

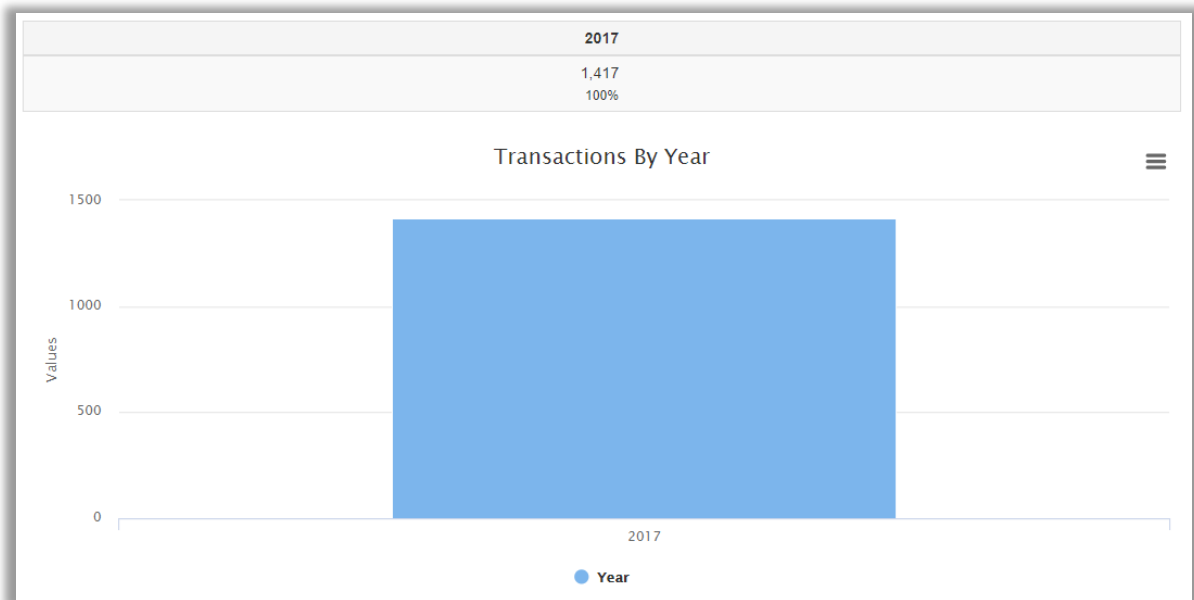
**Indiana University Kokomo Library  
Circulation Desk  
Fall 2017**

*Compiled by Meg Galasso, Information Services Librarian & Archivist, January 2018*

A total of 1417 questions were recorded at the Circulation Desk during the Fall 2017 semester. For comparison, questions recorded at the Circulation Desk in previous fall semesters are as follows:

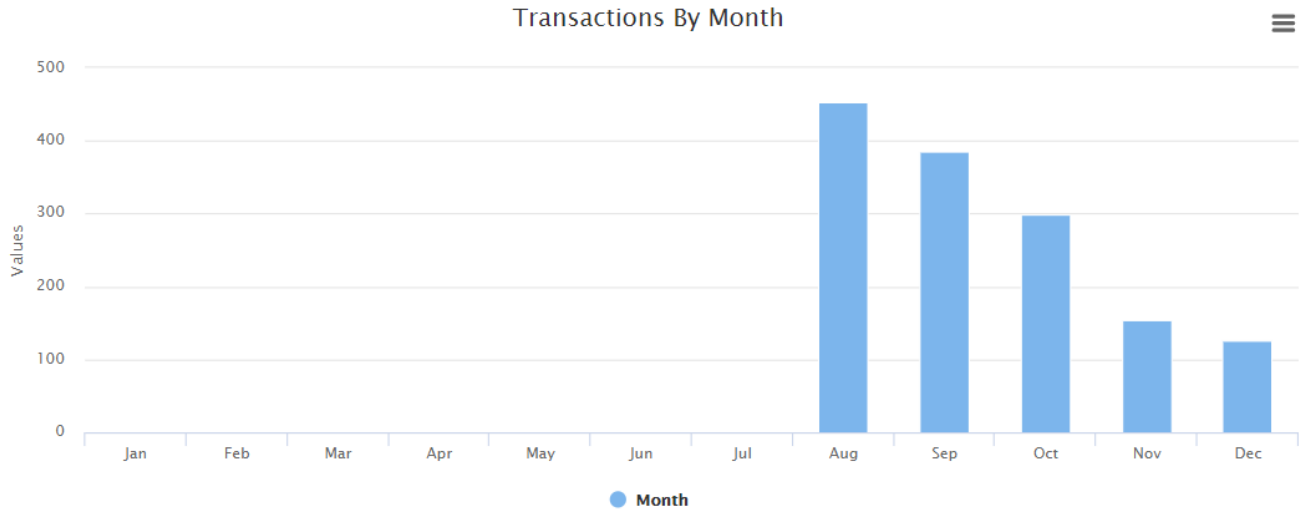
Fall 2015: 447  
Fall 2016: 616  
Fall 2017: 1417

