

Indiana University Kokomo Library Research Help Desk Summer 2017

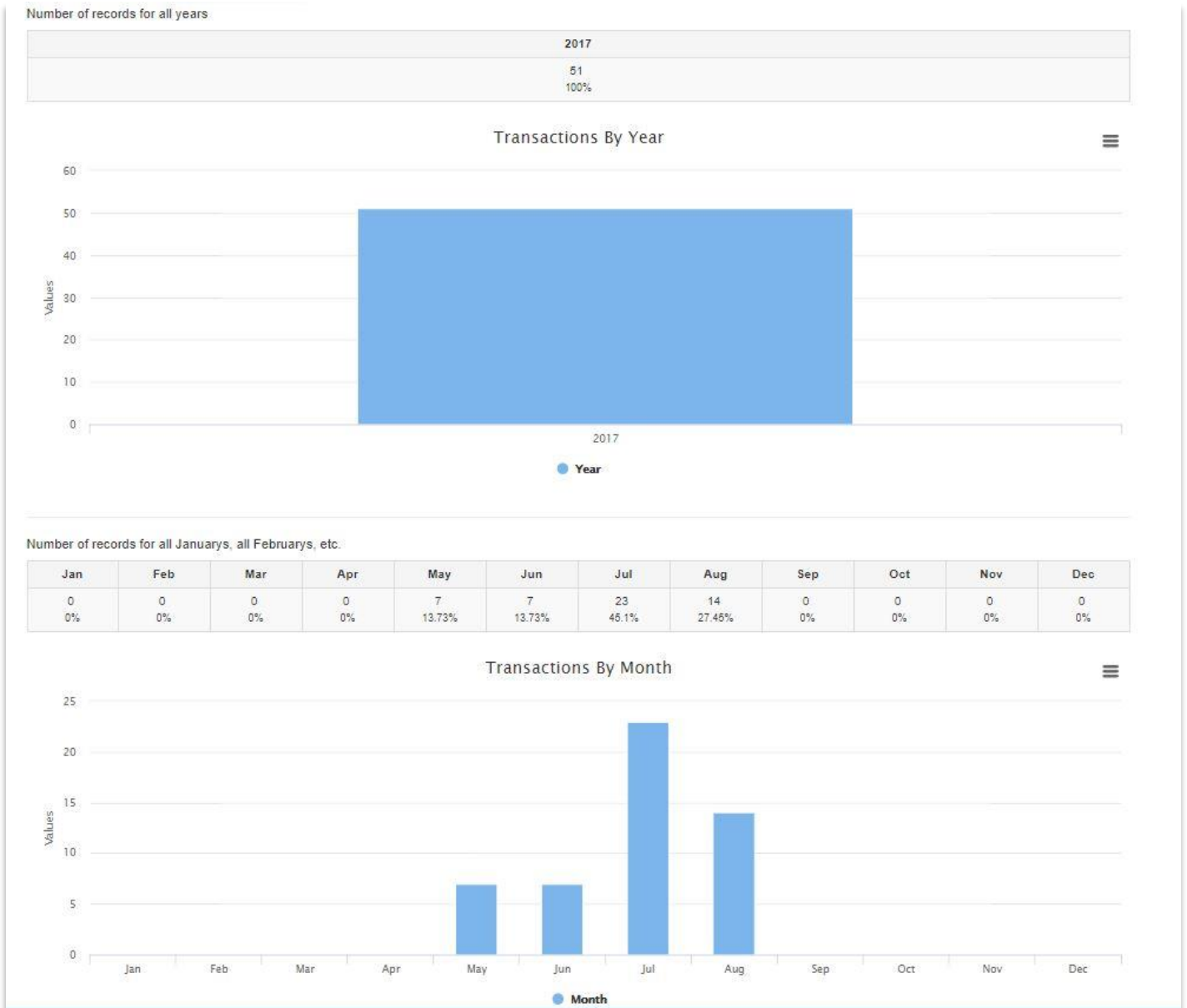
Compiled by Meg Galasso, Information Services Librarian and Archivist, August 2017

Data for this semester was collected in two locations: the Ask a Librarian Google form and the LibInsight Service Desk Data Form. The data from the Google form was then transferred to the LibInsight form, which will be the sole collection method beginning Fall 2017.

