The total visitors of Fall 2020: 61,002 (Strozier: 51,444, Dirac: 9,558) Compared to Fall 2019, total visitors decreased about 90% in both libraries. The busiest days of the week shifted (Mon/Tue in 2020, Tue/Wed in 2019). The hourly usage pattern of each year is different. [See full report].

The overall website usage decreased in Fall 2020 (80,443) compared to Fall 2019 (211,837). The decrease in library visits were due to less traffic in the building which resulted in less students logging into the Libraries’ home page. Peak usage is on Mondays and the early part of the semester (September).

The total counts of public service transactions were 5,380 in Fall 2020 (Fall 2019: 6,748).* Transactions increased for faculty and graduate students and decreased for undergraduates in Fall 2020. Virtual Reference (VR) increased by 20%. The total number of tutoring sessions decreased (Fall 2020: 438, Fall 2019: 1,910)

*Transactions include VR, reference, consultations, service desks and outreach.

In response to Covid-19, FSU Libraries quickly pivoted to offer curbside pick-up on May 26th, 2020. In Fall 2020, the total number of curbside service requests were 2,273. The top users by departments included History, Art History, Classics, and English. Strozier pick-up was also heavily utilized (894).

- **CARD SWIPE**
  - The total visitors of Fall 2020: 61,002 (Strozier: 51,444, Dirac: 9,558) Compared to Fall 2019, total visitors decreased about 90% in both libraries. The busiest days of the week shifted (Mon/Tue in 2020, Tue/Wed in 2019). The hourly usage pattern of each year is different. [See full report].

- **WEBSITE**
  - The overall website usage decreased in Fall 2020 (80,443) compared to Fall 2019 (211,837). The decrease in library visits were due to less traffic in the building which resulted in less students logging into the Libraries’ home page. Peak usage is on Mondays and the early part of the semester (September).

- **PUBLIC SERVICE**
  - The total counts of public service transactions were 5,380 in Fall 2020 (Fall 2019: 6,748).* Transactions increased for faculty and graduate students and decreased for undergraduates in Fall 2020. Virtual Reference (VR) increased by 20%. The total number of tutoring sessions decreased (Fall 2020: 438, Fall 2019: 1,910)

  *Transactions include VR, reference, consultations, service desks and outreach.

- **CURBSIDE**
  - In response to Covid-19, FSU Libraries quickly pivoted to offer curbside pick-up on May 26th, 2020. In Fall 2020, the total number of curbside service requests were 2,273. The top users by departments included History, Art History, Classics, and English. Strozier pick-up was also heavily utilized (894).

- **NUMBERS**
  - **61,002** Total Visitors in Libraries
  - **80,443** Total Visitors on Website
  - **5,380** Public Service Transactions
  - **202** Service Desk
  - **2,273** Curbside Service Requests
  - **59%** of those that requested public services were faculty and graduate students
  - **438** Library-Managed Tutoring Sessions

Compiled by the Assessment Team