



Library Service Desk Statistics Summary

Summary of **Summer 2021** usage statistics for the IU Kokomo Library. Compiled September 20, 2021.



Research Help Desk (RHD): May 10 - August 20

Services included:

- On call on-site
- Email
- Phone
- Chat
- Chat with screenshare
 - Zoom embedded in LibChat

Open hours:

- Monday - Friday: Noon - 4pm
- Saturday - Sunday: Closed
- Closed for intersessions

Staffed by:

- Library faculty
- Technical Services Assistant

Circulation: May 10 - August 20

Services included:

- Walk-up at the desk
- Phone

Staffed by:

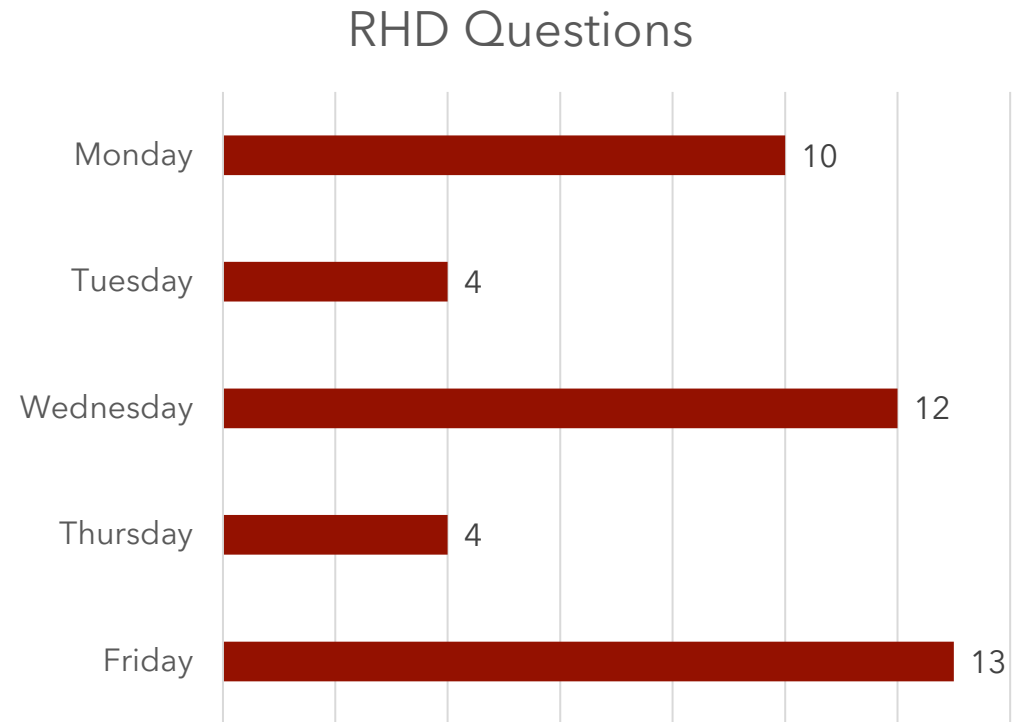
- Library student employees
- Access Services Supervisor
- Technical Services Assistant

Open hours:

