



Virtual  
Research  
Support

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Summarizing Spring 2020 usage  
statistics for the IU Kokomo  
Library

# New and Updated Library Resources

- [COVID-19 Update Page](#)
  - Continually updated to reflect changes in hours, procedures, and services
- [Faculty Guide: Finding & Sharing Library Resources Online](#)
  - Created by librarians on March 12 and continually updated
- [Student Guide: Finding Library Resources Online](#)
  - Created by librarians on April 6 and continually updated
- [Copyright & Fair Use Guide](#)
  - Updated to include information pertinent to rapid shift to online teaching
- [Library FAQs](#)
  - Comprehensively reviewed and updated during spring break; continually updated

# Virtual Research Help Desk (RHD)

Replicated and expanded services to include:

- Email
- Phone
- Chat
- Zoom
  - March 15 - April 7: Open for drop-ins and consultations
  - As of April 8: Available via LibChat integration and by appointment

Open hours:

- Monday - Thursday: 10am-7pm
- Friday: 10am-5pm
- Weekends: email and phone only
- Staffed by:
  - Library faculty
  - Library staff with MLS
  - Trained student supervisor

# Chat hours offered at IU Libraries

- Bloomington:
  - Monday-Thursday 9am-7pm
  - Friday 10am-5pm
- IUPUI:
  - Monday-Friday 9am-6pm
- **Kokomo:**
  - **Monday-Thursday 10am-7pm**
  - **Friday 10am-5pm**
- Northwest:
  - Monday-Friday 8am-4pm
- South Bend:
  - Monday-Friday 9am-5pm
- Columbus, East, and Southeast:
  - No chat available
  - Email, web form, Zoom by appt.

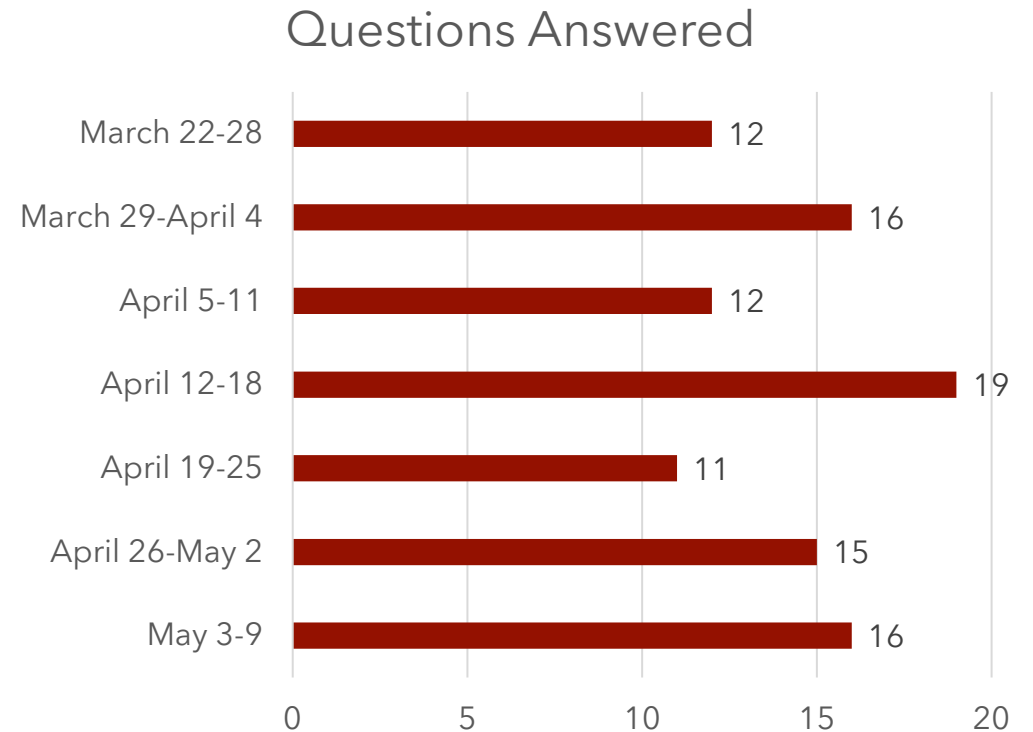
# Librarian Consultations

In addition to staffing the Virtual RHD, librarians continue to support faculty and students in their liaison and functional roles, including:

- Resolving access issues
- Advising on integrating library resources in Canvas
- Providing copyright and fair use guidance
- Collaborating on instruction and curriculum
- Searching for known items
- Facilitating licensing and purchasing new resources
- Responding to archives requests
- Consulting on research projects

