

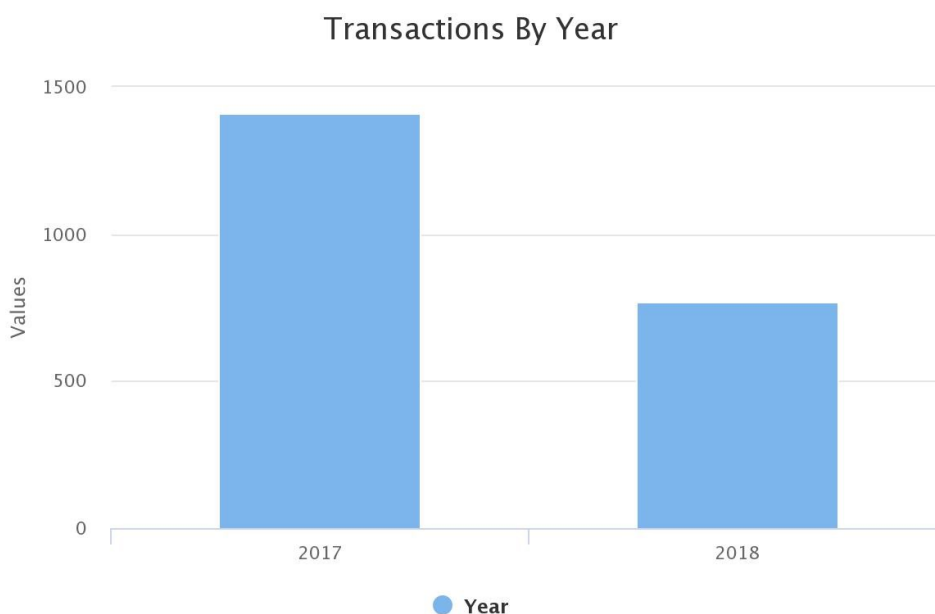
**Indiana University Kokomo Library
Circulation Desk
Spring 2018**

Compiled by Meg Galasso, Information Services Librarian & Archivist, May 2018

A total of 767 questions were recorded at the Circulation Desk during the Spring 2018 semester. For comparison, questions recorded at the Circulation Desk in previous spring semesters are as follows:

Spring 2015: 525
Spring 2016: 162
Spring 2017: 307

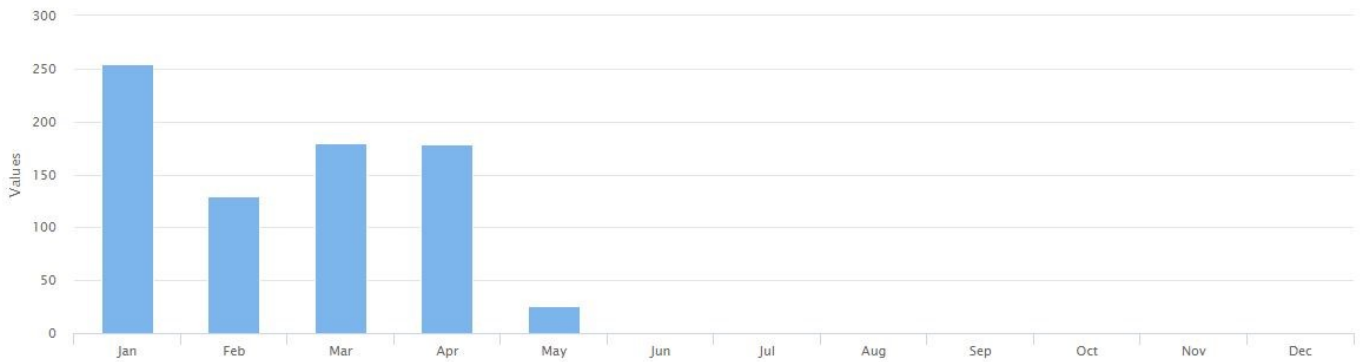
While this figure is notably higher than past semesters, it represents a sharp decrease from Fall 2017, as depicted in the chart below.



Monthly distributions largely comport with expectations. The large volume of questions recorded in January (33.12%, 254) is expected due to directional questions for new students, as well as questions related to printing which are also recorded as directional questions. Consistent with Fall 2017, the monthly pattern for questions at the Circulation Desk did not align with the Research Help Desk. The Circulation Desk saw a marked decrease in questions recorded in February (5.92%, 129), while questions were consistent across January, February, and April at the Research Help Desk, with a noticeable dip occurring in March.

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
254 33.12%	129 16.82%	180 23.47%	178 23.21%	26 3.39%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Transactions By Month



Daily distributions remained more consistent Monday-Thursday compared to Fall 2017. Two factors seem likely for this change: new schedules for student assistants (including our diligent recorders) and a smaller cohort of new students, meaning fewer users needing directional assistance in bulk (e.g. an entire class of individuals needing directions to KA007 for a class.)

