

**Indiana University Kokomo Library  
Research Help Desk  
Fall 2017**

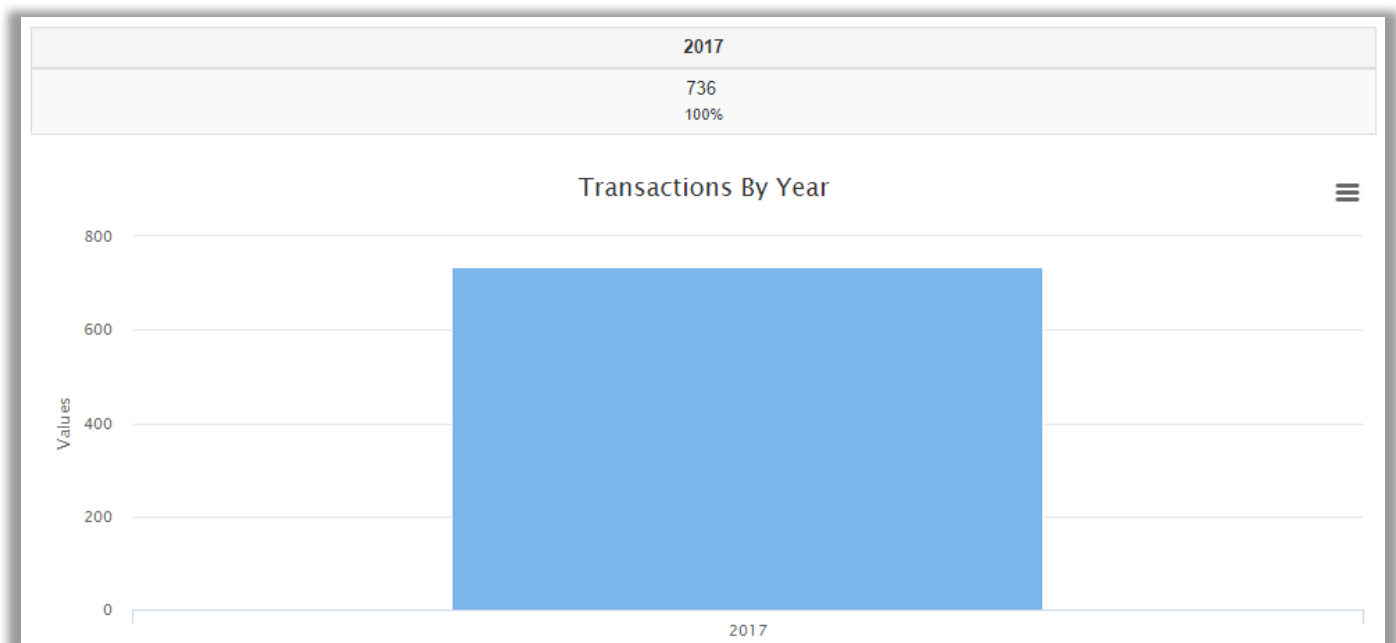
*Compiled by Meg Galasso, Information Services Librarian & Archivist, January 2018*

A total of 736 questions were recorded at the Research Help Desk during the Fall 2017 semester. For comparison, questions recorded at the RHD in previous fall semesters are as follows:

Fall 2014: 626  
Fall 2015: 408  
Fall 2016: 299  
Fall 2017: 736

The notable increase between 2016 and 2017 is most likely due to the disruption in normal library services during the renovation process. However, the increase from 2014-2015 and this past semester indicates real growth in service offered to our patrons.