For comparison, the total number of questions recorded at the Research Help Desk in previous years are as follows:

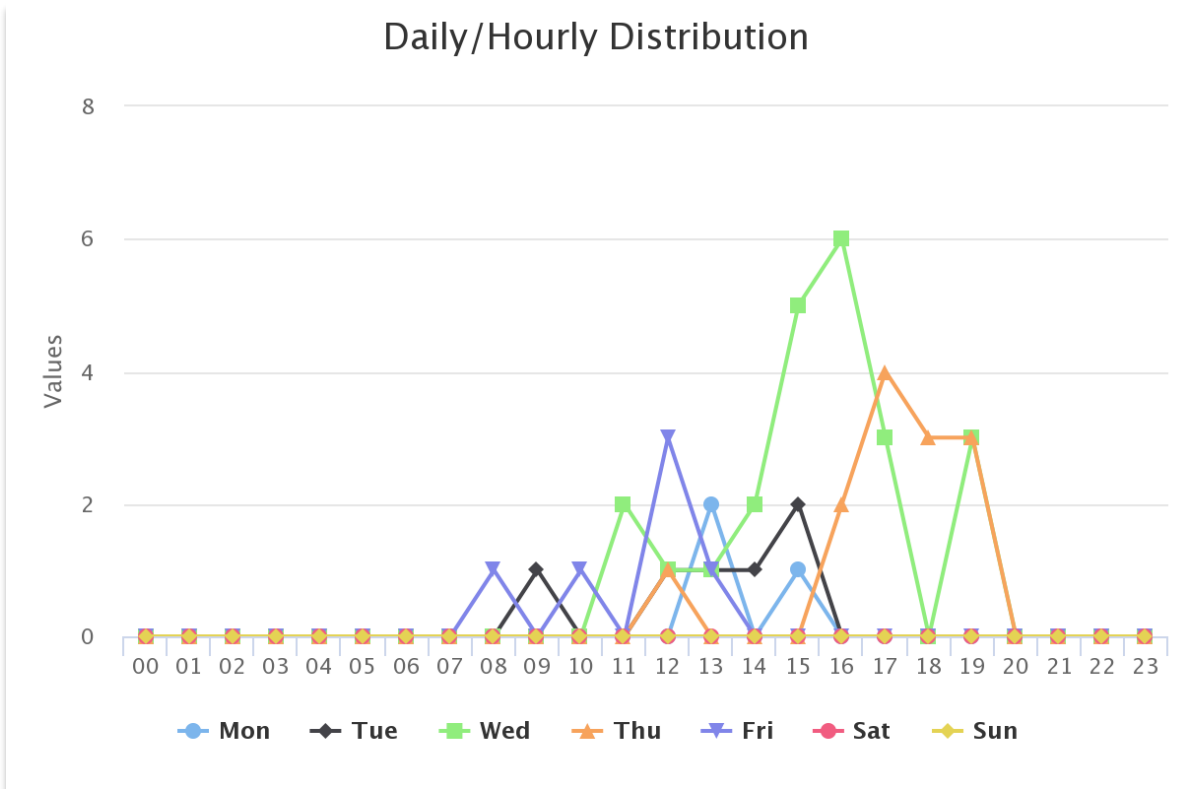
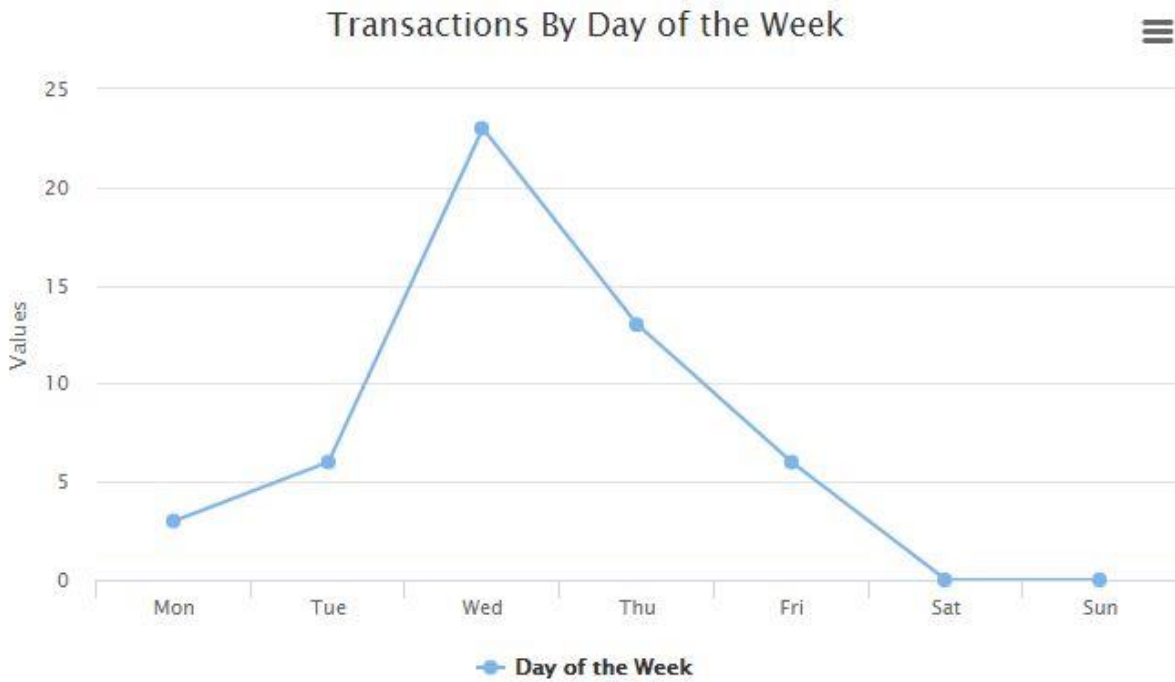
- Summer 2014: 148
- Summer 2015: 186
- Summer 2016: 48