- Monday - Thursday: 8am - 8pm
- Friday: 8am-5pm
- Saturday - Sunday: Closed

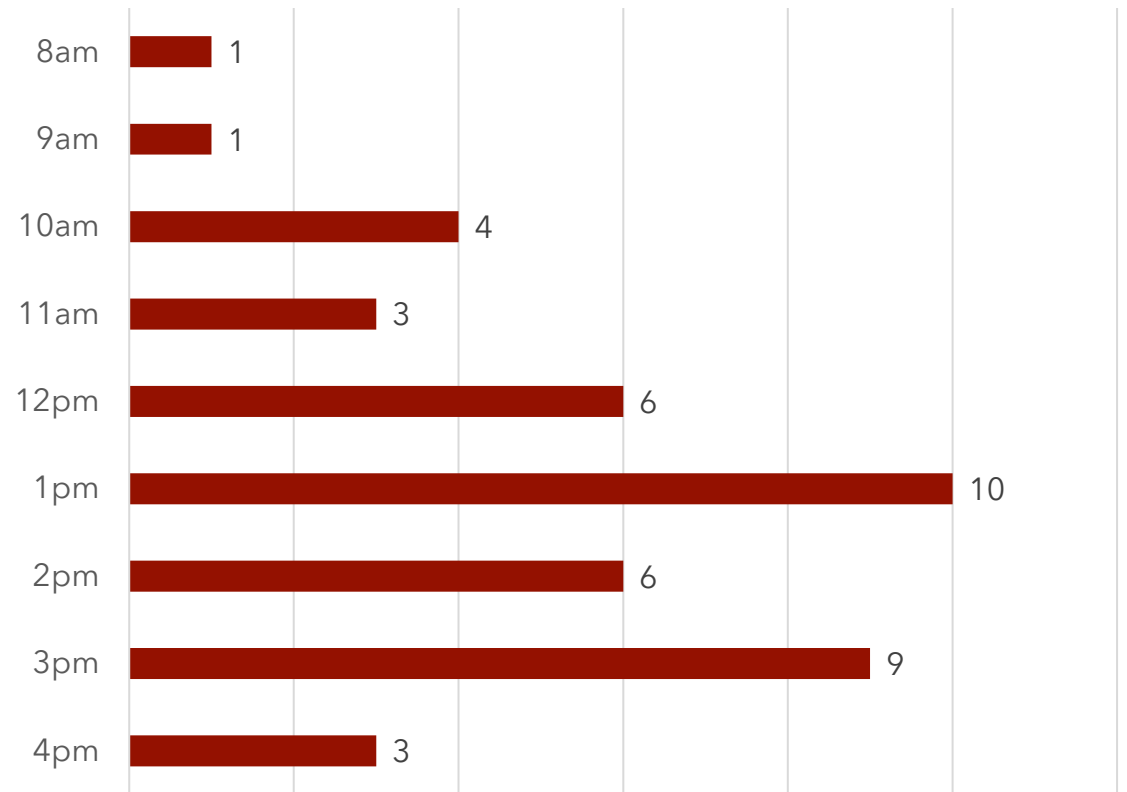
Research Help Desk

- 43 questions recorded