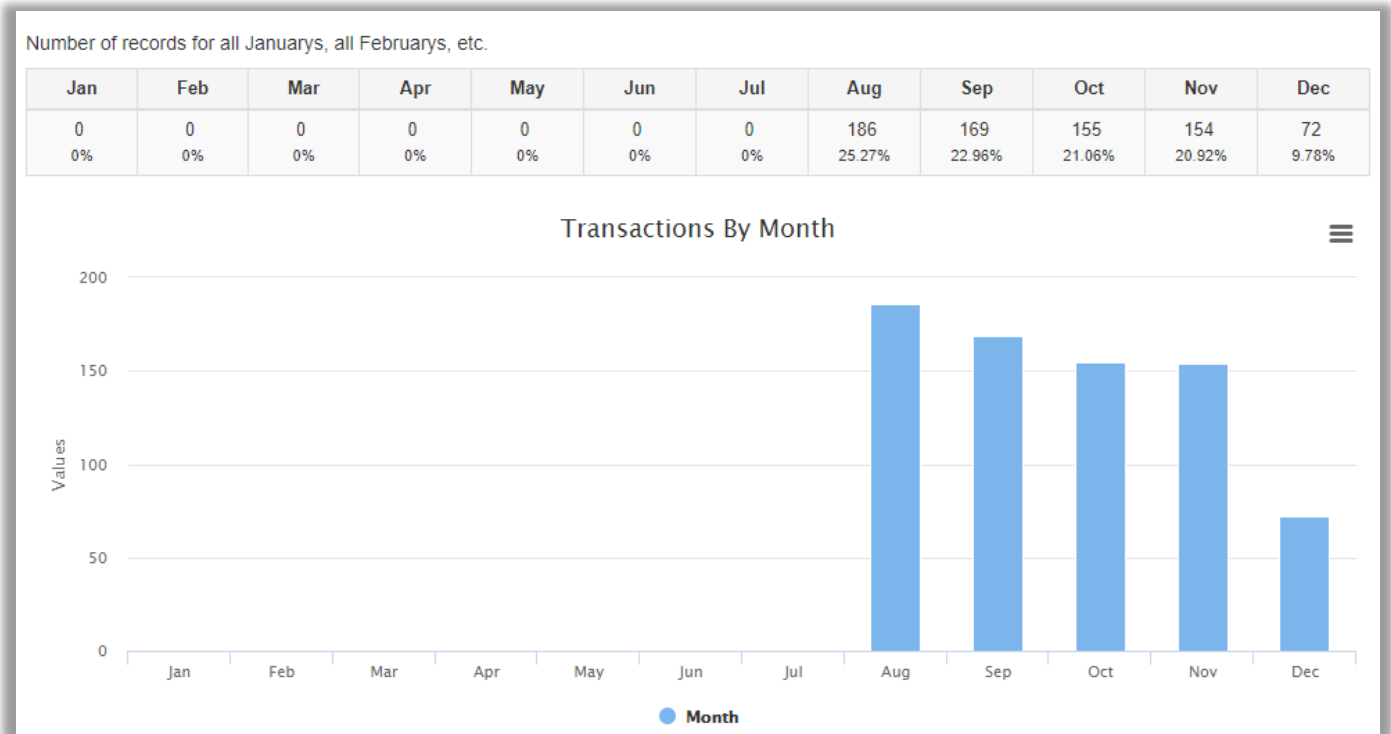
While the single service desk model was first implemented in 2015, the Fall 2017 semester was the first in which librarians were expected to remain stationed at the Research Help Desk for the entire semester. Though librarians were always available during their scheduled time, this increased visibility for both research and other library questions was the biggest factor in our expanded usage. A secondary factor was the revised Library service Desk Questions form which streamlined data entry, which presumably led to more consistent recording.



Despite appearing fairly consistent throughout the semester, usage varied widely considering that the data for August began on August 14<sup>th</sup>, the week before the start of the semester. Therefore, the first two full weeks of the semester experienced much higher usage, especially when compared to a similarly brief month in December. Many of the questions fielded in August were directional and referral questions that could have been answered by circulation staff, however, these questions