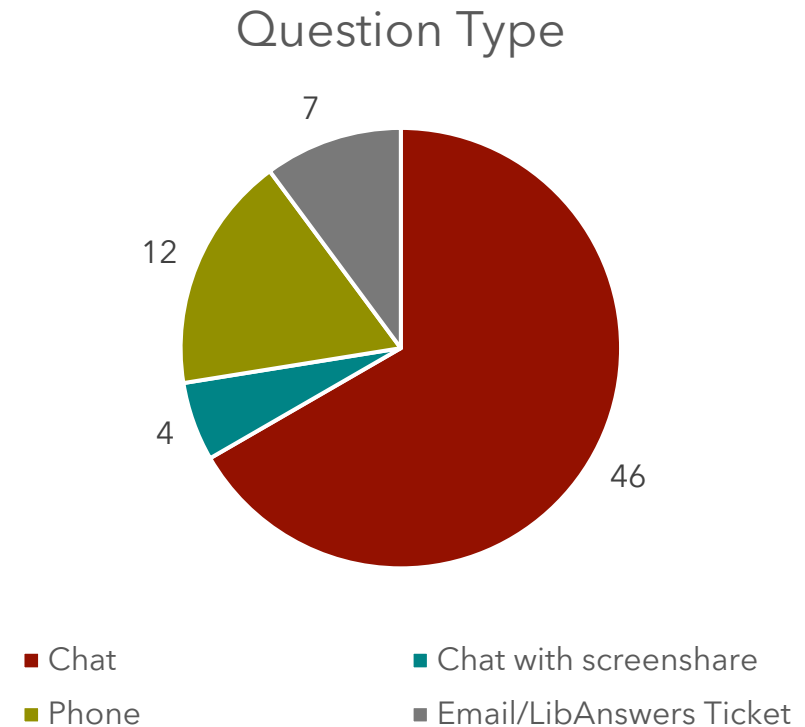
# March 15 - May 9: Virtual RHD

- 101 total questions answered through virtual RHD services
  - March 15-21: no formal staffing due to first week of spring break
  - Total hours open: 283.5



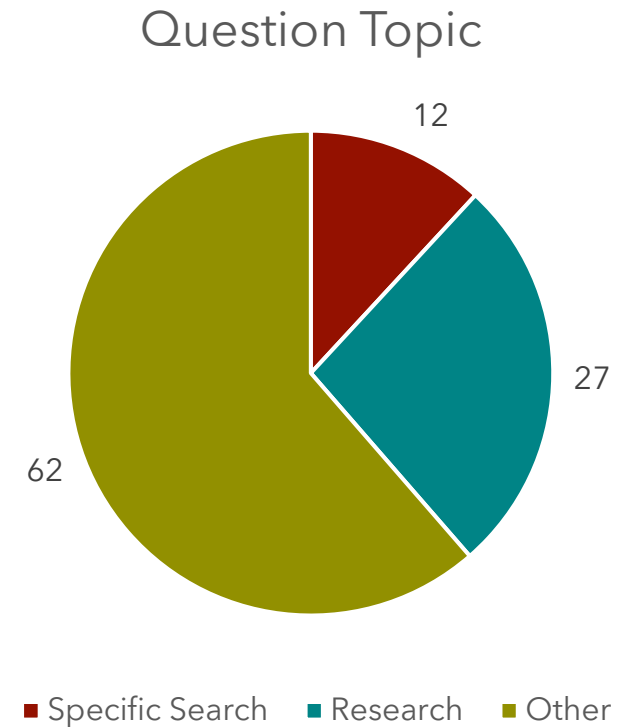
# March 15 - May 9: Virtual RHD

- 79.25% of all questions answered via chat
  - 75.25% (76) chat only
  - 4% (4) chat with screenshare
- Available via Zoom: March 23 - April 7
  - Received zero questions
  - Replaced by chat with screenshare



# March 15 – May 9: Virtual RHD

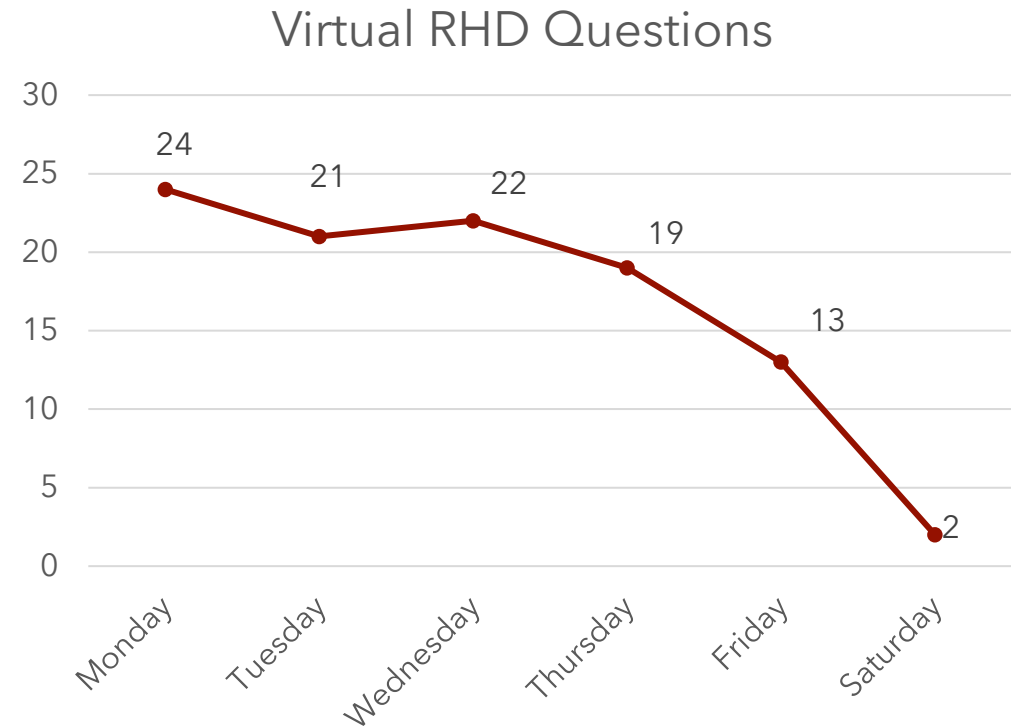
- March 15 – May 2, **2020**:
  - 101 questions
  - Specific search: 11.9% (12)
  - Research: 26.7% (27)
- March 10 – May 4, **2019**:
  - 208 questions
  - Specific search: 12.5% (26)
  - Research: 18.3% (38)





