



# Library Service Desk Statistics Summary

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Summary of **Fall 2020** usage statistics for the IU Kokomo Library. Compiled January 29, 2021.

# Research Help Desk (RHD): August 24 - November 21

## Services include:


- Walk-up at the RHD (*through Friday, September 11 only*)
- Email
- Phone
- Chat
- Chat with screenshare
  - Zoom embedded in LibChat

## Open hours:

- Monday - Friday: 11am-8pm
- Saturday: Noon-5pm
- Sunday: 1-7pm

## Staffed by:

- Faculty librarians
- Technical Services Assistant
- Student supervisors



# Circulation: August 24 - November 21

## Services include:


- Walk-up at the desk
- Phone

## Staffed by:

- Student assistants
- Access Services Supervisor
- Technical Services Assistant

## Fall open hours:

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



# Research Help Desk (RHD): November 22 - December 18

## Services include:


- Email
- Phone
- Chat
- Chat with screenshare
  - Zoom embedded in LibChat

## Open hours:

- Monday - Friday: 12 - 5pm

## Staffed by:

- Faculty librarians
- Technical Services Assistant



# Circulation: November 22 - December 18

## Services include:

- Walk-up at the desk
- Phone

## Staffed by:

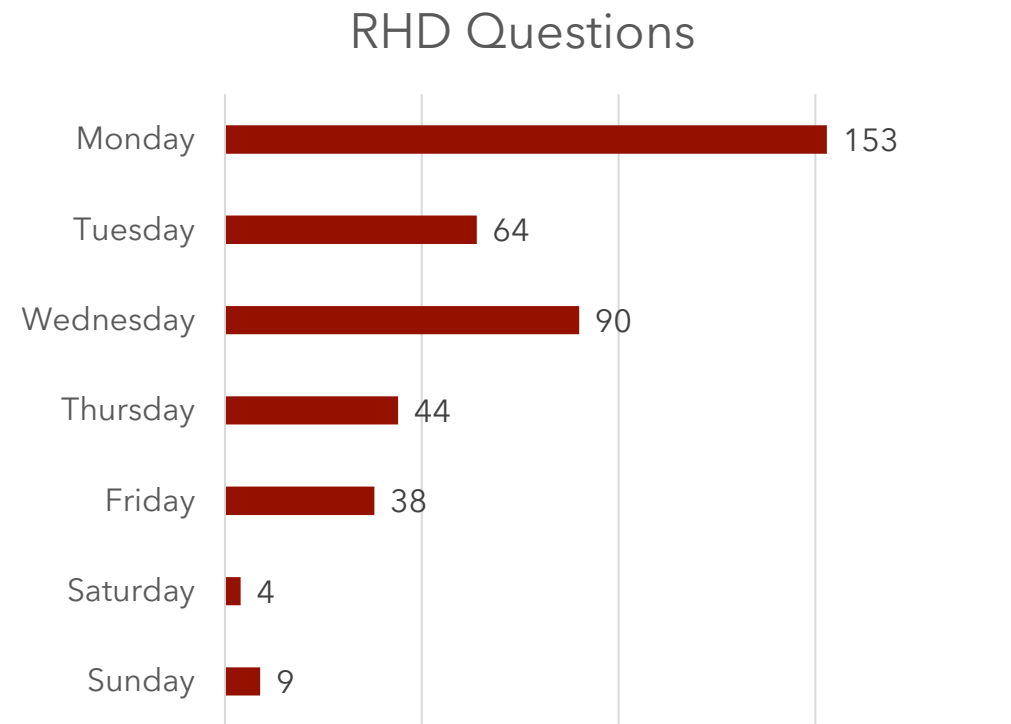
- Library staff
- Faculty librarians on call

## Open hours:

- Monday - Thursday: 10am - 7pm
- Friday: 8am-5pm
- Saturday - Sunday: 12 - 5pm
- Closed for Thanksgiving Break (November 25-29)