 - 44% (19) specific search and research questions
 - Summer 2020 (*virtual only*): 99 questions
 - Summer 2019: 118 questions

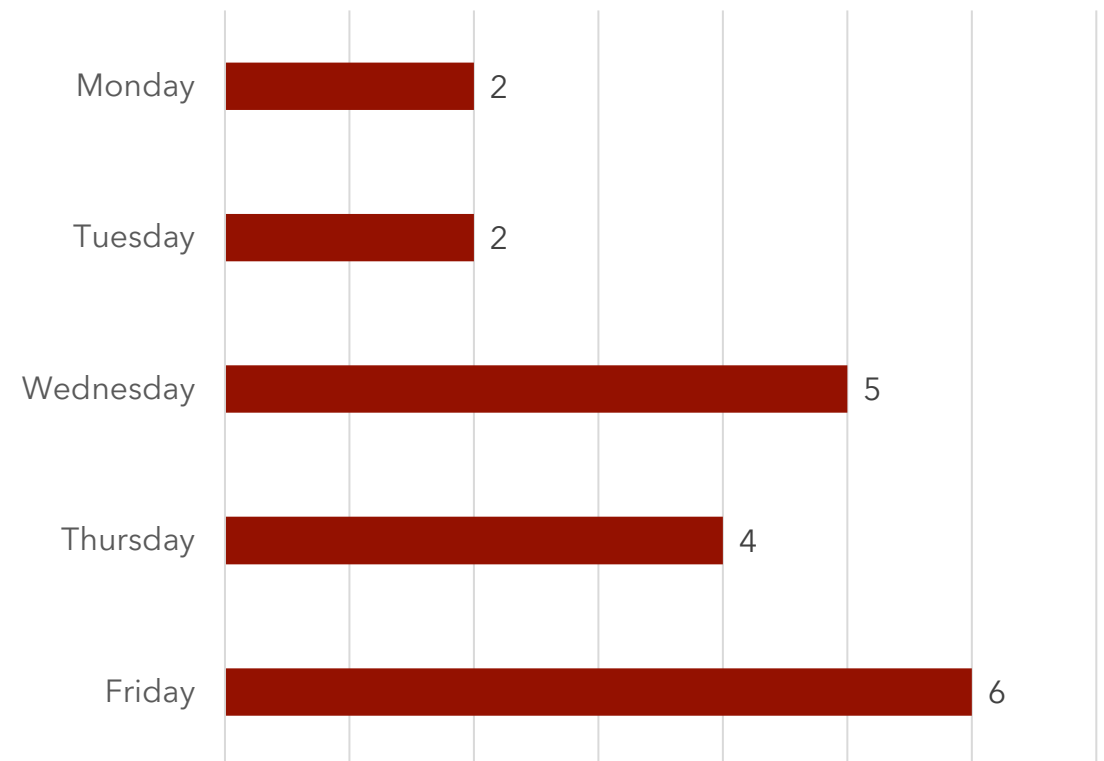
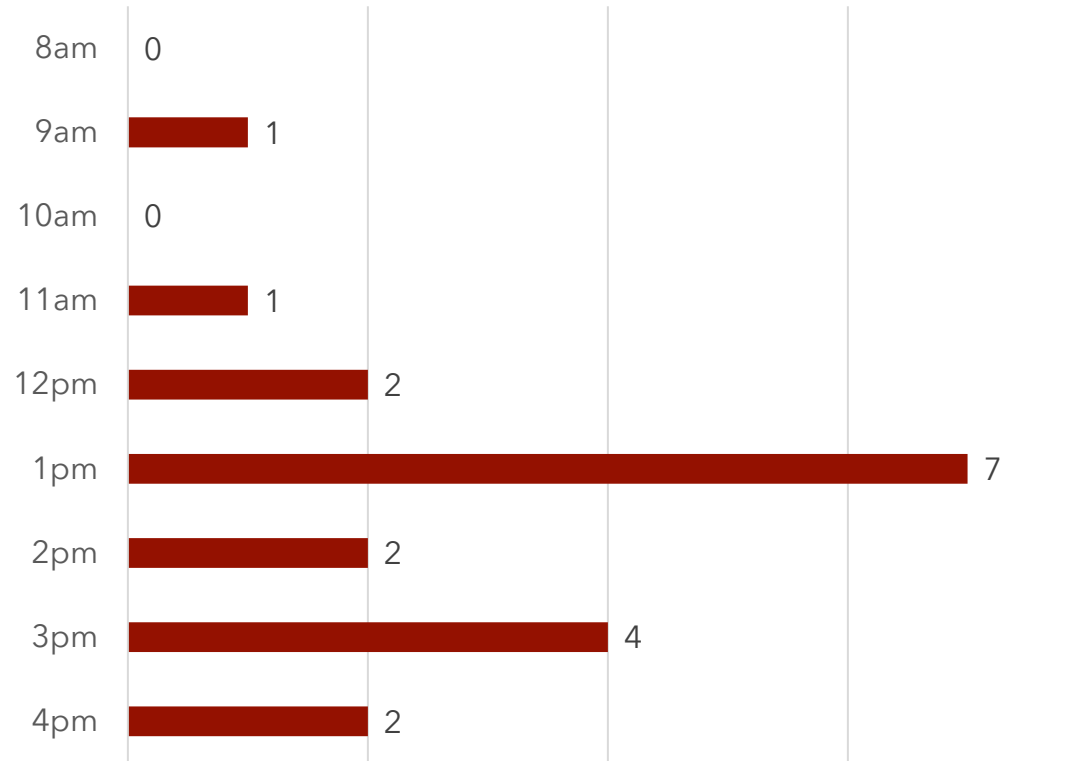