Librarians were on call during the Summer 2017 semester, and student assistants working at the circulation desk were instructed to call librarians in their offices as needed for research questions. Justin Kingery, working Wednesday and Thursday evenings at the desk, recorded 43% (22/51) of all questions for the summer term. The much higher rate of interactions for the one librarian who consistently sat at the desk is notable and will be revisited, as all librarians will be expected to remain at the desk for the entirety of their shifts beginning in the Fall of 2017.

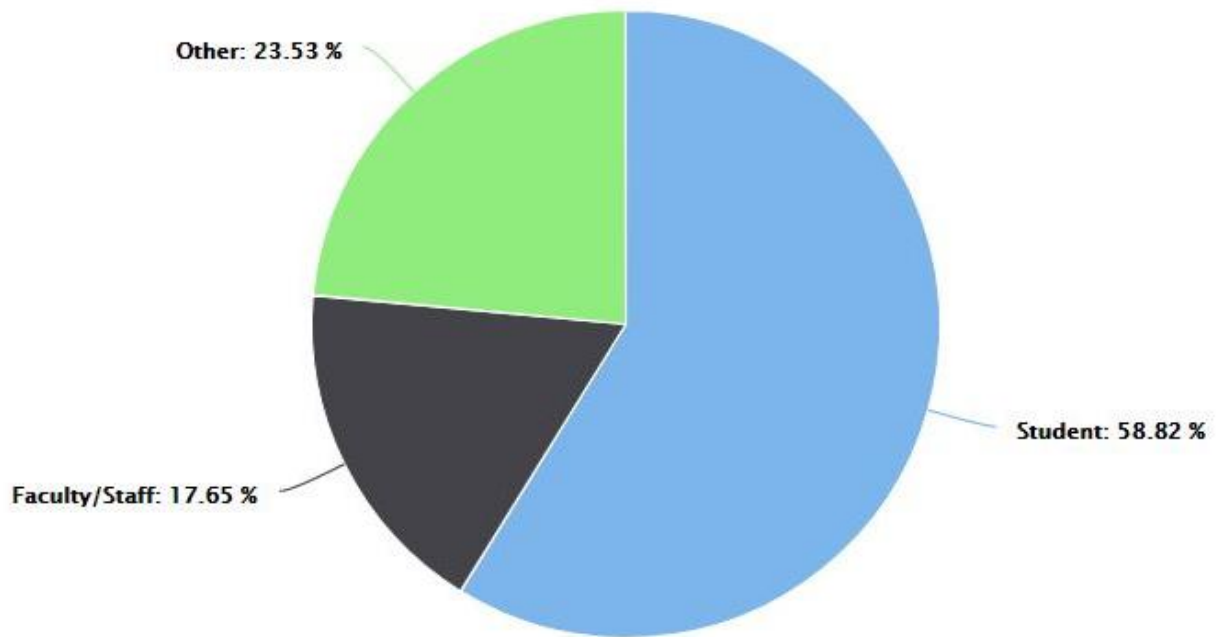


Number of records for all Mondays, all Tuesdays, all Wednesdays, etc.

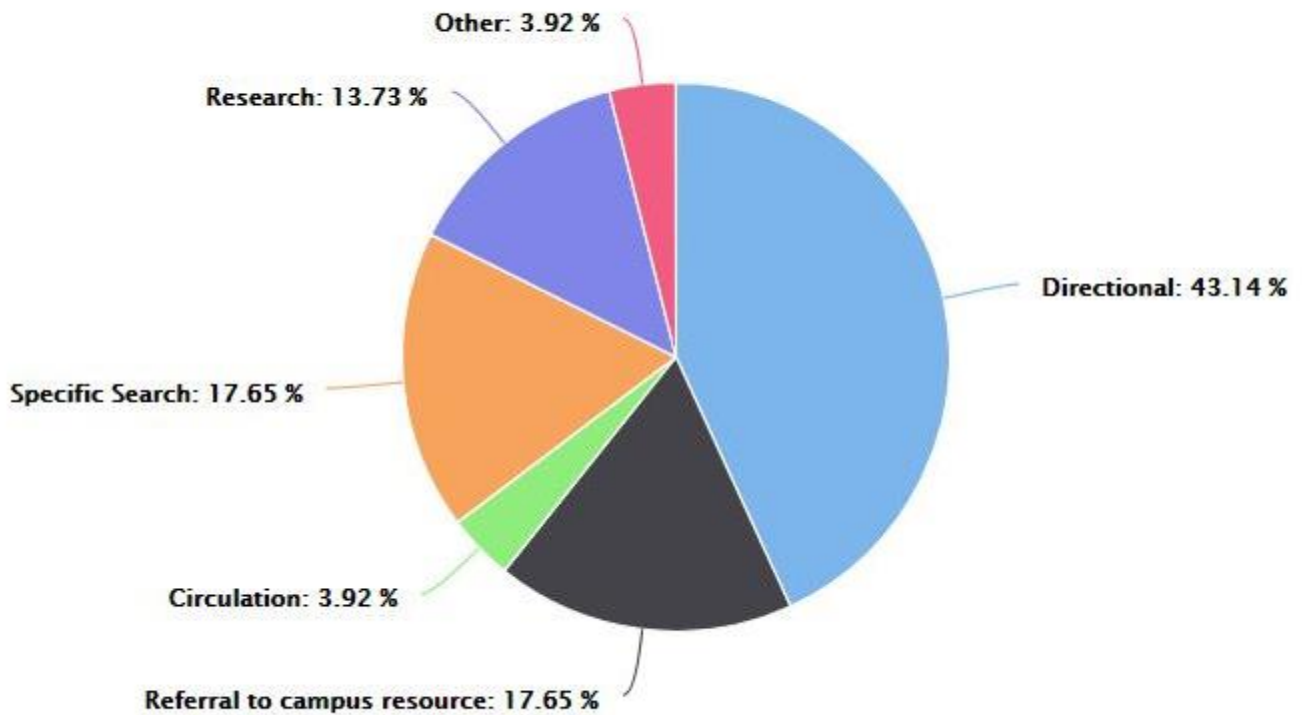
Mon	Tue	Wed	Thu	Fri	Sat	Sun
3	6	23	13	6	0	0
5.88%	11.76%	45.1%	25.49%	11.76%	0%	0%