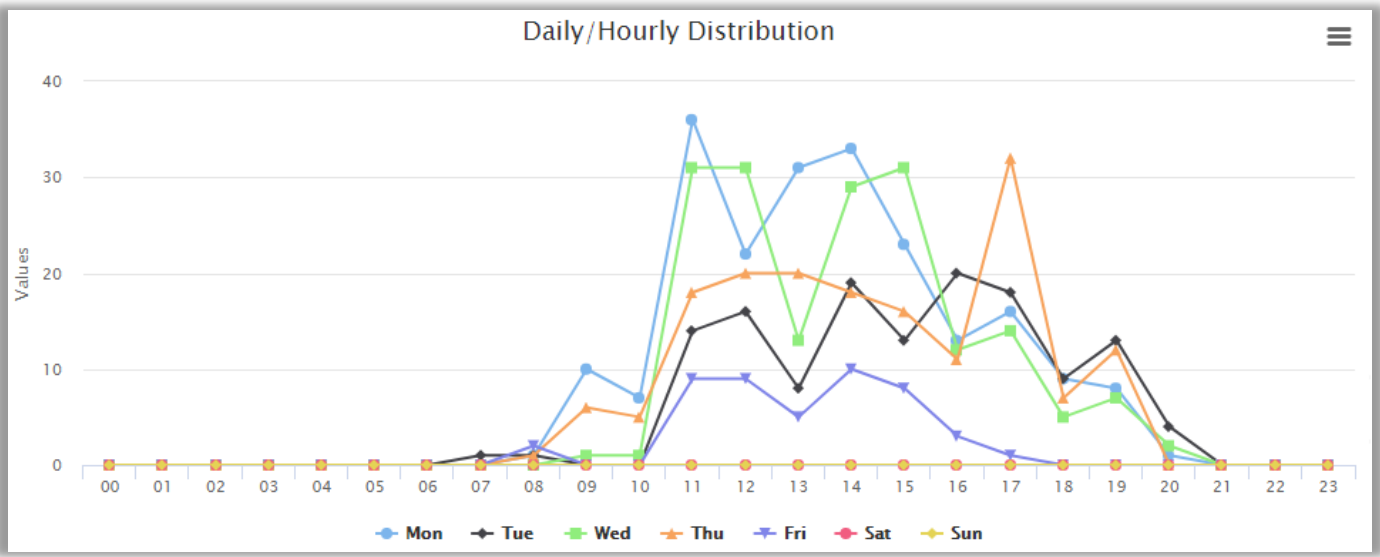
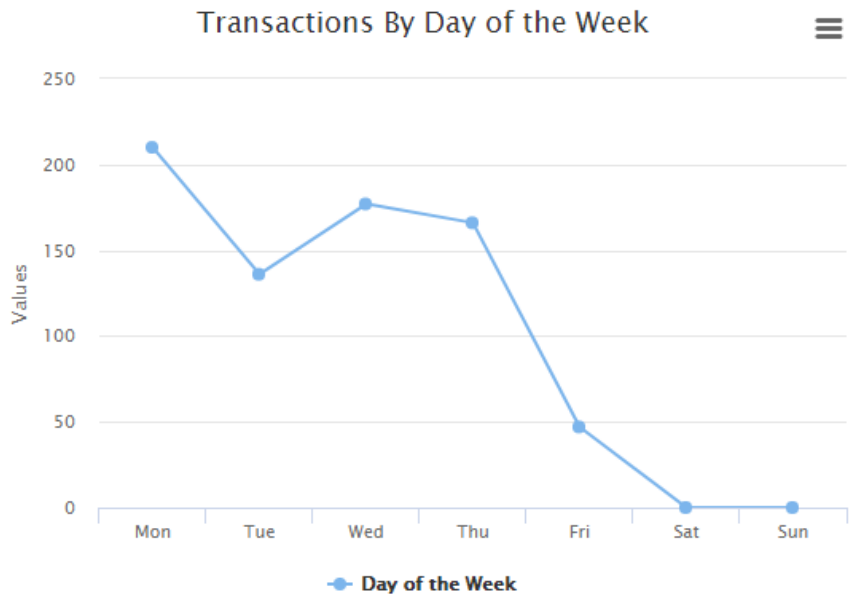
provide an opportunity for the Research Help Desk staff and faculty to support our circulation staff and build rapport with patrons.

It is notable that usage was comparably low in December despite final papers and projects being due. A few options are possible, notably: 1) students have been assigned the “research” portion of their assignments earlier in the semester; 2) students have grown comfortable with library resources and tools throughout the semester and therefore have fewer reasons to visit the Research Help Desk; 3) students are working on assignments from home rather than campus and therefore have fewer opportunities to visit the desk; and/or 4) students do not perceive library assistance as necessary for these final assignments.