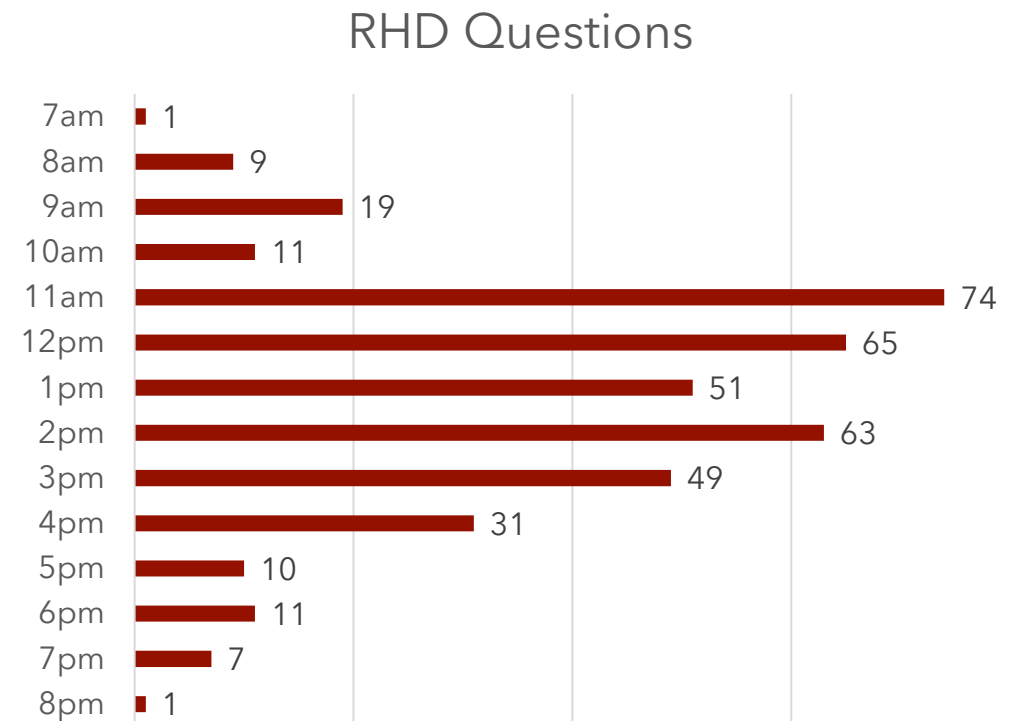
# August 24 - November 22: Research Help Desk

- 402 questions recorded
  - 38% (153) recorded on Mondays
  - 3.2% (13) recorded on weekends
  - No questions recorded on weekend
  - Fall 2019 (August 22-November 24): 450 questions recorded



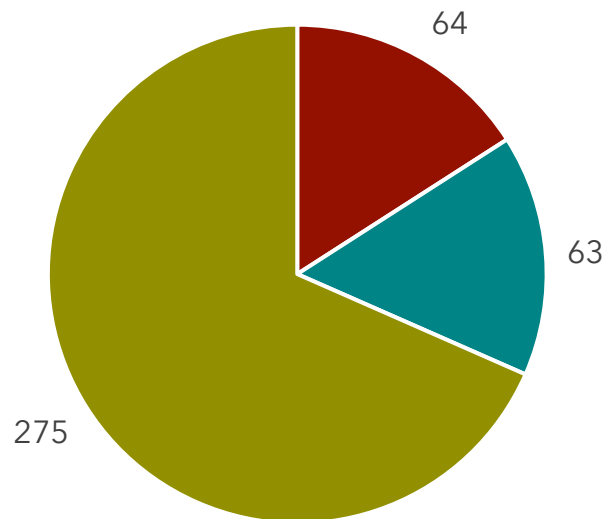
# August 24 - November 22: Research Help Desk

- 75% (302) of questions recorded between 11am and 4pm
- 10% (41) of questions recorded outside of RHD open hours
  - Most of these on first day of classes or emails



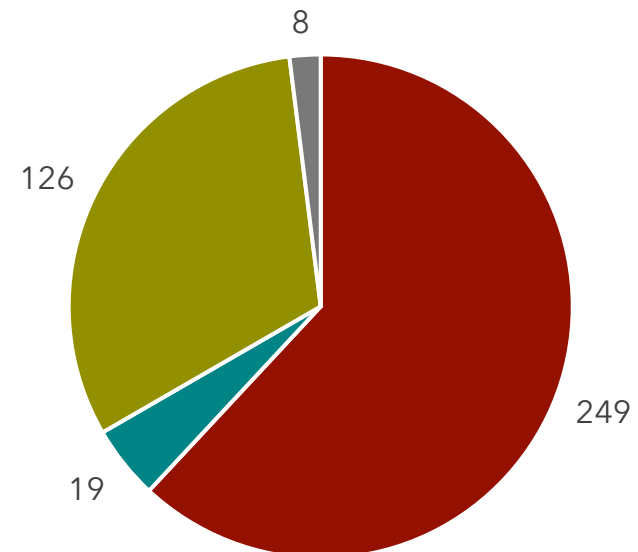
# August 24 - November 22: Research Help Desk