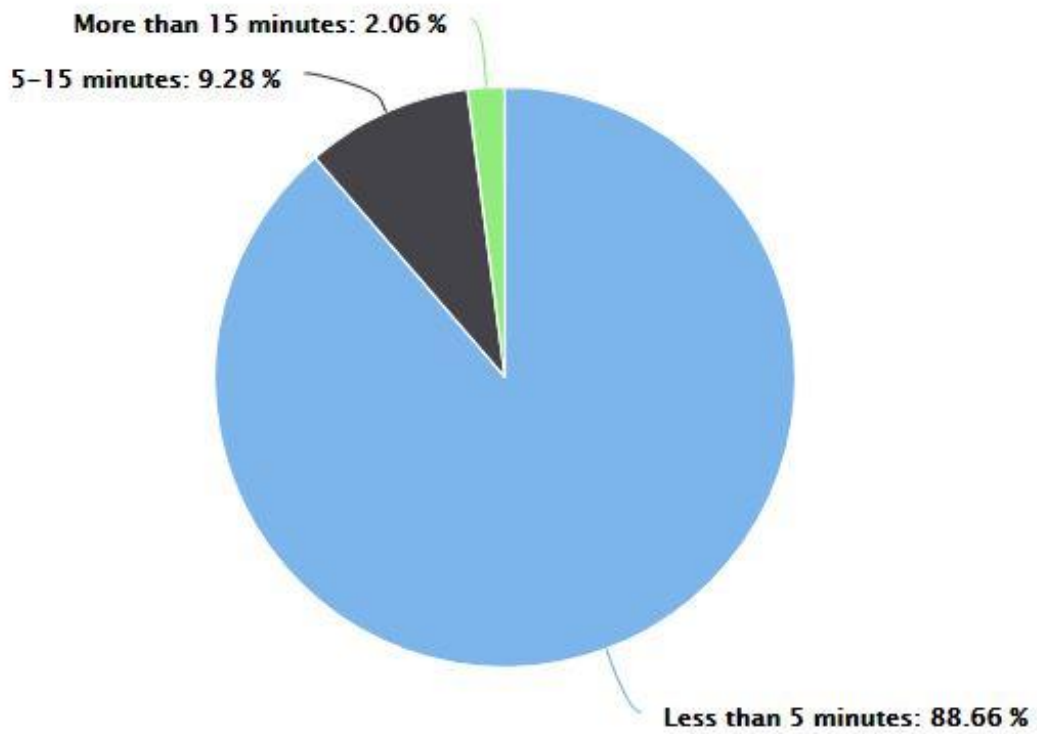
Patron Type



Question Topic



Question Length



User Distributions (for users who entered 1 or more records)

Unique Values	Count	% of Total Count (51)
Fivecoate, Christina (UID #6)	1	1.96%
Galasso, Meg (UID #3)	11	21.57%
He, Yan (UID #4)	2	3.92%
Kingery, Justin (UID #9)	22	43.14%
Lukes, Ria (UID #5)	3	5.88%
Thorpe, Angie (UID #1)	3	5.88%
Young, Martha (UID #10)	9	17.65%