

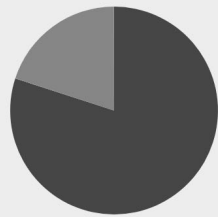
Supported by SSA Fees, InfoHelp Rovers provide point of need, first tier support by students to students in the Cairns and Townsville campus libraries and beyond

ENQUIRIES

Top 5

- CopyPrint - 30%
- Library - 13%
- Software - 11%
- Directional - 11%
- WiFi - 10%

957 enquiries



898 resolved



59 referrals



PEAK ACTIVITY

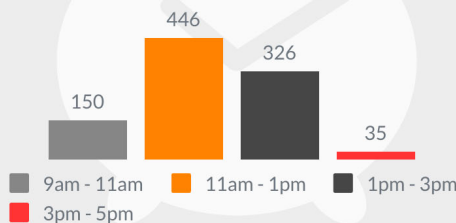
Busiest Months*

- March**
38% of enquiries
- February**
18% of enquiries
- August**
18% of enquiries

* No Rover service in April, May and June

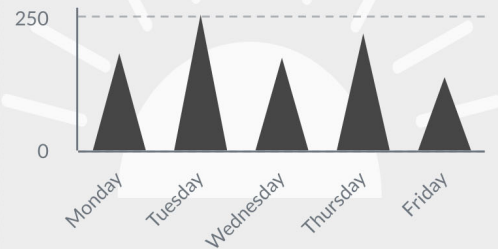
Busiest Time

11am - 1pm
47% of enquiries



Busiest Day

Tuesday
26% of enquiries



ENGAGEMENT



Week Tours



Virtual Rover drop-in service



Exam Plan via Zoom

Even whilst practising social distancing, InfoHelp Rovers enhanced students' experiences in the library safely.

www.jcu.edu.au/library

2020 JCU Library Snapshots are also available for:

