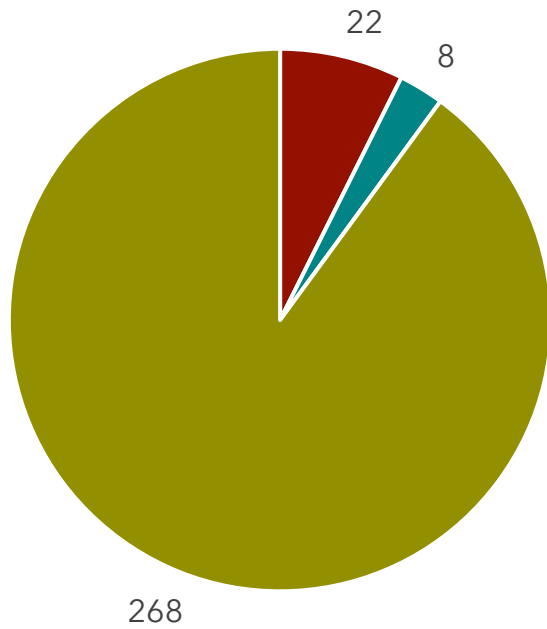


# Circulation: By Hour



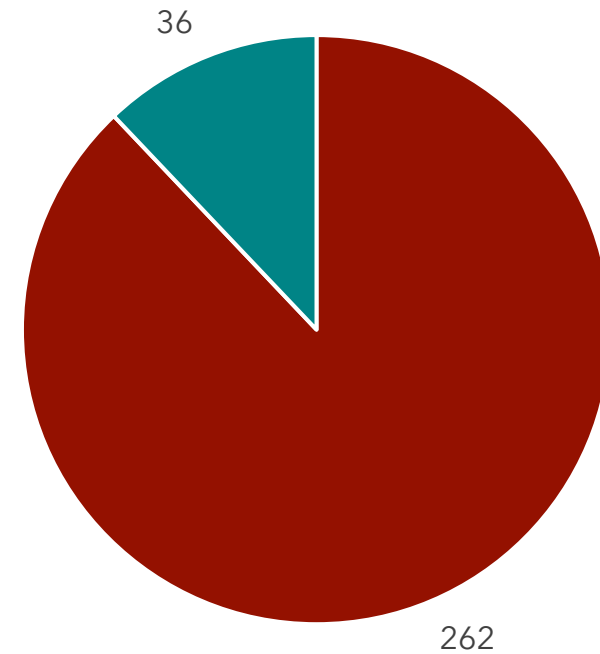
# Circulation: By Topic & Type

Questions by Topic



