

# STATE LIBRARY SERVICE LOG: July - Aug. 2018

This report uses data from the State Library's service and support tracking software, where 18 staff members log their interactions with libraries, including technical support requests, State Library program questions, consultations, and more.



Monthly Overview	JULY	AUGUST	
Tickets Created	655	665	<b>Total: 1,320</b>
Unique Customers	292	300	<b>Average: 296</b>

## Tickets by Library Type

Public: 1,227

Academic: 25

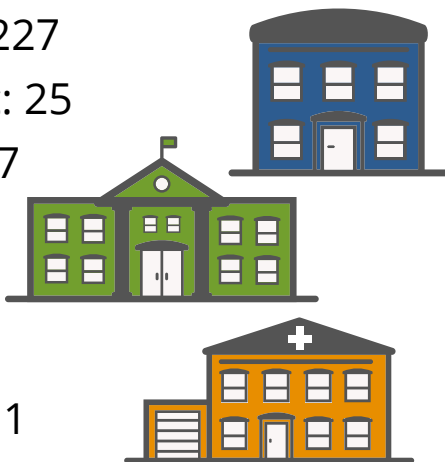
Special: 17

N/A: 5

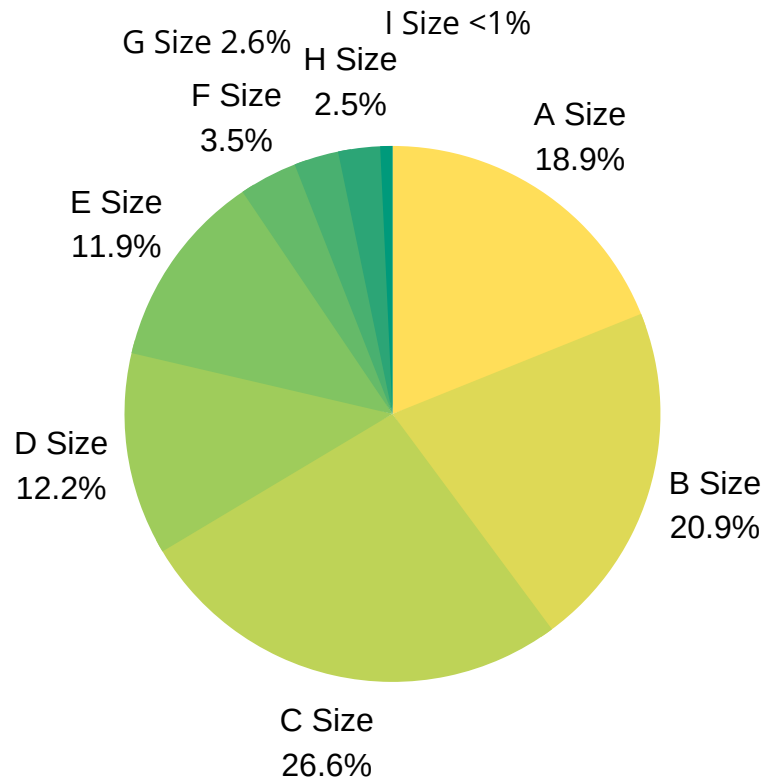
School: 3

AEA: 1

Regional: 1



## Tickets by Library Size



## Top 10 Support Topics

1. Bridges
2. Online Resources
3. SILO
4. N/A
5. Email Questions
6. Staff Training/Development
7. Enrich Iowa
8. E-rate
9. PLOW
10. Interlibrary Loan

**Iowa Libraries: Breakdown by Size** (544 Total)

A Size: 147 (27%)    D Size: 48 (8.8%)    G Size: 10 (1.8%)  
 B Size: 131 (24%)    E Size: 41 (7.5%)    H Size: 11 (2%)  
 C Size: 135 (25%)    F Size: 18 (3.3%)    I Size: 3 (0.6%)

SMALLER ← → LARGER



**STATE LIBRARY  
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# STATE LIBRARY SERVICE LOG: Sept. - Nov. 2018

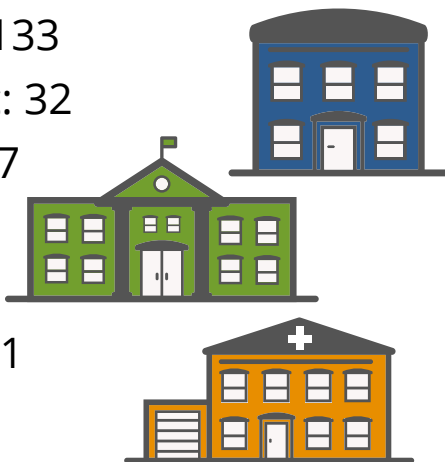
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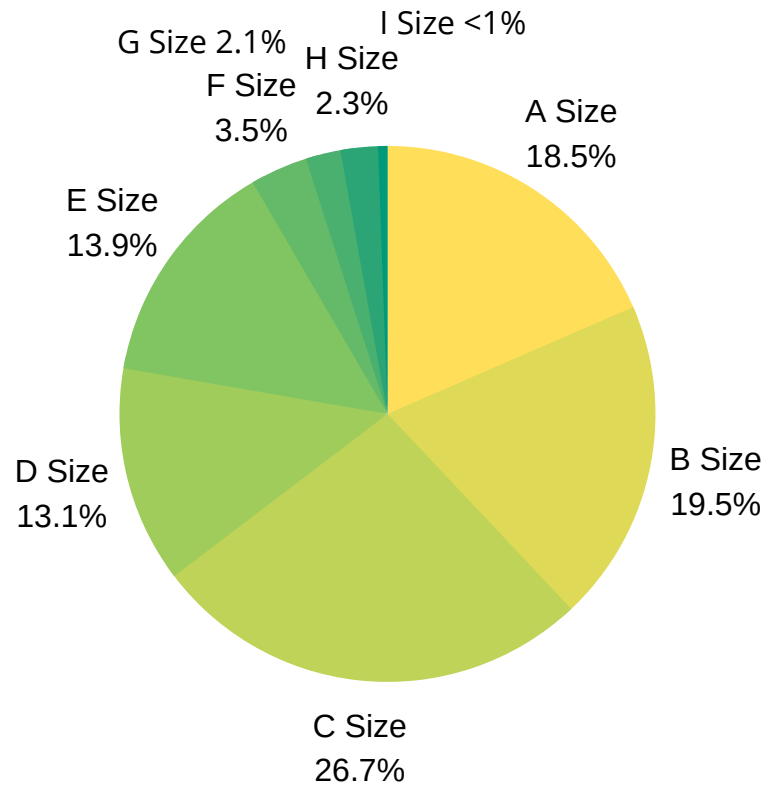
Monthly Overview	SEPT.	OCT.	NOV.	
Tickets Created	984	726	559	<b>Total: 2,269</b>
Unique Customers	332	316	272	<b>Average: 307</b>

## Tickets by Library Type

Public: 2,133  
 Academic: 32  
 Special: 27  
 N/A: 18  
 School: 1  
 Regional: 1  
 AEA: 0



## Tickets by Library Size



## Top 10 Support Topics

1. Annual Survey
2. Bridges
3. Edge
4. N/A
5. SILO
6. Continuing Education
7. E-rate
8. Accreditation
9. PLOW
10. Planning

**Iowa Libraries: Breakdown by Size** (544 Total)  
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