Research Help Desk

- RHD opened at 12pm
- 21% (9) questions asked before 12pm
 - Two emails via iuklib
 - Circulation questions answered by Technical Services Assistant

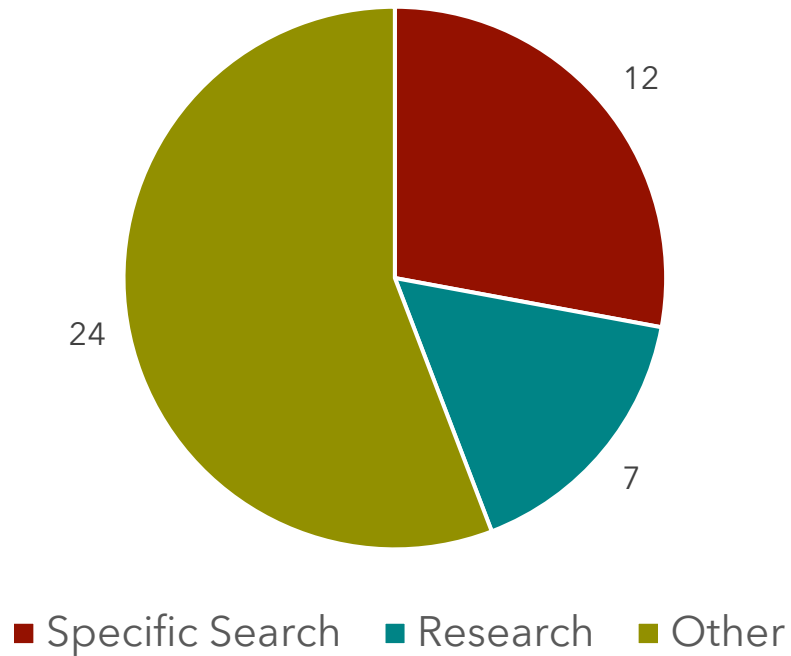


Research Help Desk: Specific Search & Research Questions only

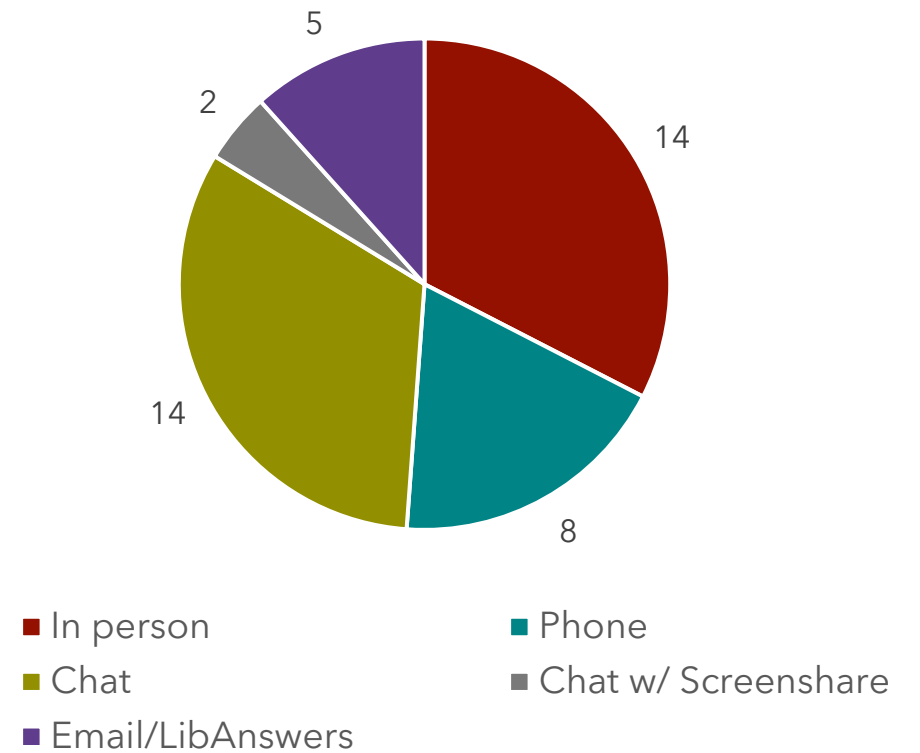


Research Help Desk

RHD Questions by Topic



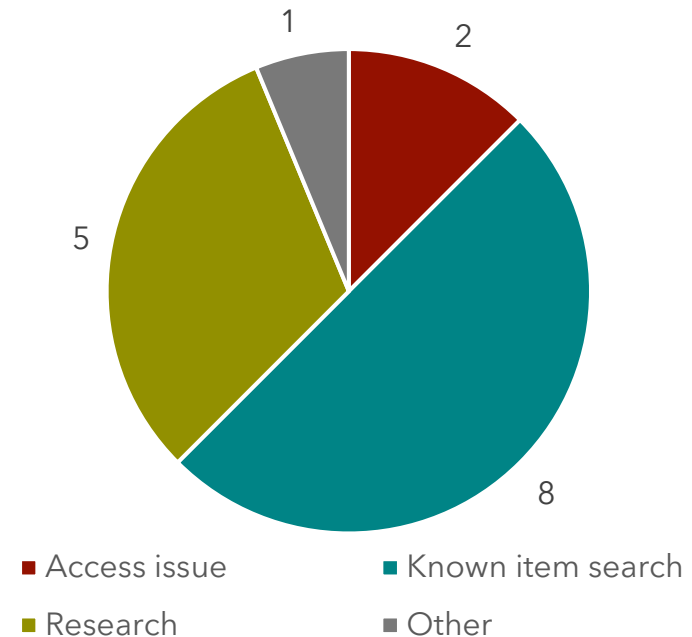
RHD Questions by Type



