

# SMU Libraries After the Pandemic

How are user's behaviors changing? How should we prepare?

# Analysis Overview



Actual Data:  
Spring 2020, Fall 2020, Spring 2021



Pre-COVID Data:  
Fall 2017 – Fall 2019

COVID-19 Pandemic Timeline



March 2020

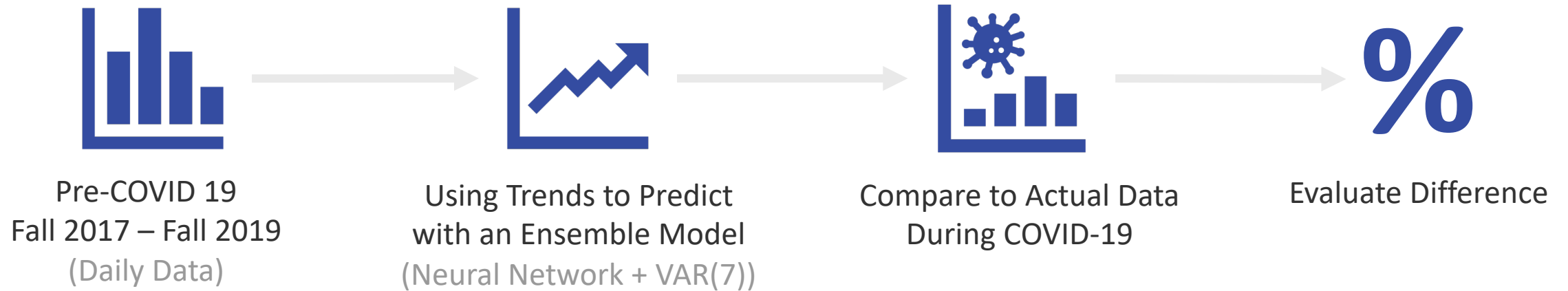
Normal Timeline



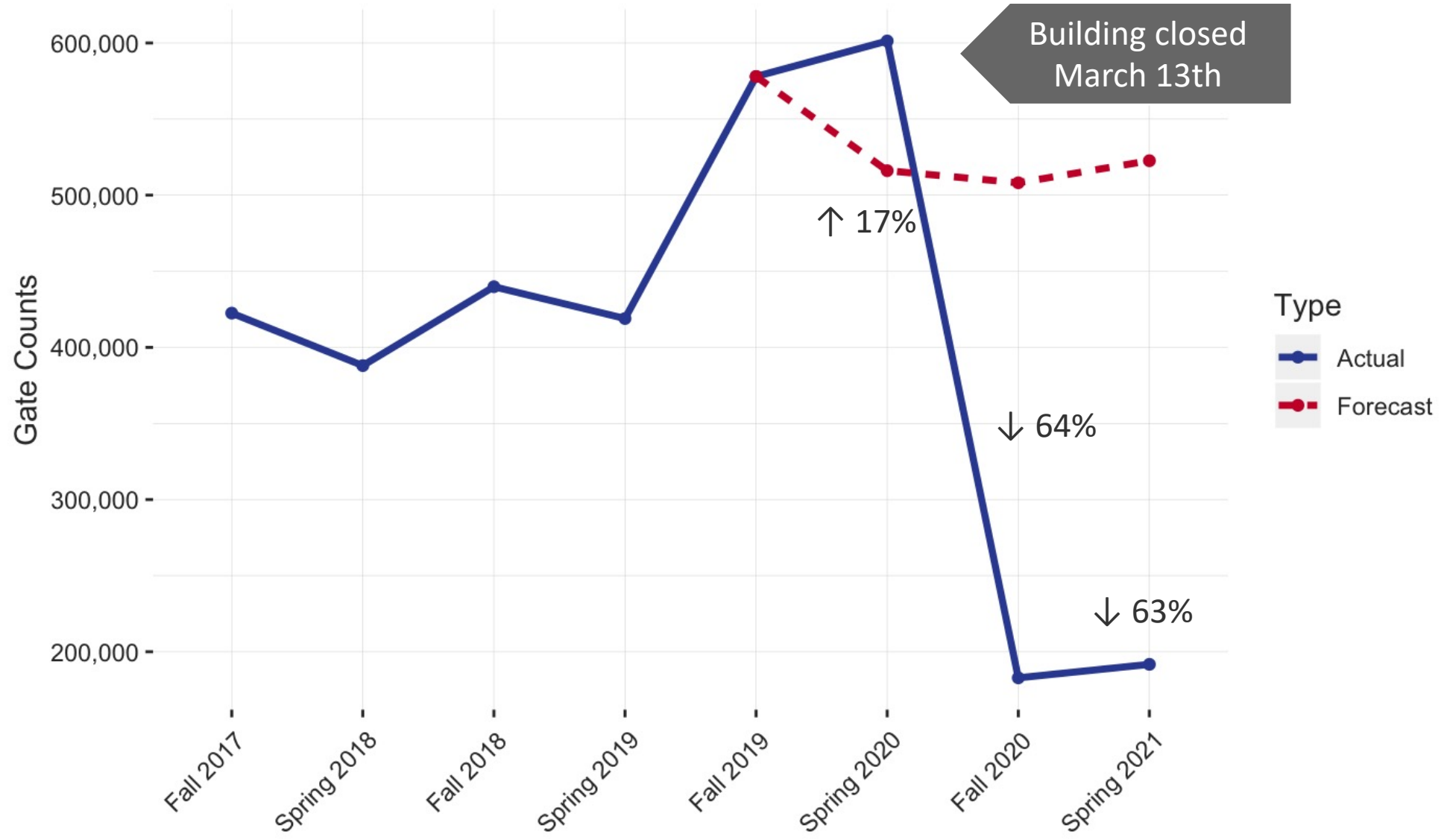
Forecasted Data:  
Alternate COVID19-Free Universe