RHD Questions by Topic



■ Specific Search ■ Research ■ Other

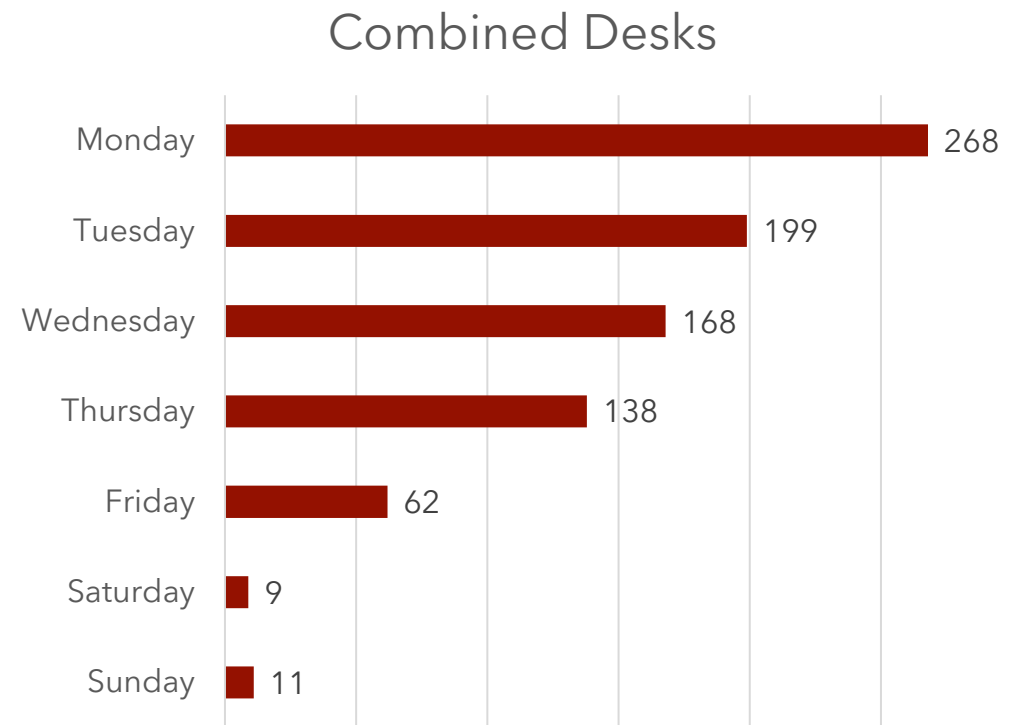
RHD Questions by Type



■ In person ■ Phone ■ Chat ■ Email/LibAnswers

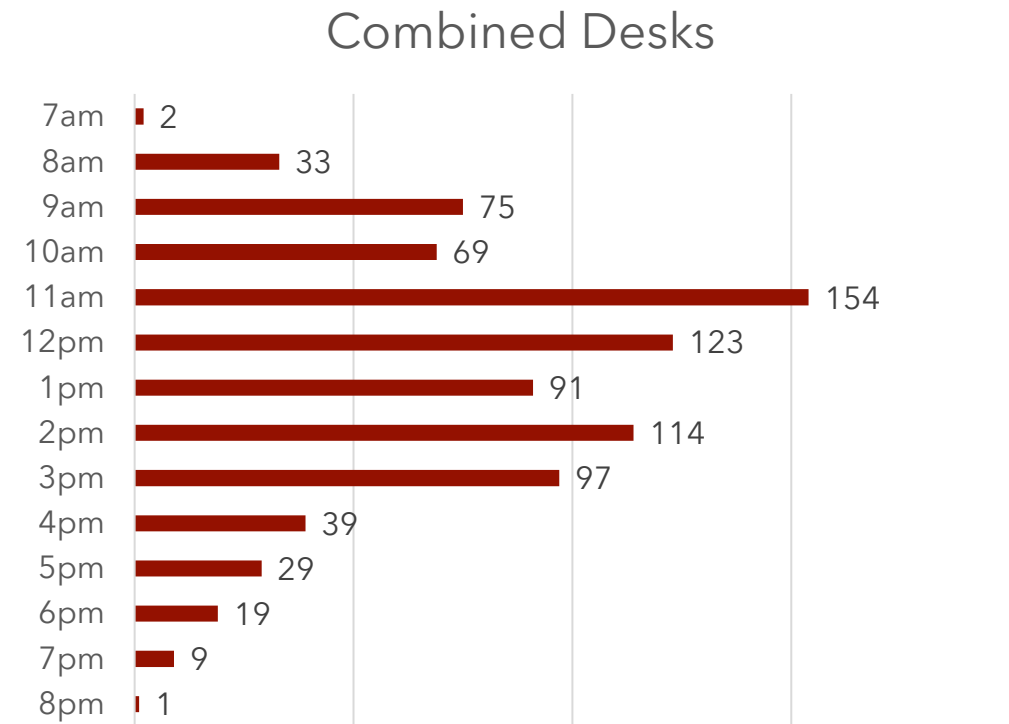
# August 24 - November 22: Combined Desks

- 855 questions recorded
  - 53% (453) of questions recorded at Circulation
  - 2.3% (3) of questions recorded Saturday-Sunday
  - Fall 2019 (August 26-November 23): 1,166 total questions