Librarian Consultations

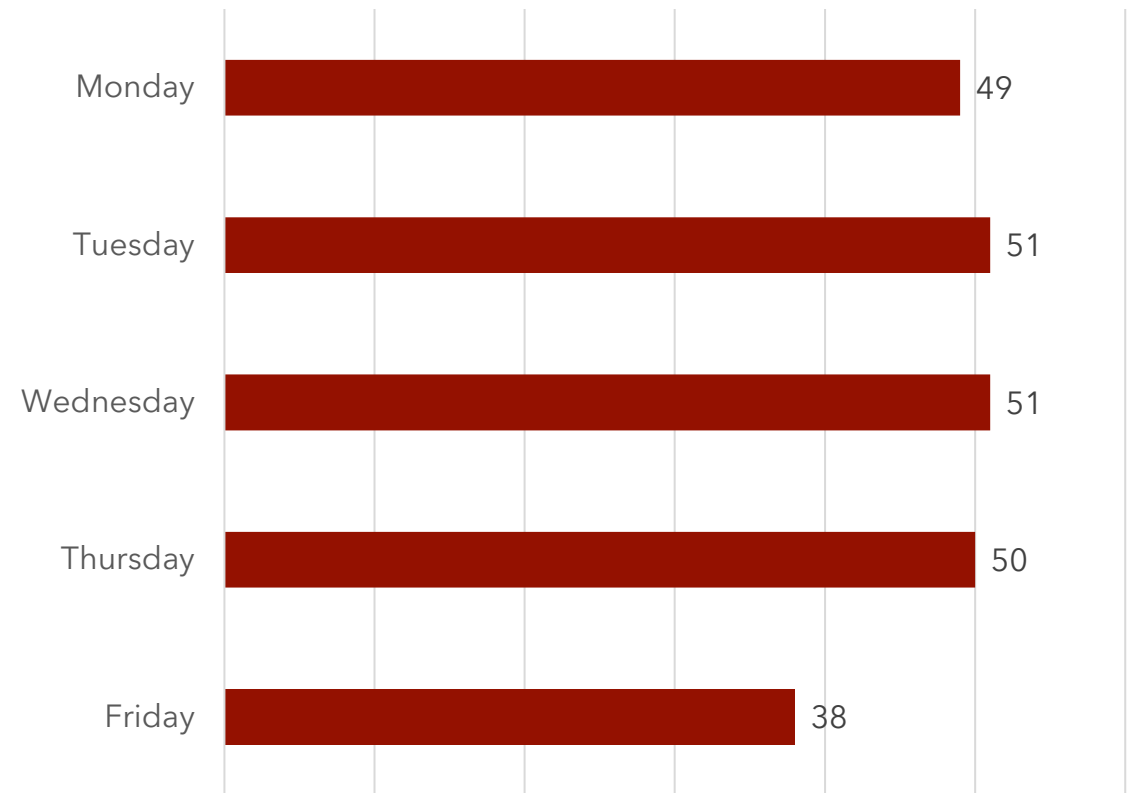
- 15 consultations recorded
 - More than 11 hours recorded
 - 80% (12) with faculty
 - 20% (3) with students
 - One scheduled consultation via Zoom
 - Remaining consultations via email or phone

Consultations by Topic



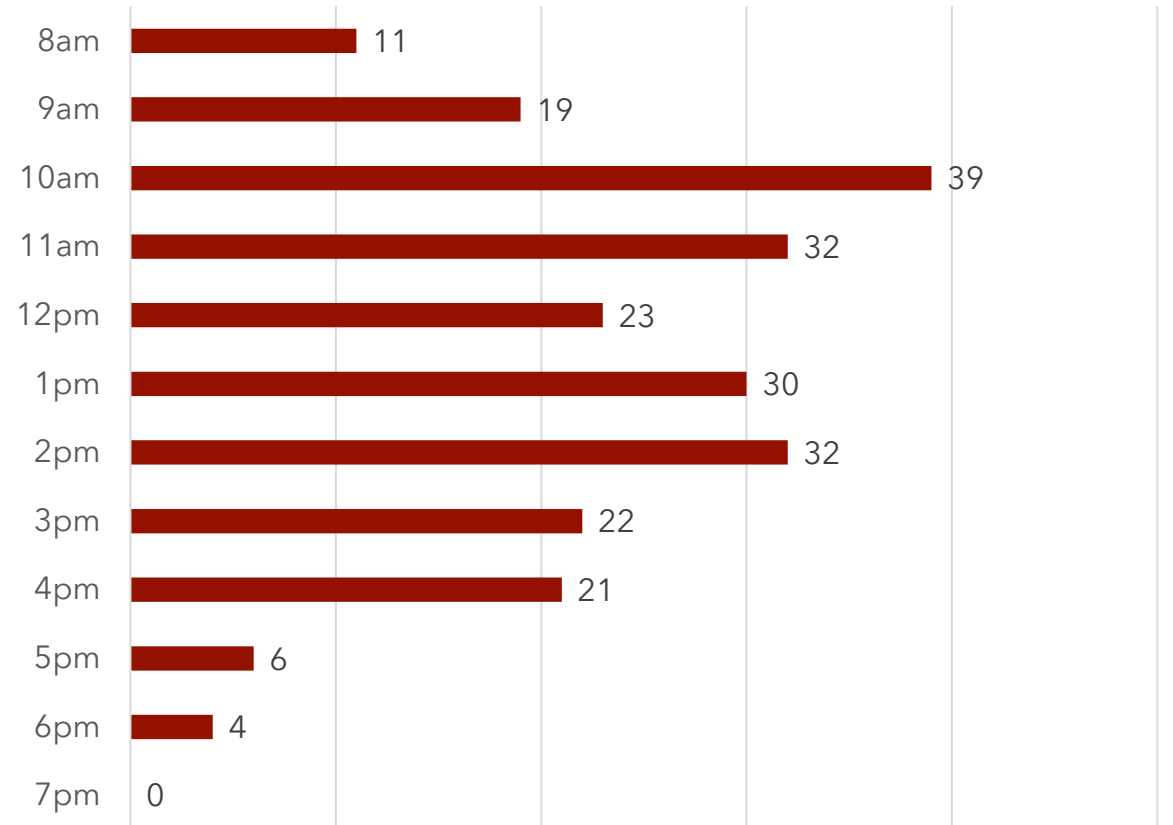
Circulation

- 239 questions recorded
 - Summer 2020: 136 questions
 - Summer 2019: 518 questions