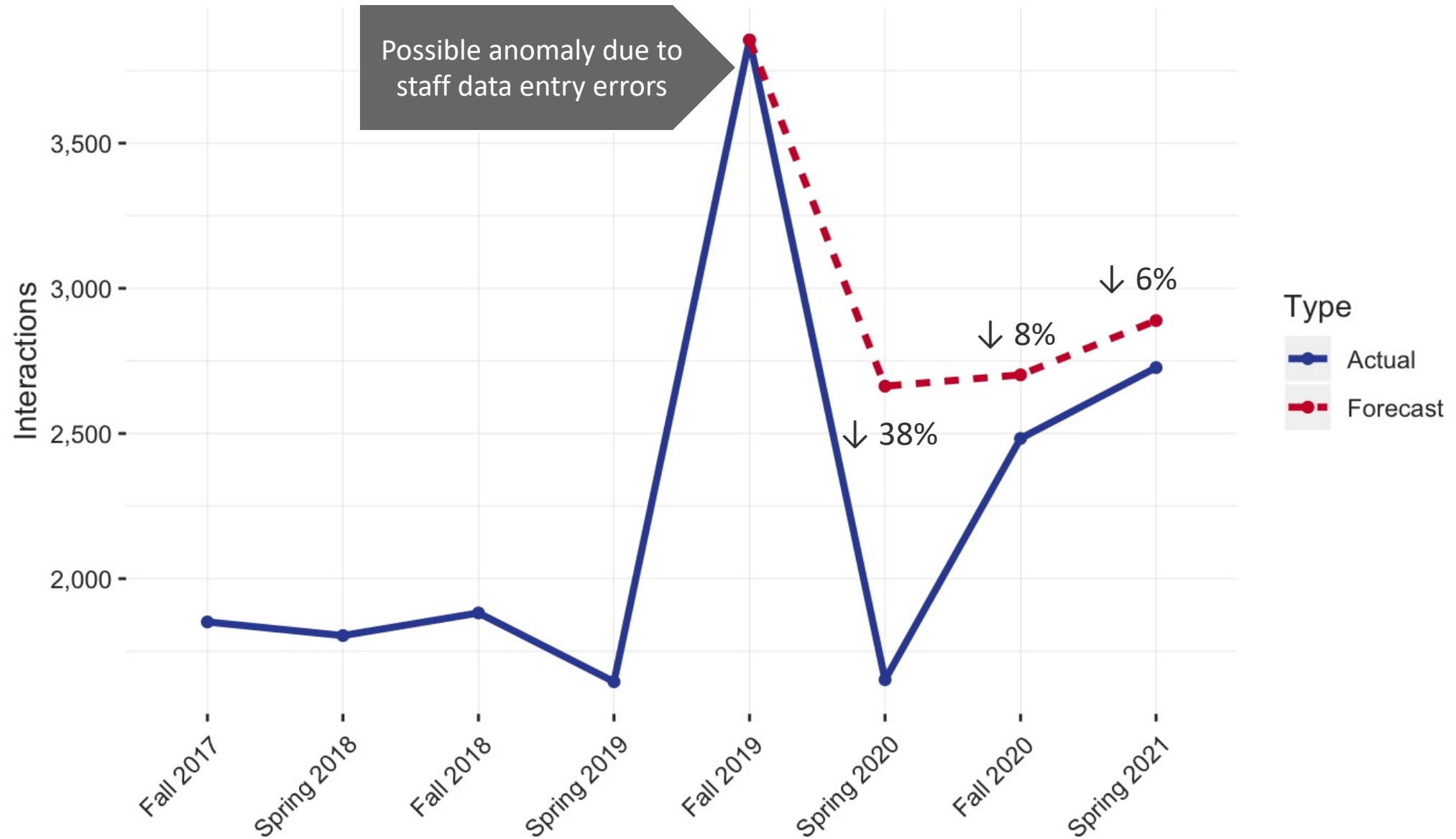
# Analysis Overview