# August 24 - November 22: Combined Desks

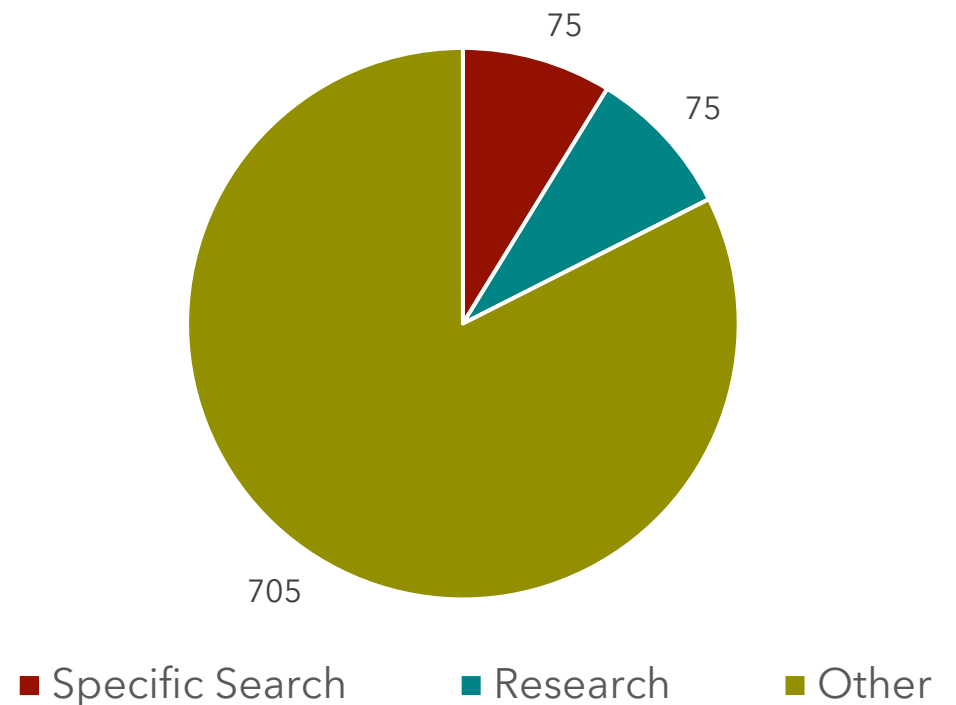
- 68% (579) of questions recorded between 11am and 4pm
- 3.4% (29) of questions recorded after 4pm



# August 24 - November 22: Combined Desks

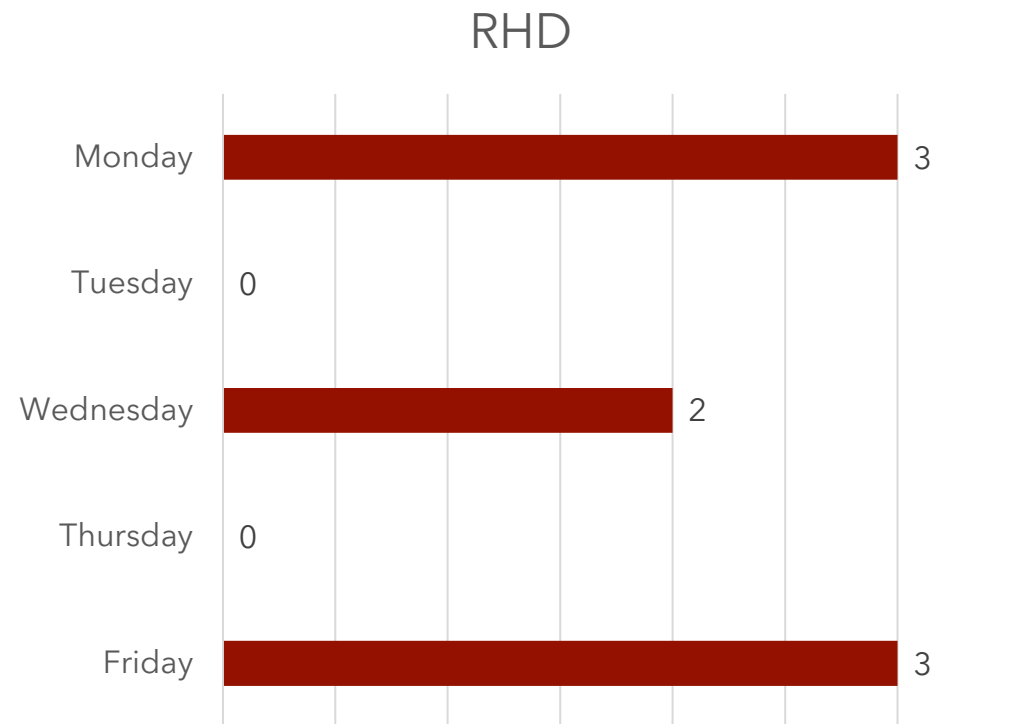
- 76.6% (655) of questions asked in person
- 14.7% (126) of questions asked via chat
- 17.5% (150) of questions coded as Specific Search or Research