■ Specific Search ■ Research ■ Other

Questions by Type

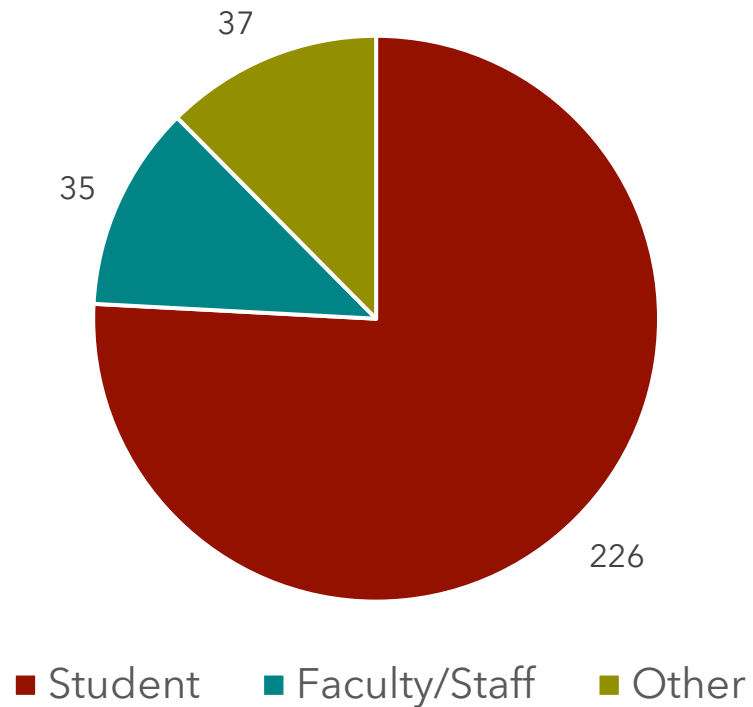


■ In person ■ Phone

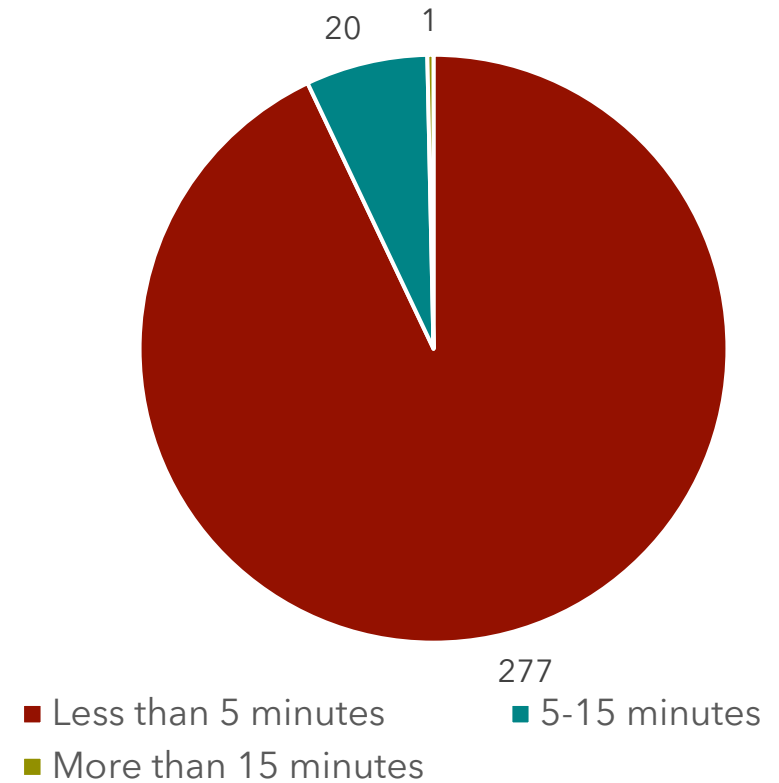


# Circulation: By User & Length

Questions by User