The notable increase in questions is most likely due to the implementation of and training on a new, simplified Service Desk Question Data form. Therefore, the increase is likely more representative of the questions recorded rather than questions answered.



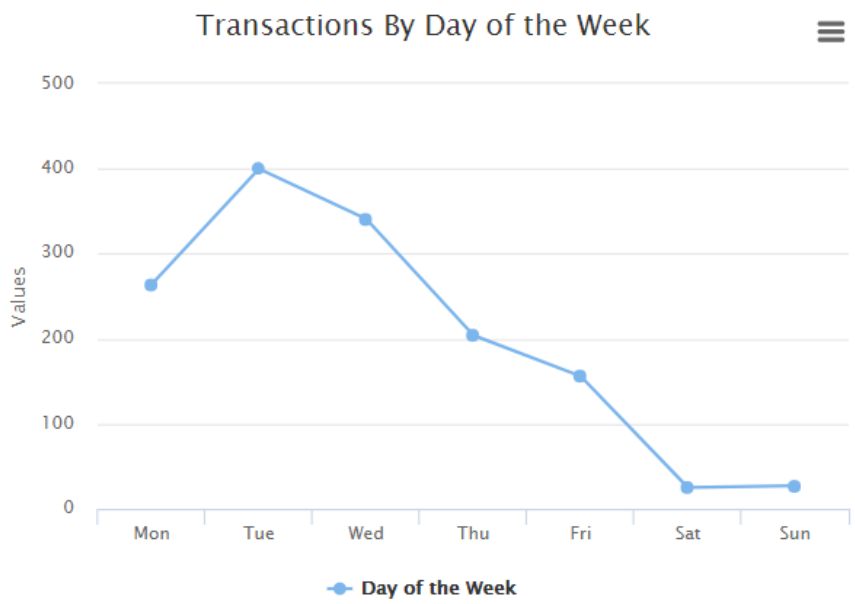
Monthly distributions largely comport with expectations. Despite only representing two and a half weeks, August accounted for 31.97% (453) of questions due to directional and referral questions asked at the beginning of each semester. The low volume of questions in November (154/10.87%) is notable, as the Research Help Desk experienced 20.92% (also 154) of its questions during this month. This may be due to inattention to data recording and/or a reduced need for circulation and directional information as students proceeded through the semester.