Combined Desks by Topic



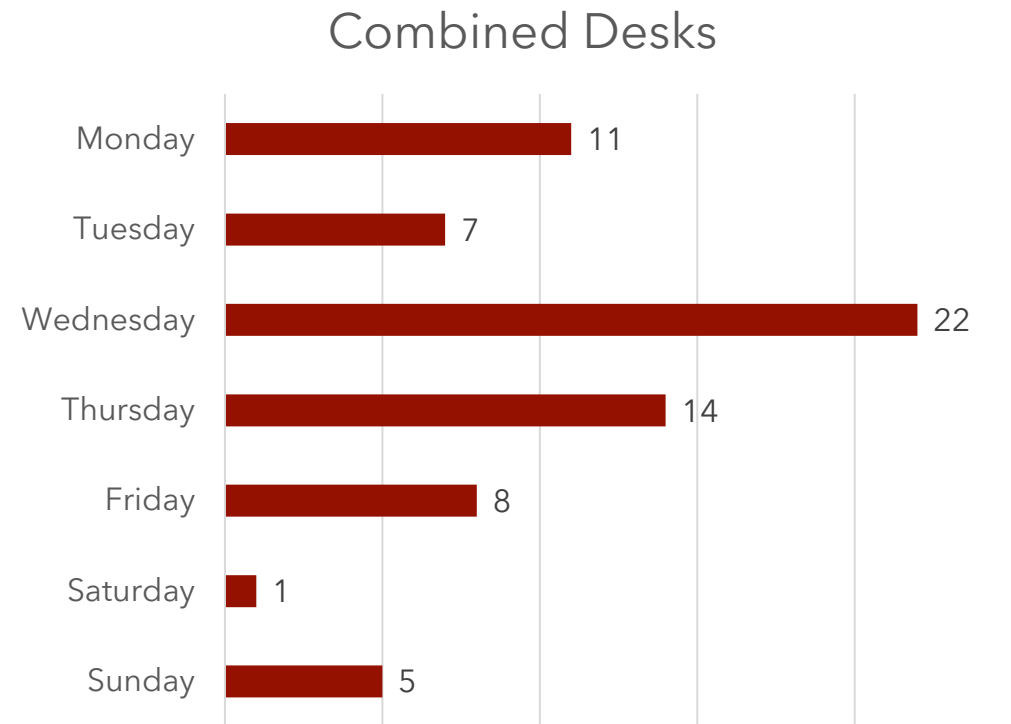
# November 23 - December 18: Research Help Desk

- 8 total questions recorded
  - Seven questions via chat
  - One question via email
    - Specific search for ILL article
  - Closed during Thanksgiving Break



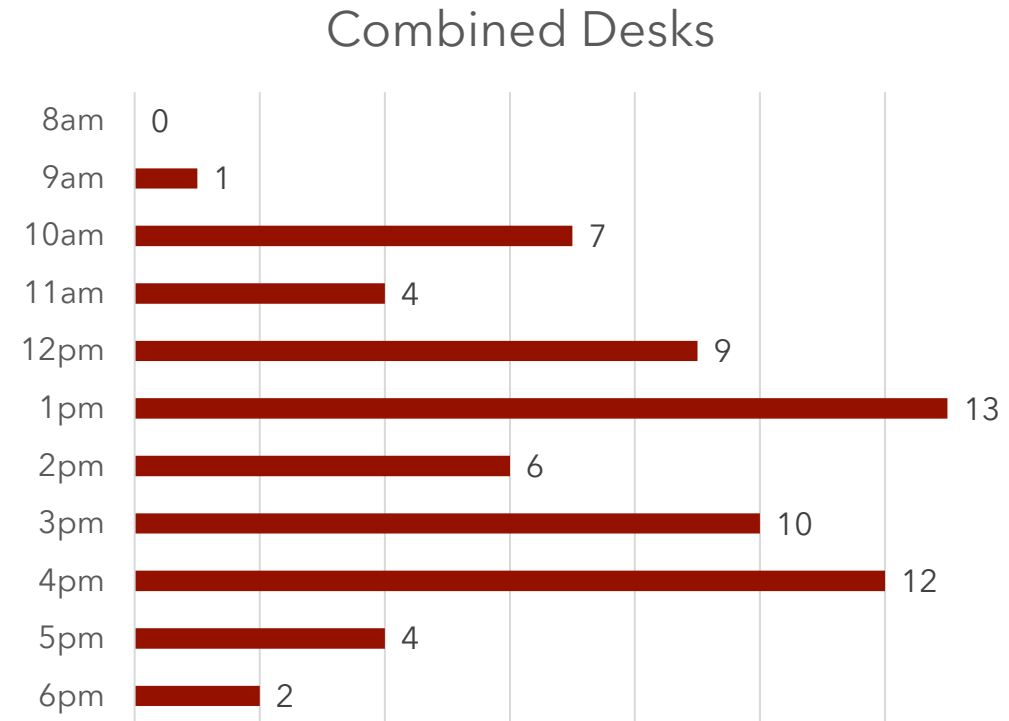
# November 23 - December 18: Combined Desks

