

Service Desk Statistics: Fall 2018

August 13 – December 31, 2018

[Fall 2018 Public Services Dashboard](#)

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Combined Desks

Total:	2047	2017: 2153
Busiest day of week:	Monday	508/24.82%
Busiest time of day:	11am-3pm	961/46.9%
Busiest hour:	Monday at 11am	104/5%
Weekend usage:	71	3.47%
Busiest month:	August	675/32.98%
Specific search and research:	311	15.19%

Research Help Desk

Total:	784	2017: 736
Busiest day of week:	Monday	229/29.21%
Busiest time of day:	Noon-1pm	136/17.35%
Busiest hours:	Monday at 11am	42/5.36%
	Tuesday at Noon	42/5.36%
Busiest month:	August	218/27.8%
Specific search and research:	196	25%
Research:	84	87.5%

Notes & Observations

- Monday and Tuesday constituted 56.12% (440) of all Research Help Desk (RHD) traffic. This is a departure from Fall 2017 in which we saw a decrease in traffic on Tuesdays (136/18.48%).
- Our peak hour at the combined desks (11am-Noon) shifted significantly from Fall 2017 when our busiest hour was 2-3pm fairly consistently throughout the week.
- The combined desks recorded a 41% increase in Research questions (68 → 96) from Fall 2017 to Fall 2018.
- Circulation recorded an increase in Specific Search and Research questions compared to Fall 2017, with these questions constituting 4.59% to 9.11% of question topics.
- The RHD fielded 63% (196) of the total Specific Search and Research questions combined, and 87.5% (84) of all Research questions.
- The proportion of questions recorded in person at the RHD decreased (93.55% → 81.25%) as other question types increased. This notably included 6 scheduled consultations and 11 questions asked via LibAnswers (chat/tickets) or email.