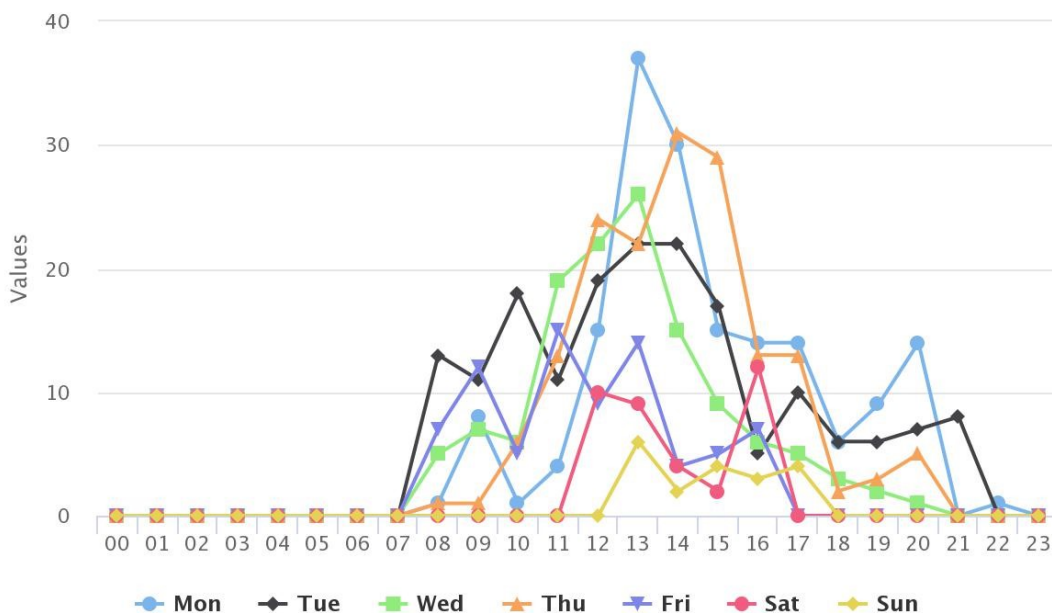
Mon	Tue	Wed	Thu	Fri	Sat	Sun
169 22.03%	175 22.82%	126 16.43%	163 21.25%	78 10.17%	37 4.82%	19 2.48%

Transactions By Day of the Week



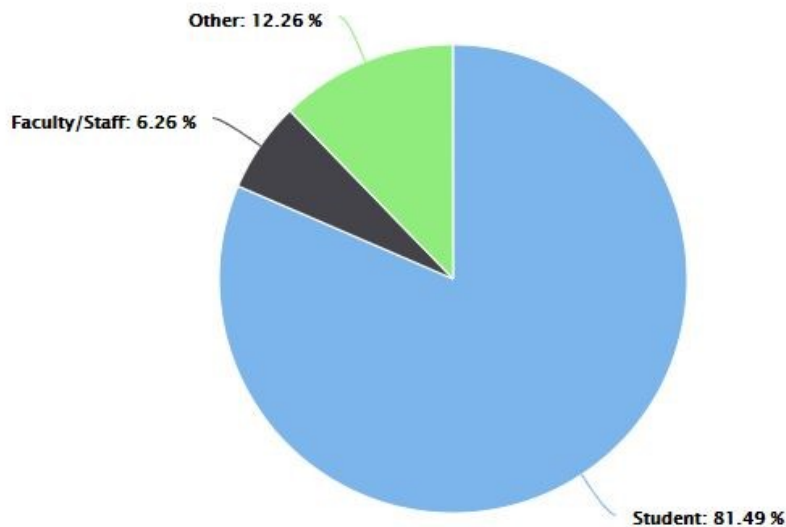
Hourly distributions support our current staffing model, as the majority of questions (81.9%, 628) are recorded between 11am and 8pm when the Circulation Desk is supported by a staffed Research Help Desk.

Daily/Hourly Distribution



Our circulation staff primarily assisted students during the Spring 2018 semester, with only 142 (18.52%) questions fielded from faculty, staff, and community members.

Patron Type



Question topics recorded by circulation staff align with expectations, answering 602 (78.49%) questions coded as Directional, Circulation, and Referral to Campus Resource. The number of questions coded as Other decreased slightly from Fall 2017 (9.53% to 7.69%). A review of these data entries reveals that we need to clarify the Circulation category, as the vast majority should have been coded as such. Despite many students preferring to visit the Research Help Desk when seeking

specific books, articles, or other materials, the relatively high number of Specific Search questions (13.04%, 100) reinforces the prioritization of continued training on IUCAT, EDS, and databases.



Individual user data is included below.

Fivecoate, Christina (UID #6)	26	3.39%
Francois, Mike (UID #23)	11	1.43%
Garcia-Lopez, Samuel (UID #26)	50	6.52%
Gentry, Courtney (UID #14)	113	14.73%
Inactive, Circ (UID #28)	11	1.43%
Jones, Mallory (UID #24)	88	11.47%
Mullins, Violence (UID #21)	61	7.95%
Smith, Taylor (UID #20)	93	12.13%
Snell, Dallas (UID #25)	23	3%
Turner, Kennedy (UID #17)	89	11.6%
Wash, Jacob (UID #15)	37	4.82%
Williford, Olivia (UID #19)	165	21.51%

Note: "Inactive, Circ" includes student assistants who were no longer employed in the library at the end of the spring semester. Christina Fivecoate was not regularly scheduled at the Circulation Desk.