- 68 questions recorded
  - 9% (6) of questions recorded Saturday-Sunday
  - 62% (42) of questions asked in-person
  - 10% (7) of questions asked via chat



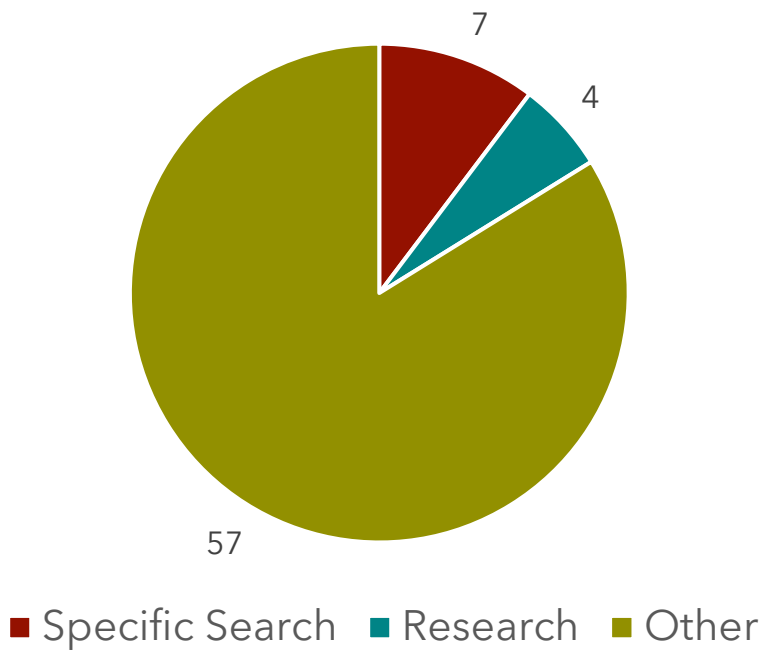
# November 23 - December 18: Combined Desks