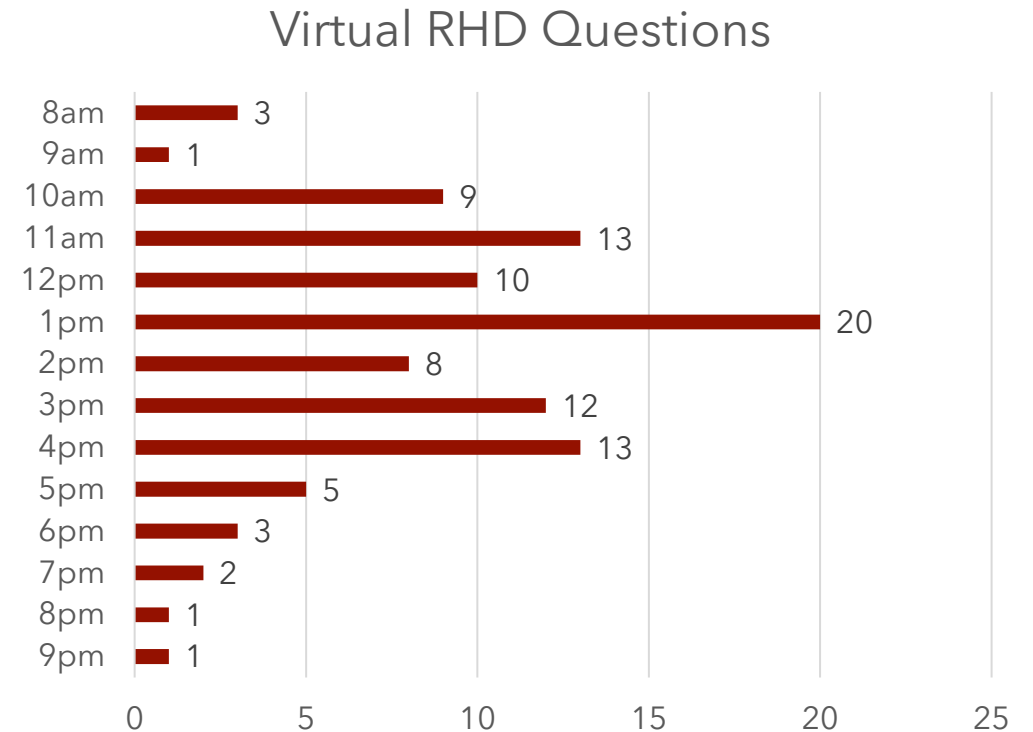
# March 15 - May 9: Virtual RHD

- 85% (86) of questions answered Monday-Thursday
  - Consistent with those days constituting 83.7% (36) of weekly open hours
- Daily traffic inconsistent week-to-week
  - Example:
    - Monday, April 13: 1 question
    - Monday, April 20: 6 questions



# March 15 - May 9: Virtual RHD

- 64.4% (65) of questions answered after 1pm
- 89% (90) of questions asked between 10am and 5pm
- 8.9% (9) of questions asked outside of regular virtual RHD hours
  - Includes question answered on Saturday afternoon



# Virtual RHD: Some Representative Questions

- How do I know if an article is empirical?
- I need to find scholarly articles on leadership in nursing that were published in nursing journals in the past five years.
- How do I renew or return the books I have checked out?
- How do I get to databases like Films on Demand?
- How do I log in to access articles in EDS?

# March 15 - May 9: Librarian Consultations

- 32 virtual consultations recorded by librarians
  - 75% (24) with faculty
  - 22% (7) with students
  - 3% (1) with other
- Consultations totaled 22.4 hours of librarian work
  - Average: 0.7 hours
  - Median: 0.75 hours

Consultation Topics