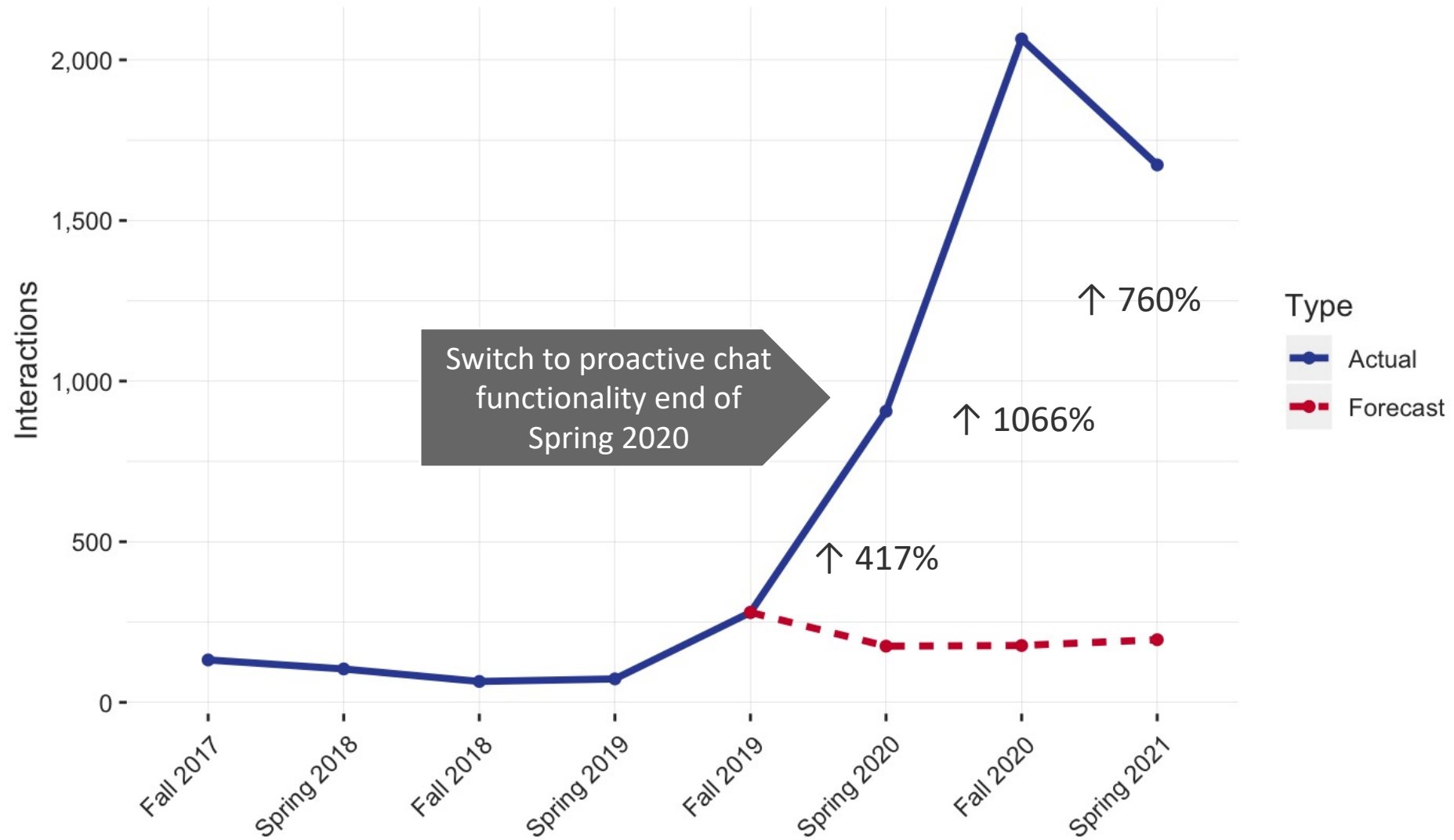
## Fondren Library Gate Counts: Forecast vs Actual