Circulation

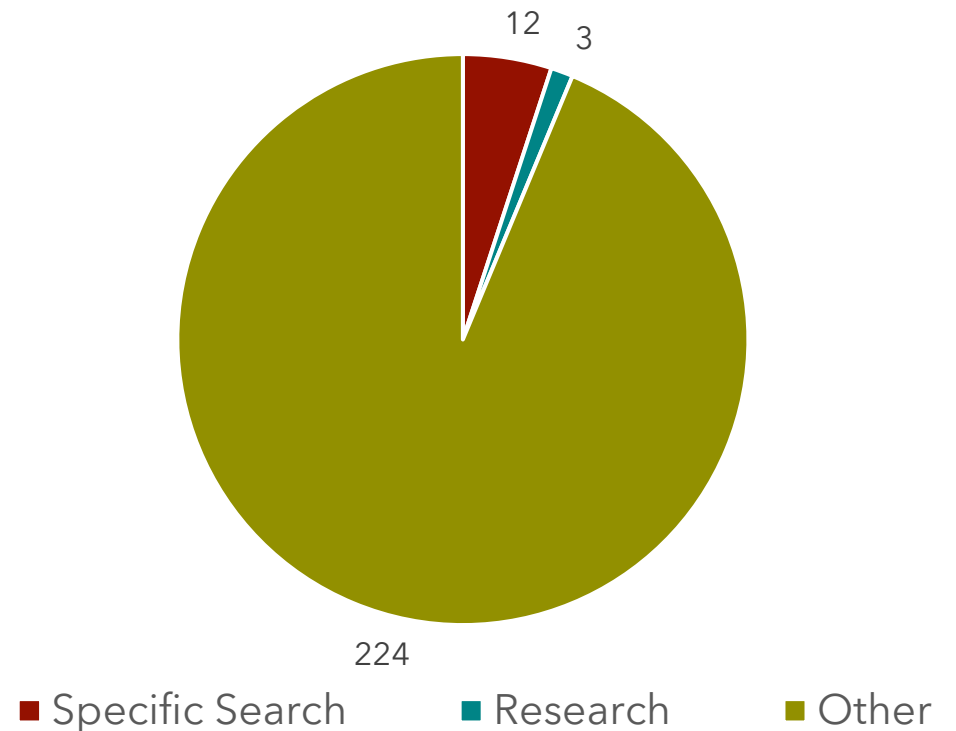
- 65% (156) of questions recorded between 10am and 3pm
- 13% (31) of questions recorded after 4pm



Circulation

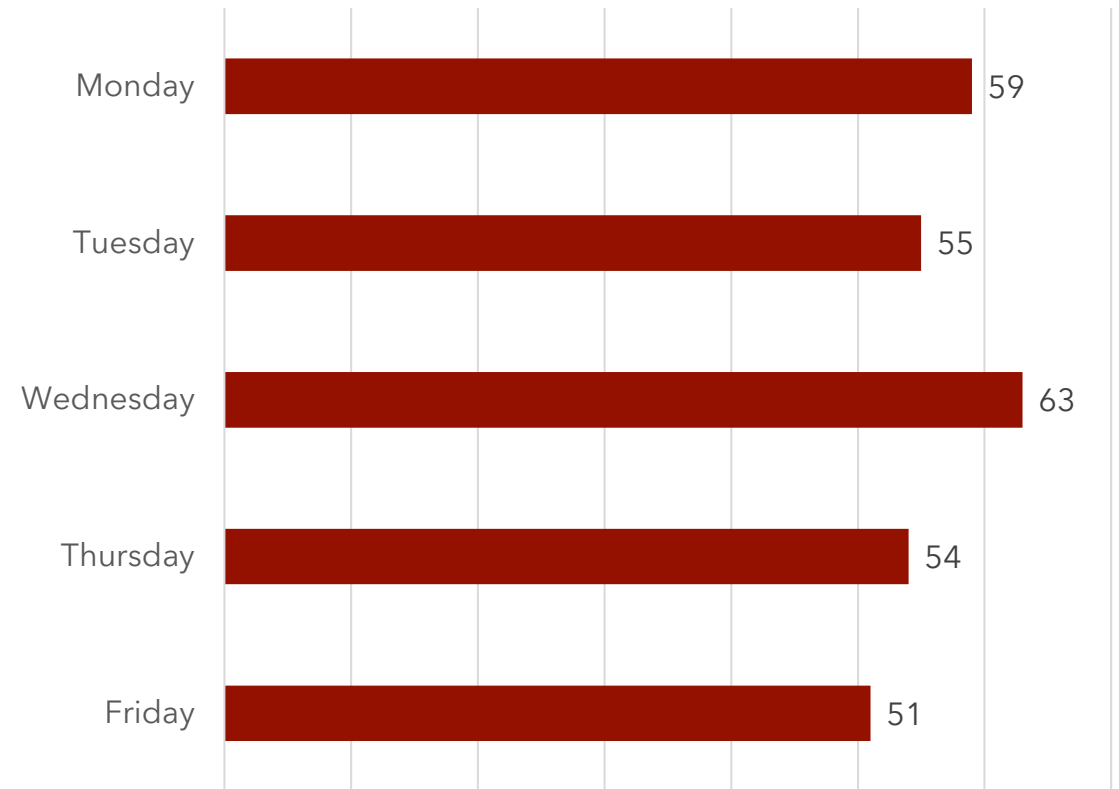
- 84% (201) of questions asked in person
- 16% (38) of questions asked via phone
- 6% (15) of questions coded as Specific Search or Research