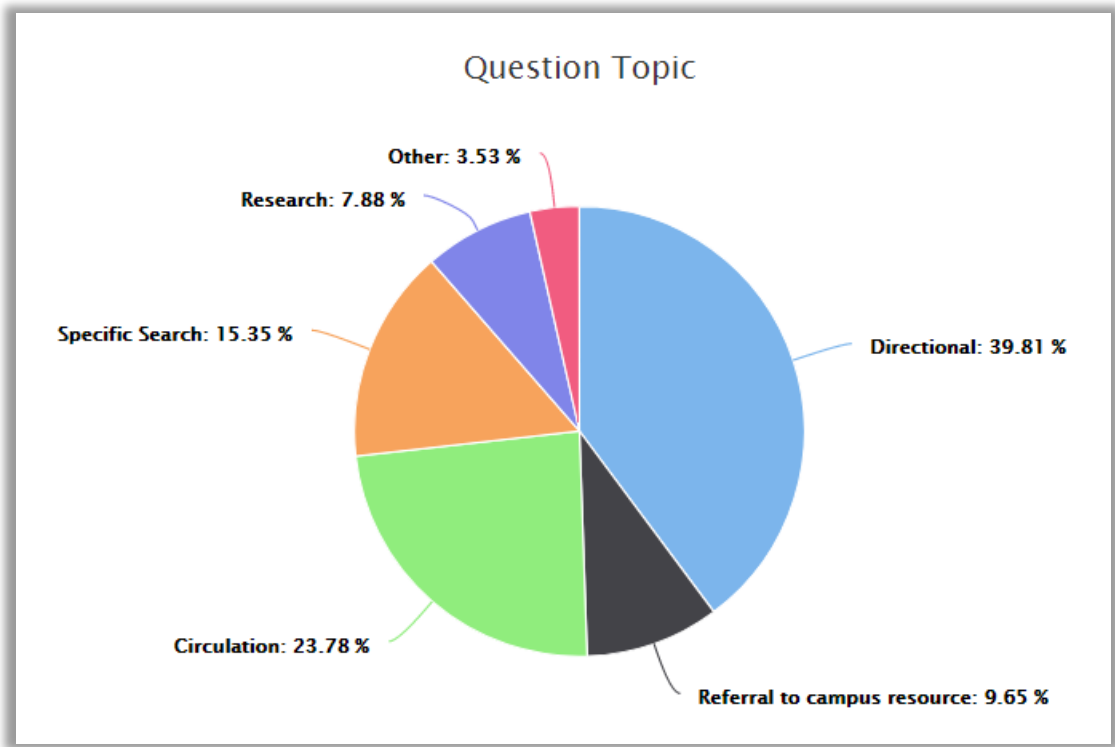
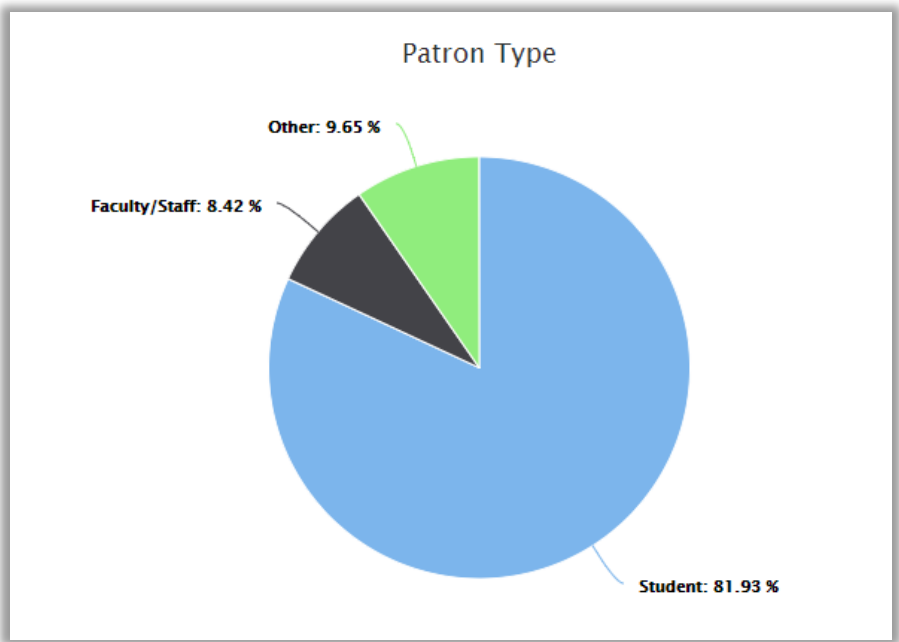


Daily and hourly distributions of questions align with expected outcomes, particularly the relative consistency Monday – Thursday. The low traffic on Friday can be attributed to abbreviated hours (11am – 4pm as opposed to 11am – 8pm) and reduced number of classes scheduled on campus. The daily dips in questions recorded are also explained best by the brief lunch breaks taken by the librarians on duty.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
210	136	177	166	47	0	0
28.53%	18.48%	24.05%	22.55%	6.39%	0%	0%



The Research Help Desk is primarily utilized by students (81.93%/603), though faculty, staff, and members of the public constitute 20% (133) of our usage. Despite only recording 58 (7.88%) questions coded as Research, faculty and staff at the Research Help Desk also recorded 113 (15.35%) Specific Search questions in which they assisted patrons in finding the books, articles, journals, and other titles that they were seeking. These questions are excellent opportunities to build rapport with patrons and provide instruction on using library tools.



Individual user data is included below.

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

Unique Values	Count	% of Total Count (736)
Galasso, Meg (UID #3)	194	26.36%
He, Yan (UID #4)	64	8.7%
Kingery, Justin (UID #9)	87	11.82%
Lukes, Ria (UID #5)	90	12.23%
Pusnik, Angie (UID #1)	124	16.85%
Young, Martha (UID #10)	177	24.05%