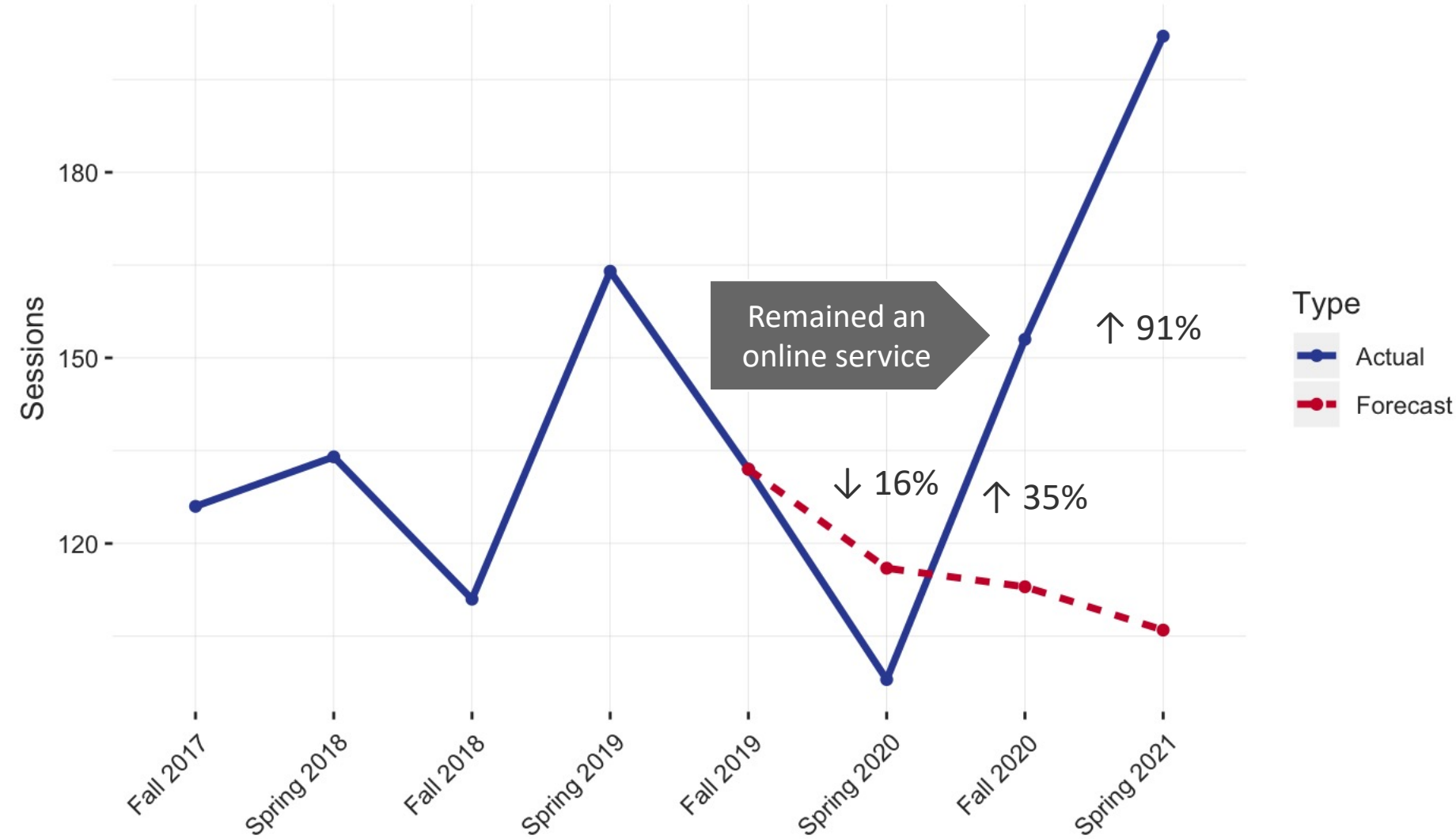
## Ask Us In-Person Interactions: Forecast vs Actual