- 18% (12) of questions asked before noon
- 9% (6) of questions asked after 5pm

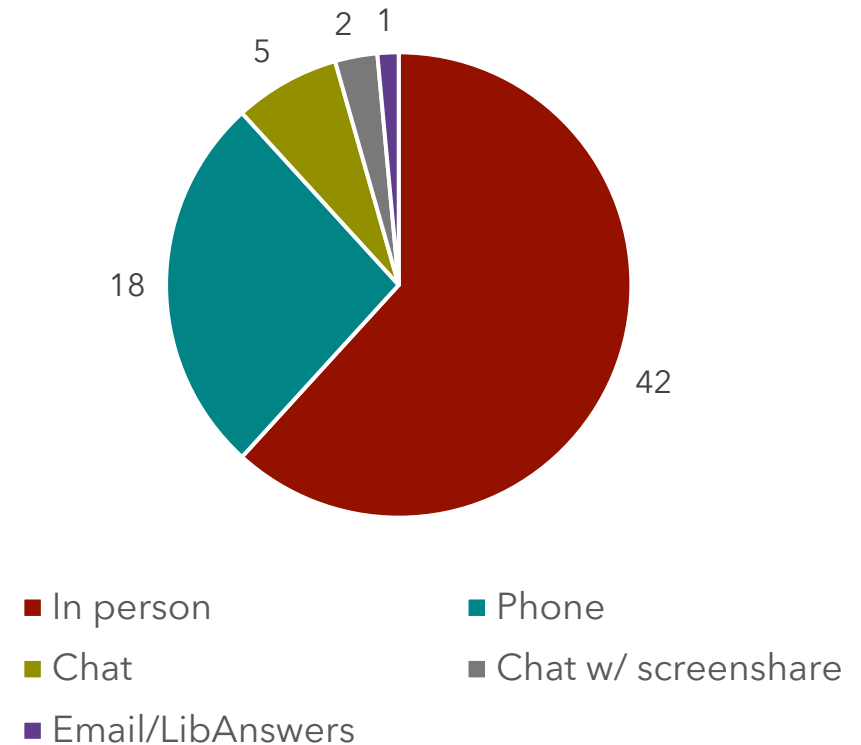


# November 23 - December 18: Combined Desks

Questions by Topic

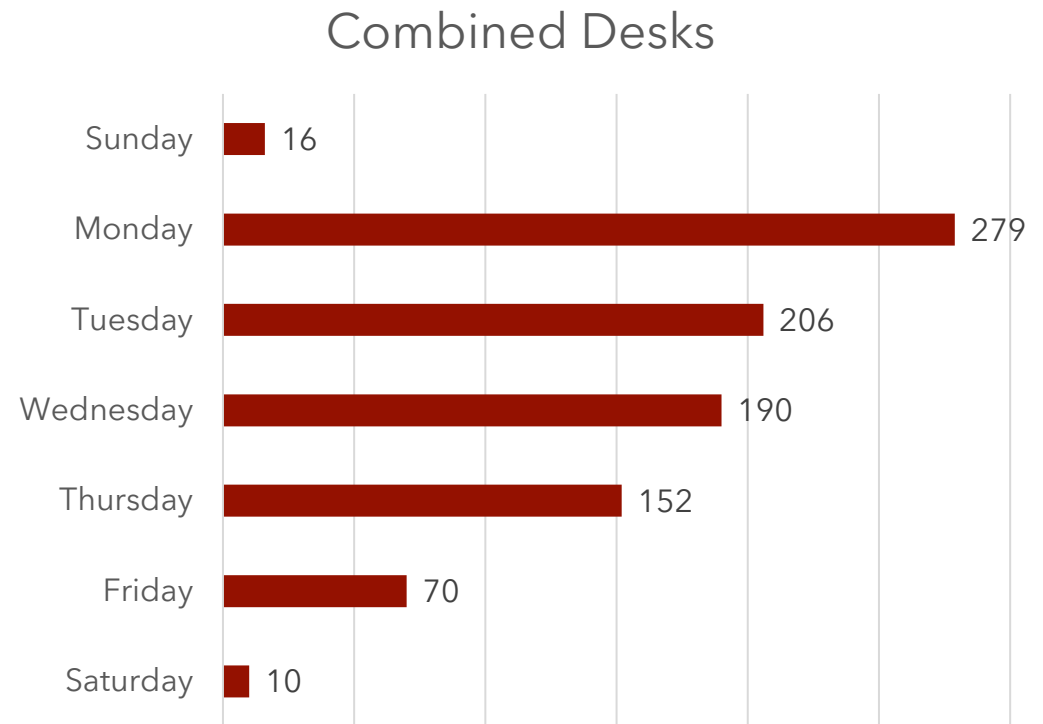


Questions by Type



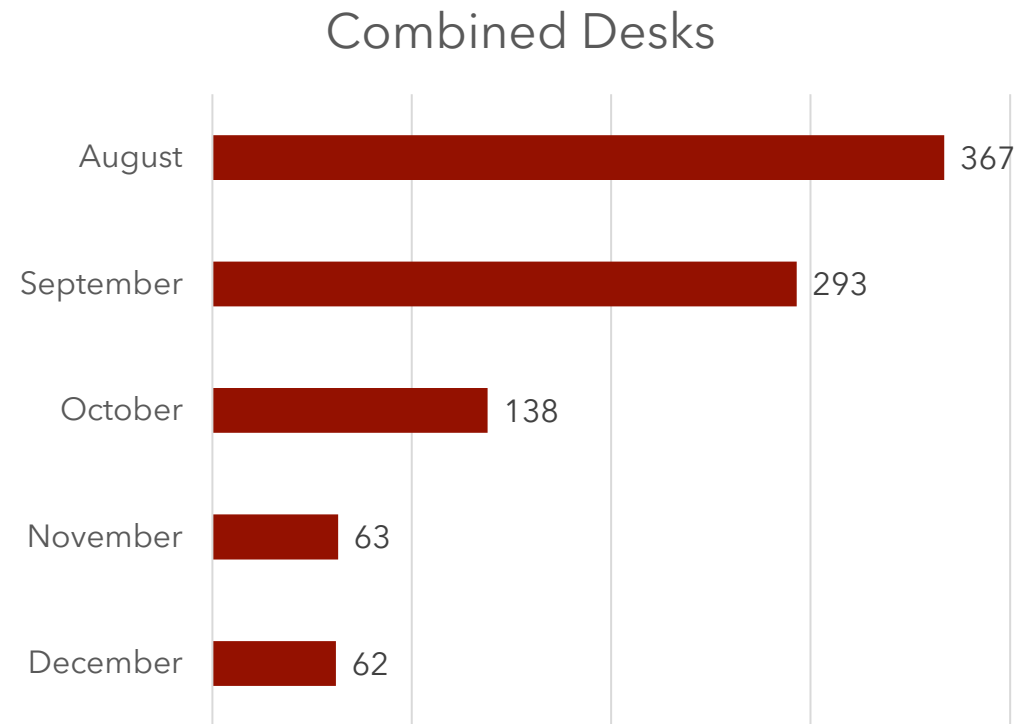
# Fall 2020: Combined Desks

- 923 total questions recorded
  - 56% (513) recorded at circulation
  - 44% (410) recorded at Research Help Desk