Circulation by Topic



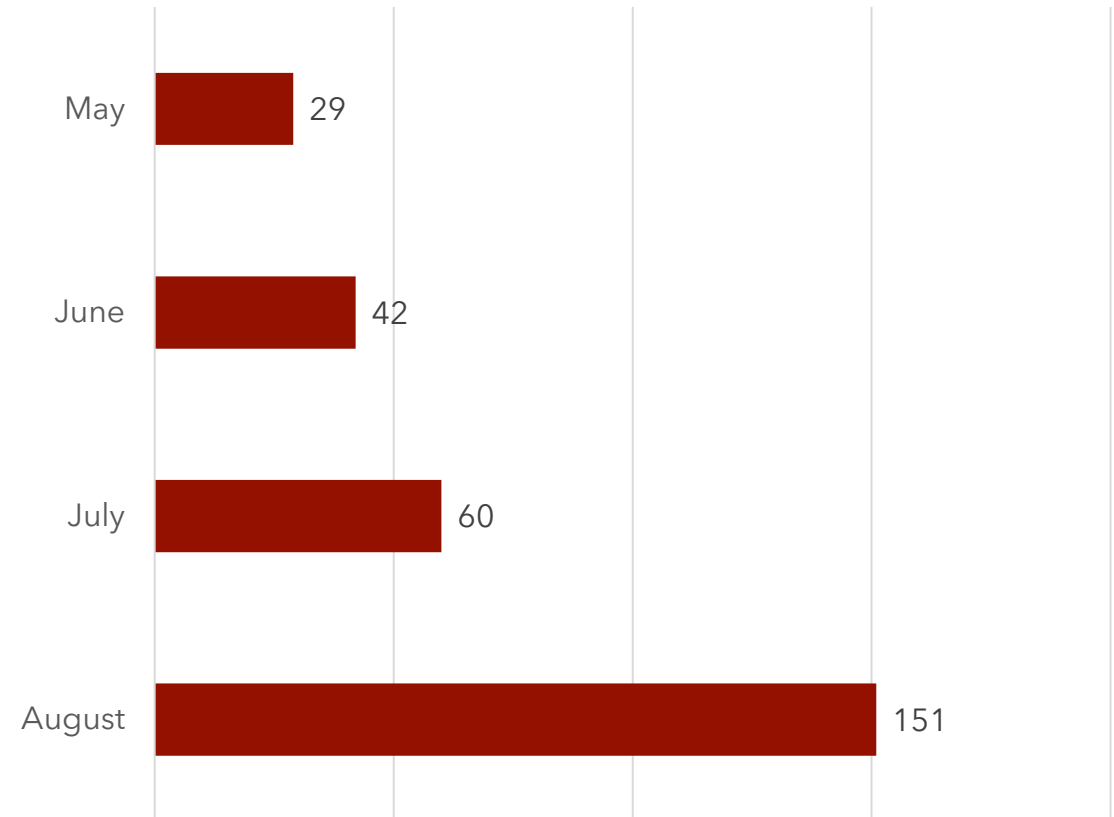
Summer 2021: Combined Desks

- 282 total questions recorded
 - 85% (239) recorded at circulation
 - 15% (43) recorded at Research Help Desk

