



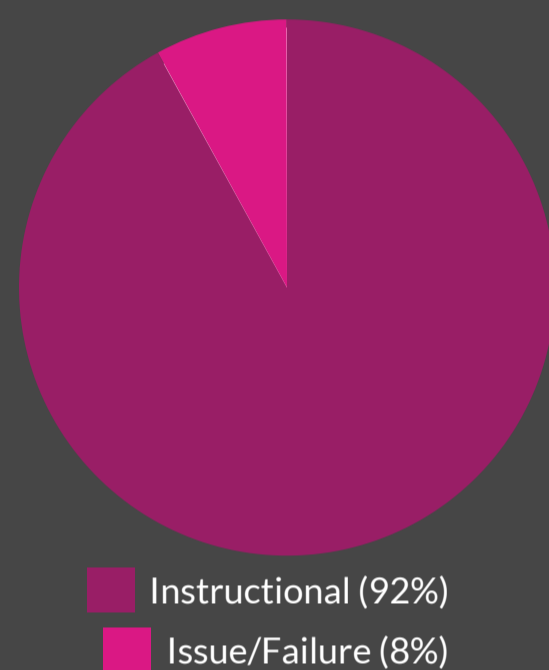
Supported by SSA Fees, InfoHelp Rovers provide point of need, first tier support by students to students in the Cairns and Townsville campus libraries and beyond

ENQUIRIES OVERVIEW

Top 5 enquiries

-  CopyPrint - 39%
-  Library - 15%
-  Software - 15%
-  WiFi - 9%
-  Directional - 7%

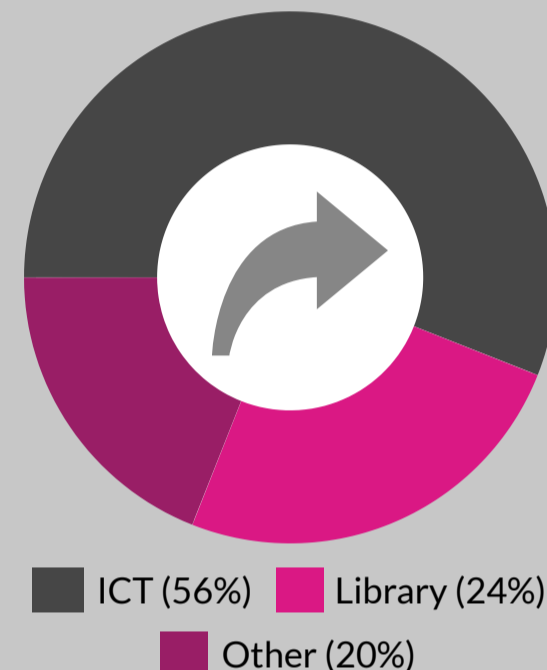
2,965 enquiries



2,822 resolved



143 referrals



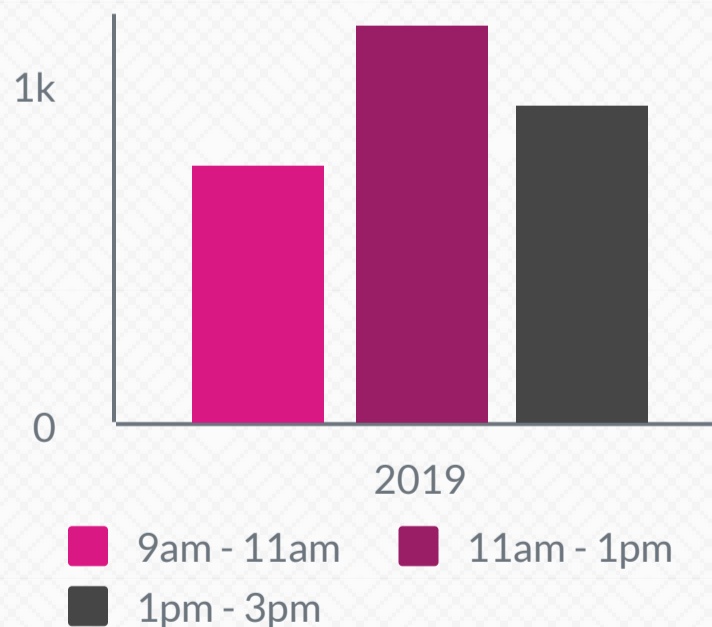
PEAK ACTIVITY

Busiest Months

- March**
22% of enquiries
- August**
15% of enquiries
- May**
13% of enquiries

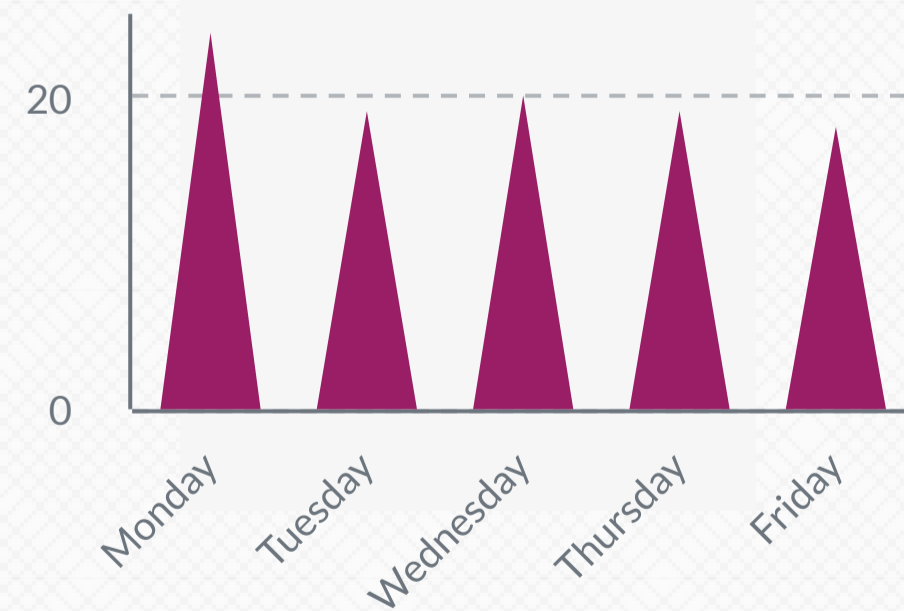
Busiest Time

11am - 1pm
40% of enquiries



Busiest Day

Monday
24% of enquiries



ENGAGEMENT

InfoHelp Rovers enhance students' experiences in the library