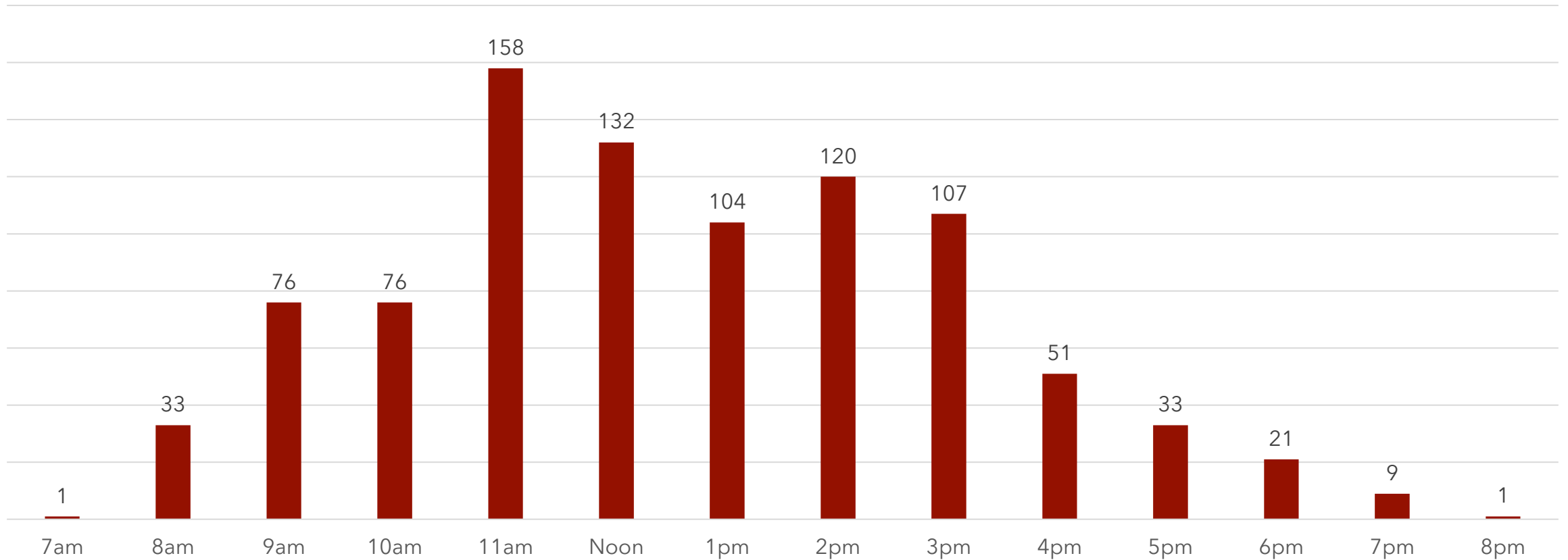


# Fall 2020: Combined Desks

- Classes started August 24
- RHD staffed in-person  
August 24 - September 11
- Remote instruction  
November 23 - December 18

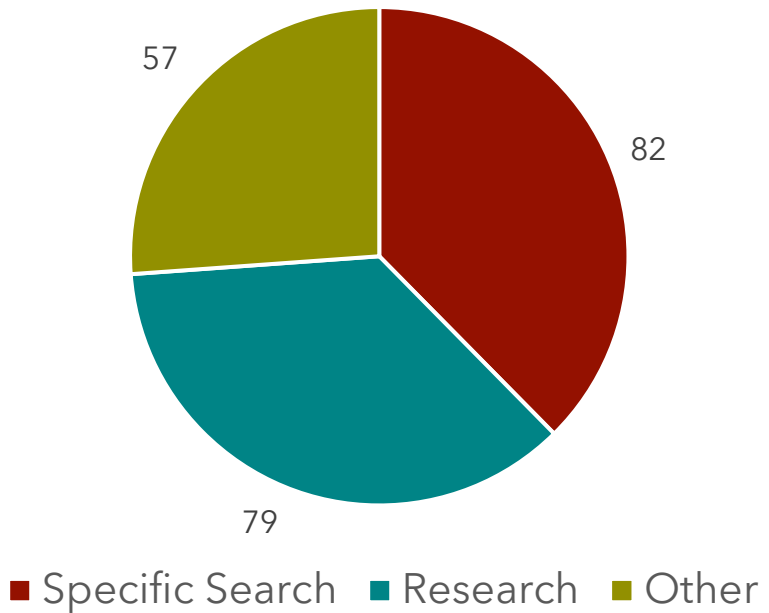


# Fall 2020: Combined Desks



# Fall 2020: Combined desks

Questions by Topic



Questions by Type