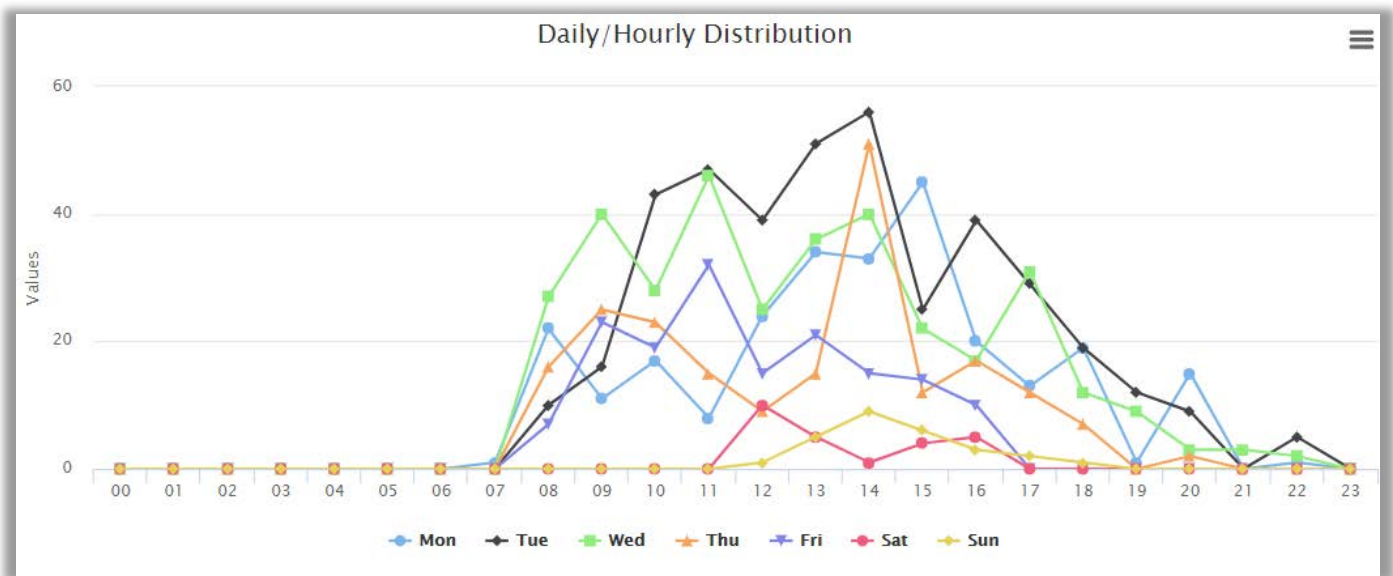
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
0	0	0	0	0	0	0	453	386	298	154	126
0%	0%	0%	0%	0%	0%	0%	31.97%	27.24%	21.03%	10.87%	8.89%



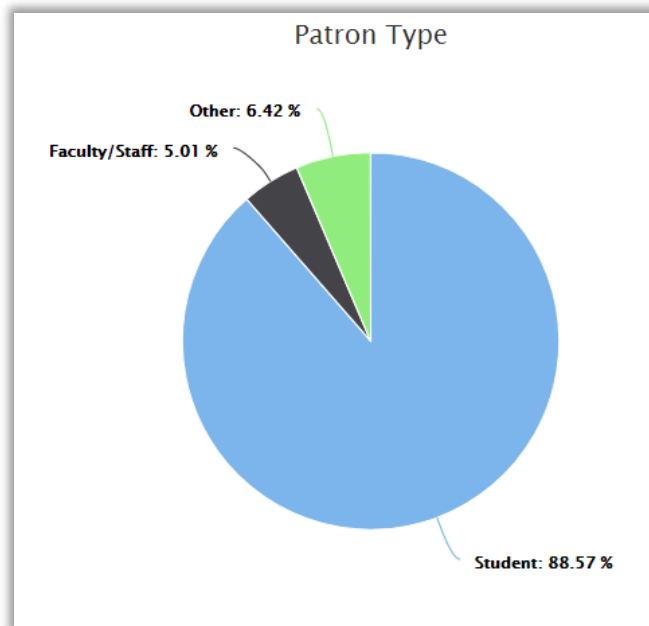
Daily distributions were likely affected by consistency of recording questions. For example, two of our most diligent recorders were frequently scheduled on Tuesdays. The low usage on weekends (52/3.67%) aligns with expectations from headcount data and student assistant anecdotes.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
264	400	341	204	156	25	27
18.63%	28.23%	24.06%	14.4%	11.01%	1.76%	1.91%