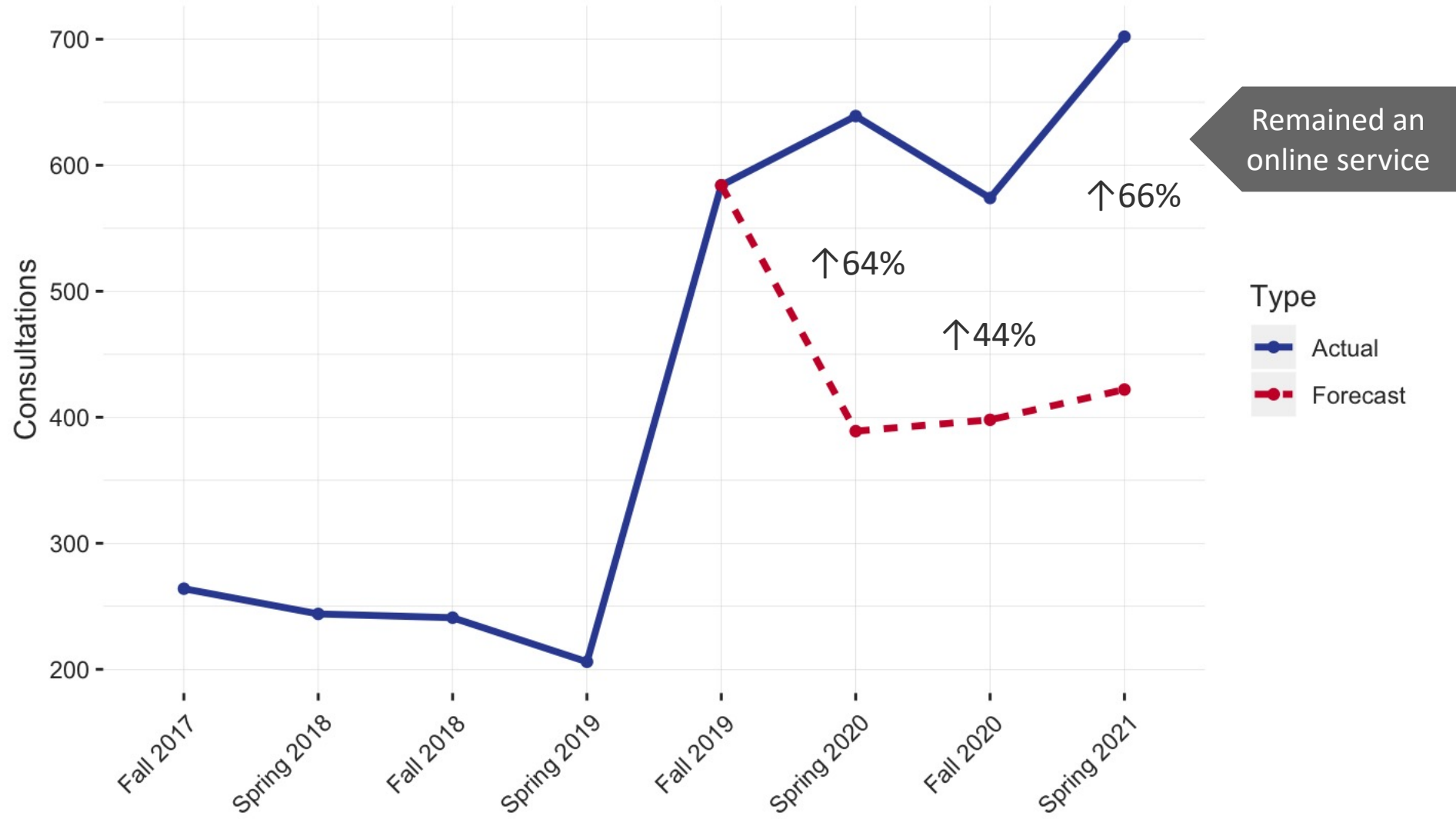
## Chat Interactions: Forecast vs Actual