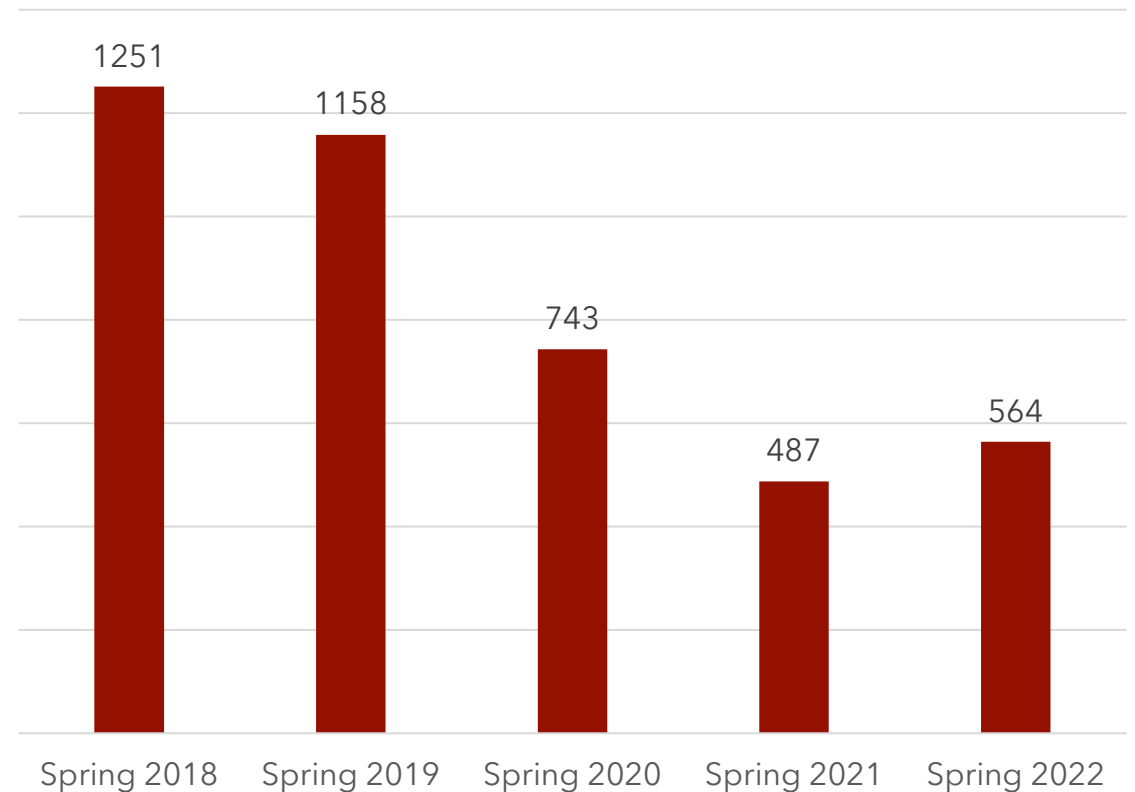


Questions by Length

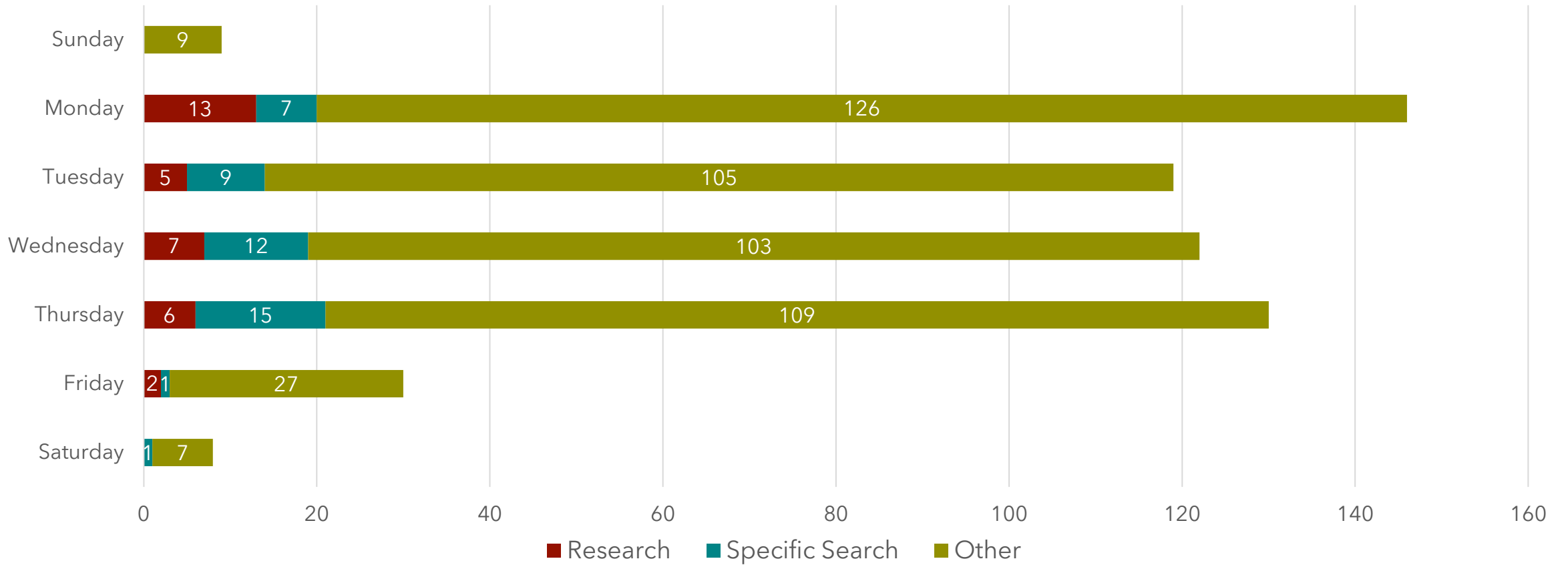


# Combined Desks: Total Questions

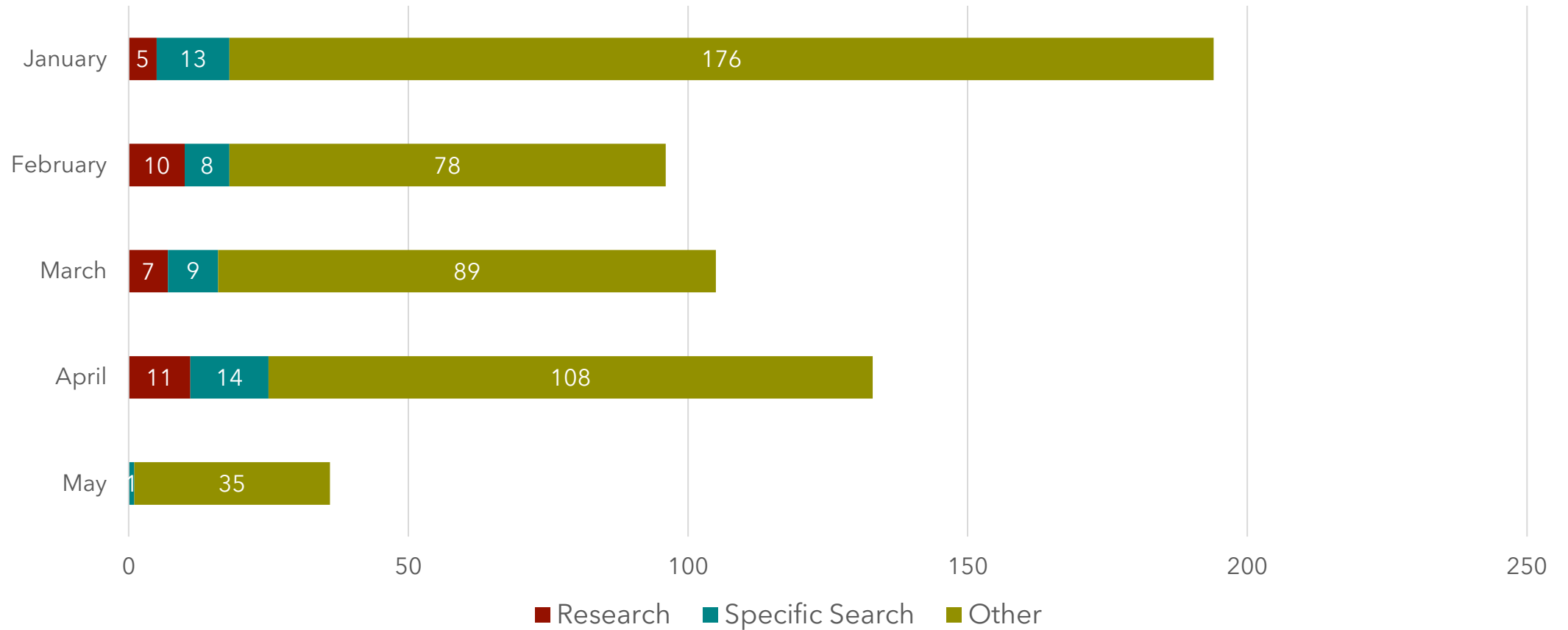
- 564 questions recorded
  - RHD on call and/or virtual only beginning March 2020
  - Circulation staffing limited due to pandemic and budget beginning March 2020



