

# STATE LIBRARY SERVICE LOG: Dec. 2018 - Feb 2019

This report uses data from the State Library's service and support tracking software, where 21 staff members log their interactions with libraries, including technical support requests, State Library program questions, consultations, and more.



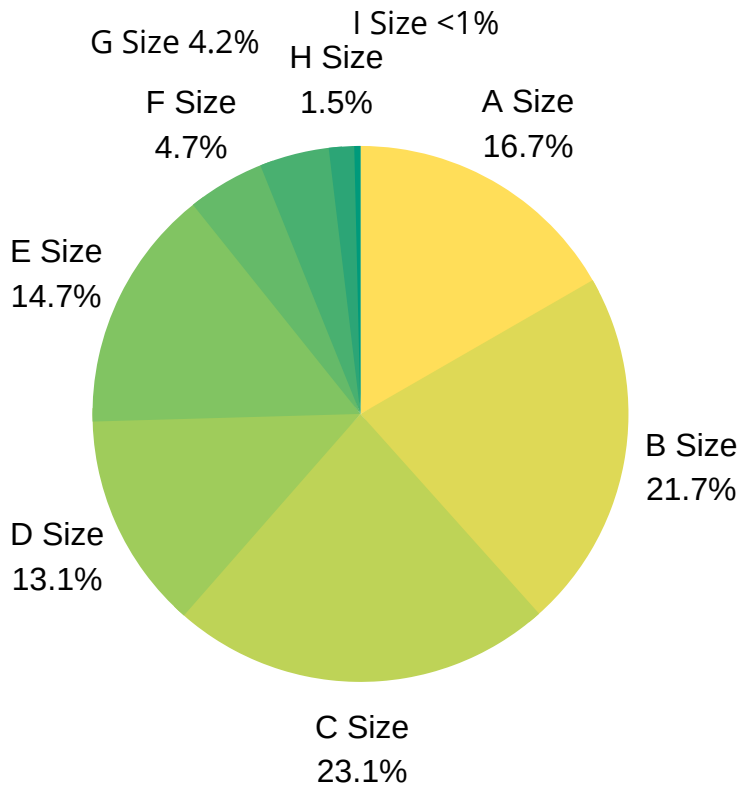
Monthly Overview	DEC.	JAN.	FEB.	
Tickets Created	688	1,058	978	<b>Total: 2,724</b>
Unique Customers	279	328	325	<b>Average: 311</b>

## Tickets by Library Type

Public: 2,428  
 Special: 187  
 Academic: 18  
 N/A: 13  
 State Agency: 7  
 Regional: 4  
 School: 1  
 AEA: 1



## Tickets by Library Size



## Top 10 Support Topics

1. Accreditation (591)
2. Bridges (163)
3. E-rate (143)
4. Continuing Education (139)
5. Certification (107)
6. PLOW (90)
7. Planning (84)
8. Boards (81)
9. N/A (73)
10. OCLC (73)

**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  
OF IOWA**