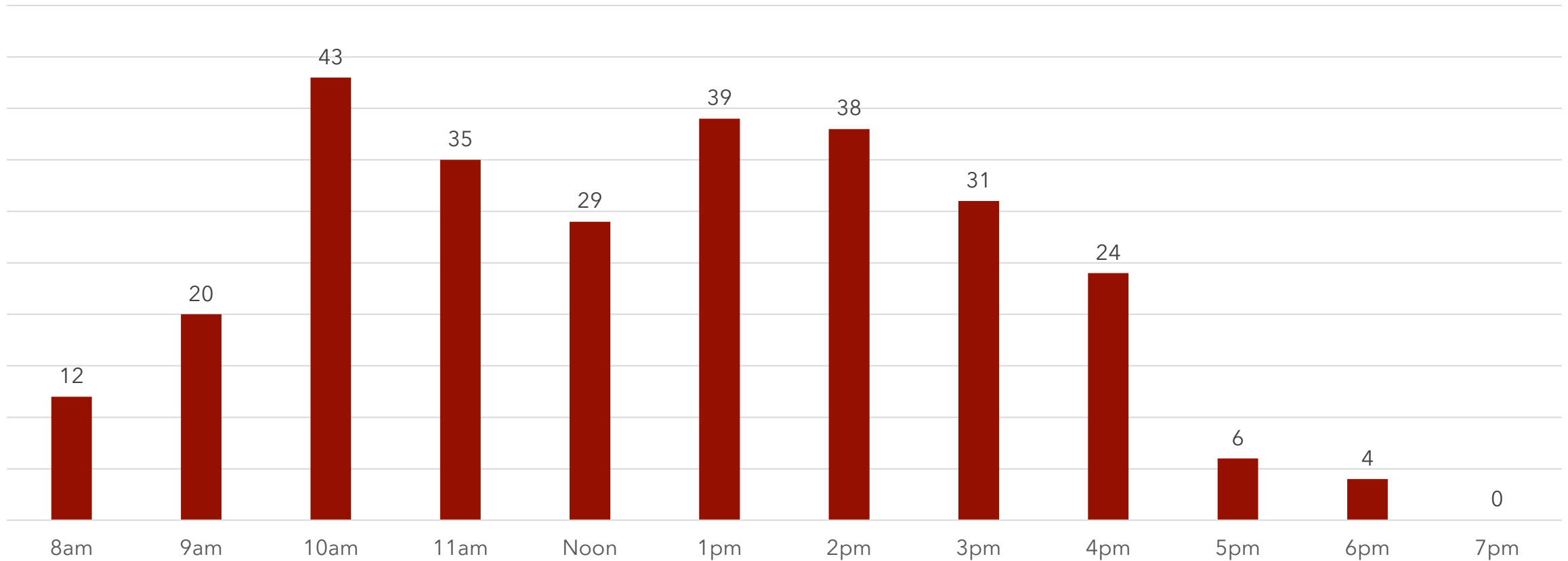


Summer 2021: Combined Desks

- RHD open Monday-Thursday 12-4
- Circulation often only staffed by one employee

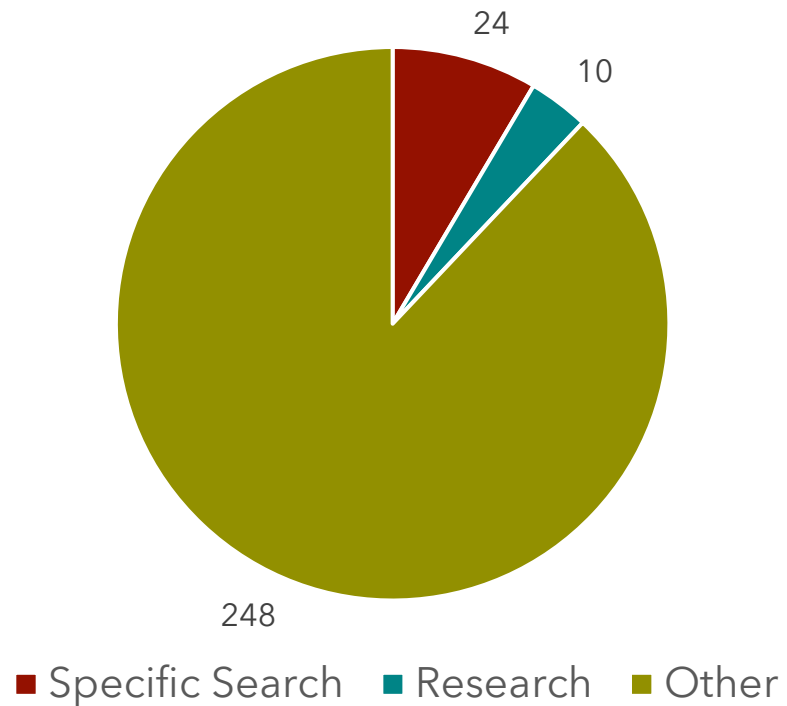


Summer 2021: Combined Desks



Summer 2021: Combined Desks

Questions by Topic



Questions by Type