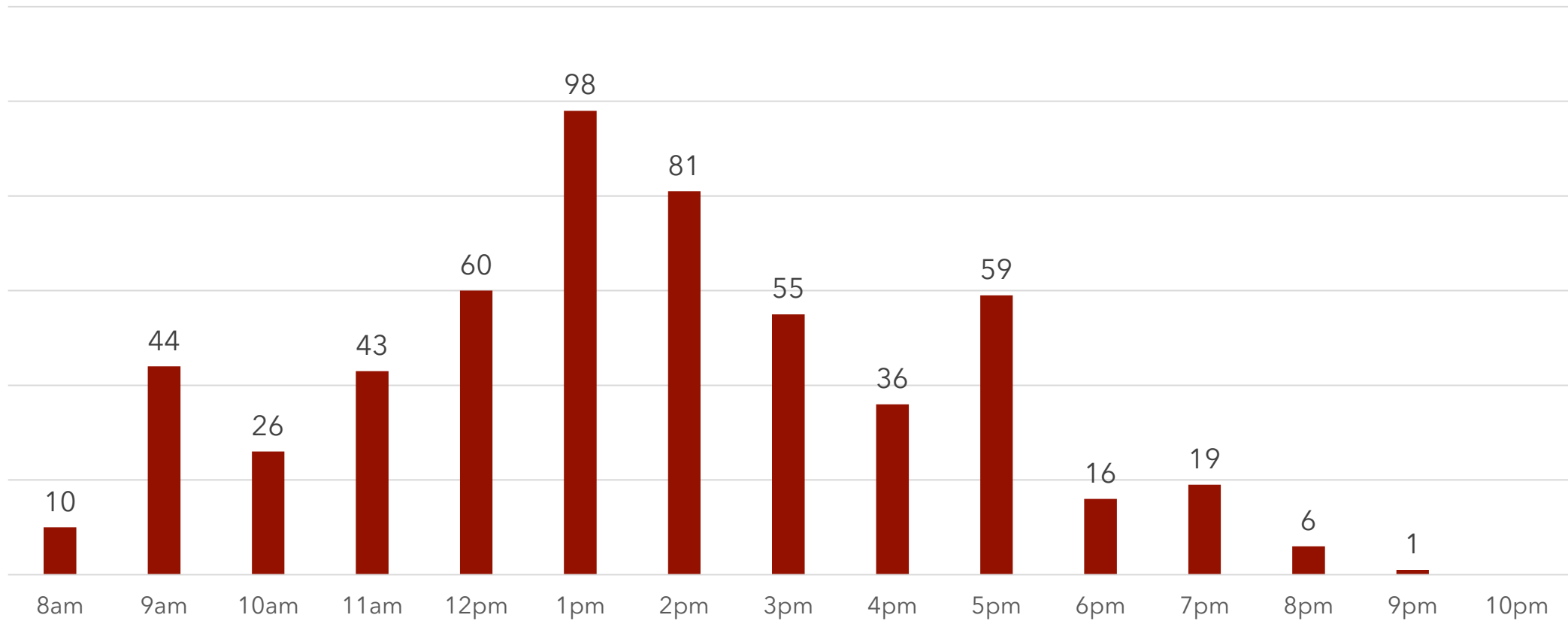
# Combined Desks: By Day



# Combined Desks: By Month

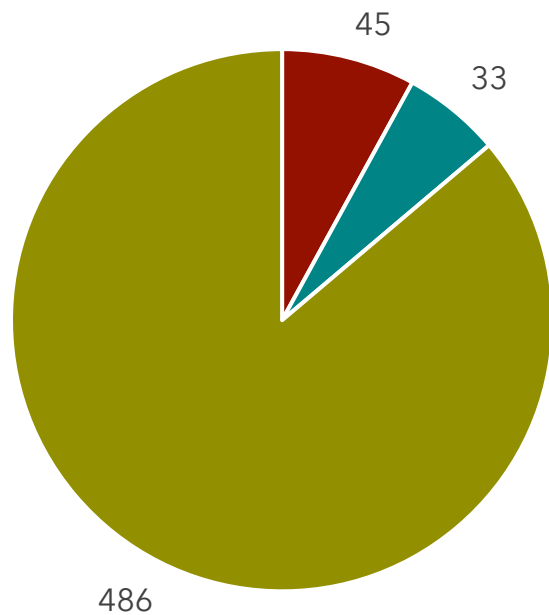


# Combined Desks: By Hour



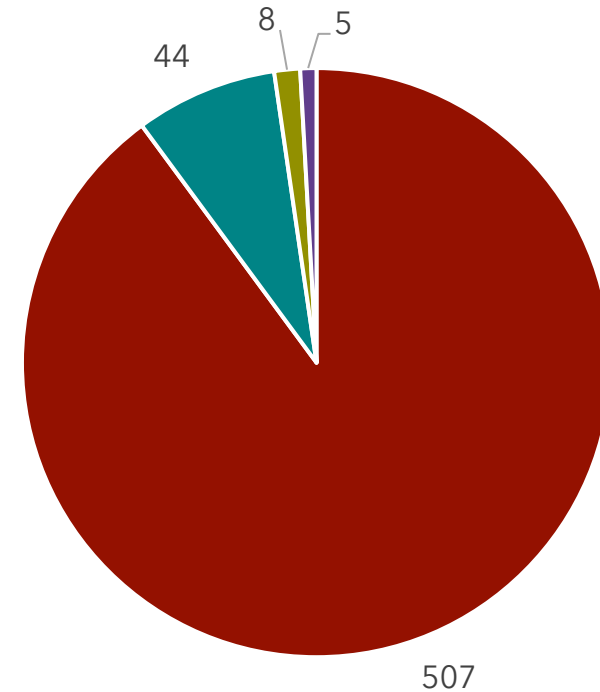
# Combined Desks: By Topic & Type

Questions by Topic



■ Specific Search ■ Research ■ Other

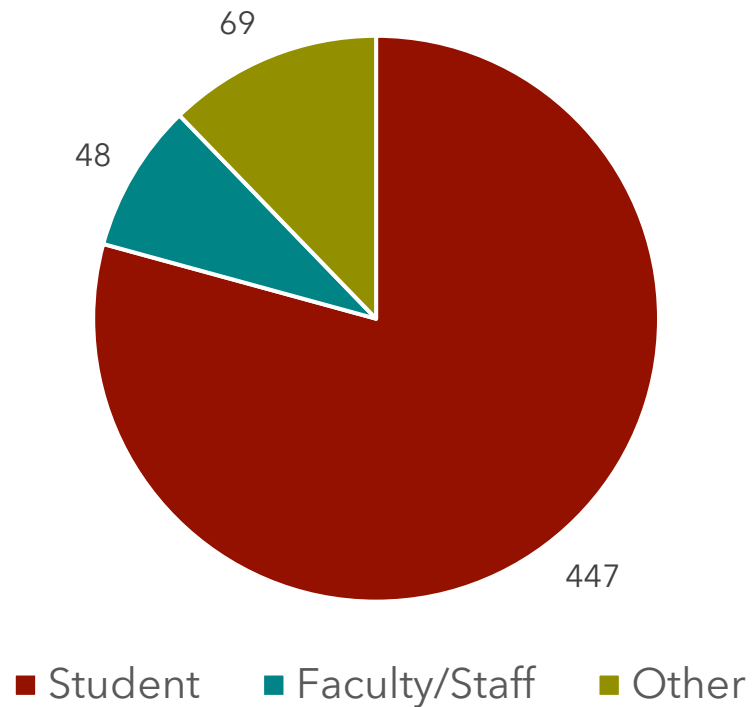
Questions by Type



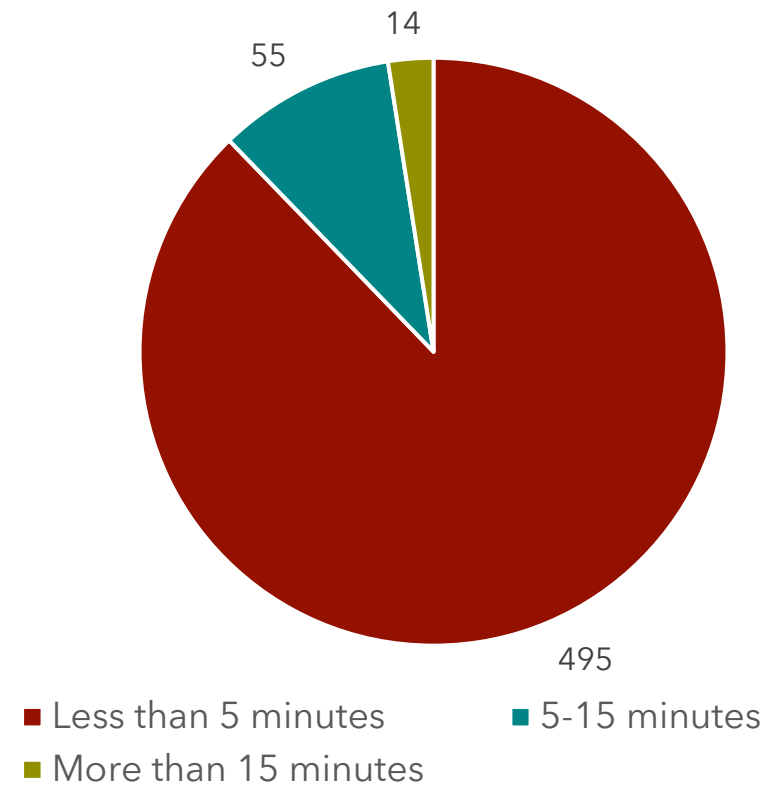
■ In person ■ Phone ■ Chat ■ Email/LibAnswers

# Combined Desks: By User & Length

Questions by User



Questions by Length





## Notable statistics: Research and Specific Search questions

- 14% (78) of all questions coded as either specific search or research
  - Spring 2021: 19% (93)
  - Spring 2020: 32% (235)
  - Spring 2019: 33% (161)
- Additional 73 research or specific search questions asked in librarian consultations
  - Spring 2021: 54
  - Spring 2020: 16
  - Spring 2019: 10



# Notable statistics: Decrease in chat traffic