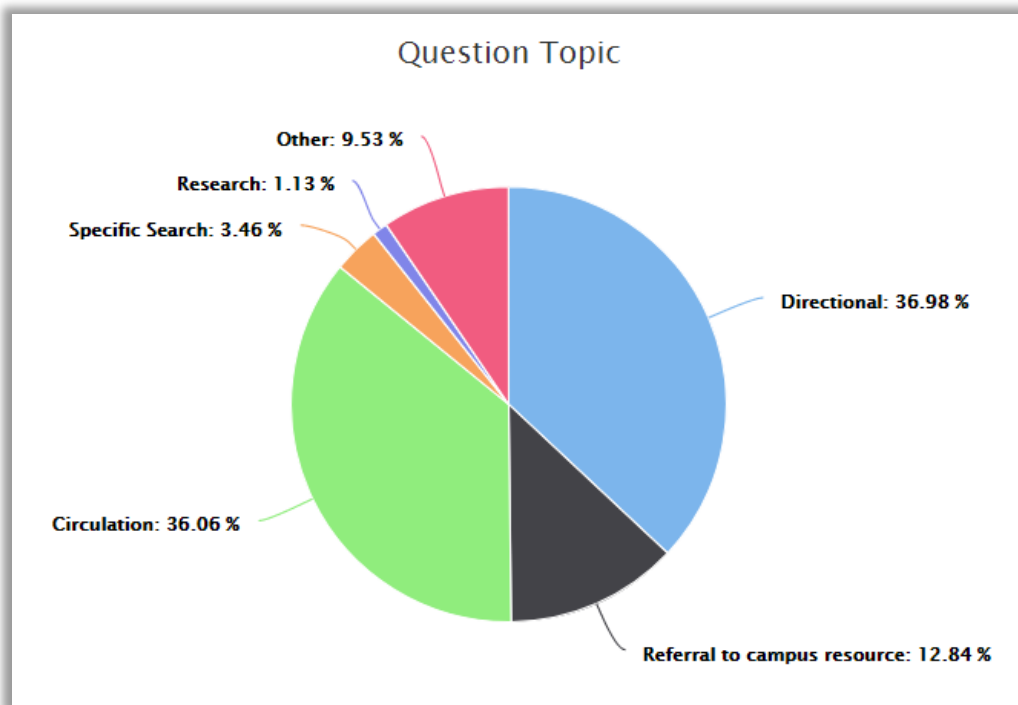




Our circulation staff primarily assisted students during the Fall 2017 semester, with only 11.43% (162) questions fielded from faculty, staff, and community members.



Question topics recorded by circulation staff align with expectations, answering 1217 (85.88%) questions coded as Directional, Circulation, and Referral to Campus Resource. Student assistants were encouraged to loop in the faculty and staff at the Research Help Desk on Research questions, and patrons seeking specific books, articles, journals, or tools often choose to visit the Research Help Desk when it is staffed. A focus for Spring 2018 will be reducing the number of questions coded as Other (9.53%/135) with improved training on categorizing topics.



Individual user data is included below.

Unique Values	Count	% of Total Count (1,417)
Blank, Noah (UID #18)	88	6.21%
Fivecoate, Christina (UID #6)	162	11.43%
Gentry, Courtney (UID #14)	225	15.88%
Lipken, Cynthia (UID #8)	5	0.35%
Mullins, Violence (UID #21)	102	7.2%
Shepard, Brianna (UID #13)	64	4.52%
Smith, Taylor (UID #20)	180	12.7%
Turner, Kennedy (UID #17)	186	13.13%
Unger, Abygail (UID #12)	20	1.41%
Wash, Jacob (UID #15)	73	5.15%
Williford, Olivia (UID #19)	210	14.82%
Wisehart, Bailey (UID #11)	62	4.38%
Yount, John (UID #16)	40	2.82%

Note: Abygail Unger and Bailey Wisehart did not work for the entire semester. Cynthia Lipken and Christina Fivecoate were not regularly scheduled at the Circulation Desk.