Instruction Sessions: Forecast vs Actual

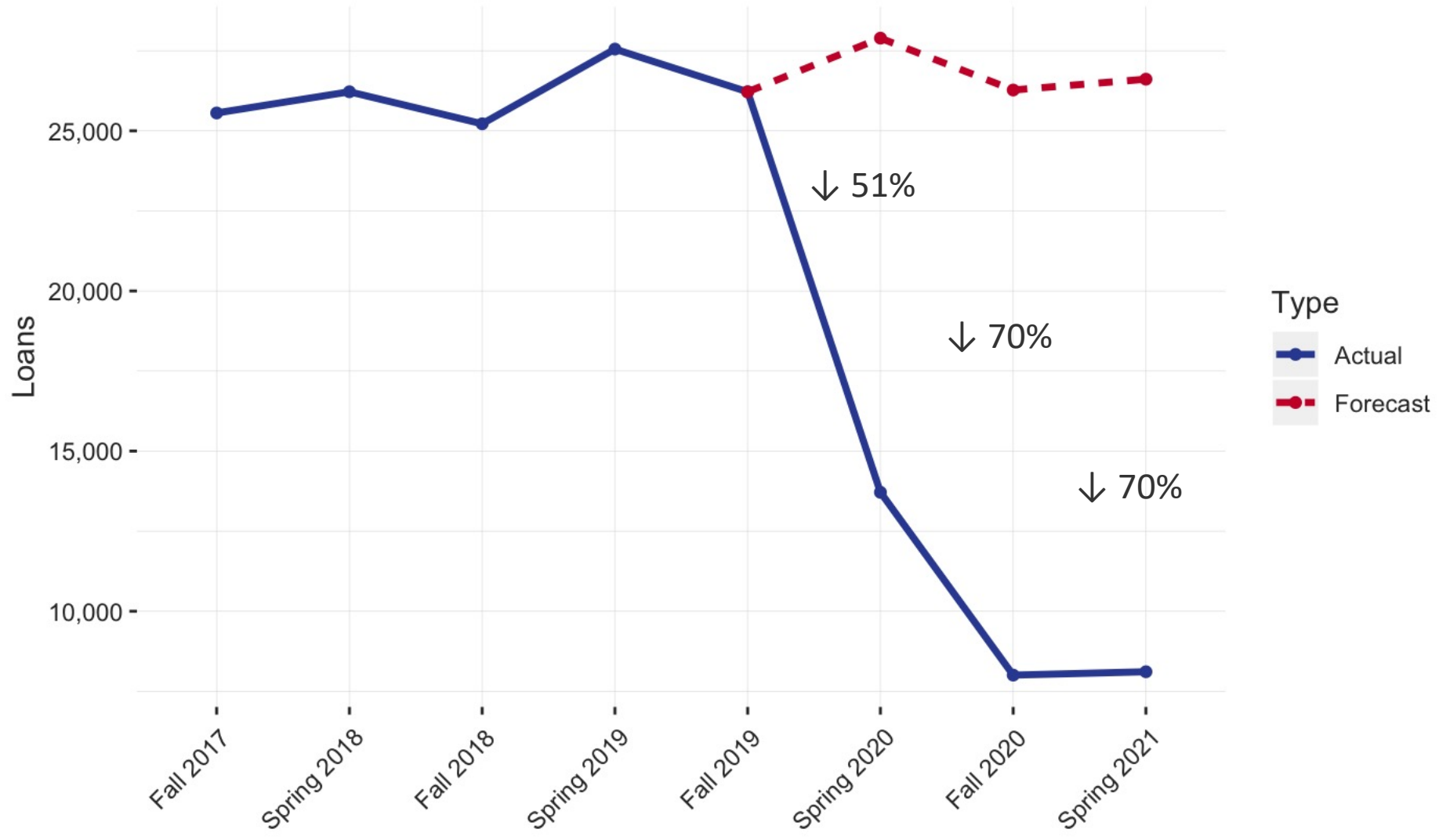


## Librarian Consultations: Forecast vs Actual

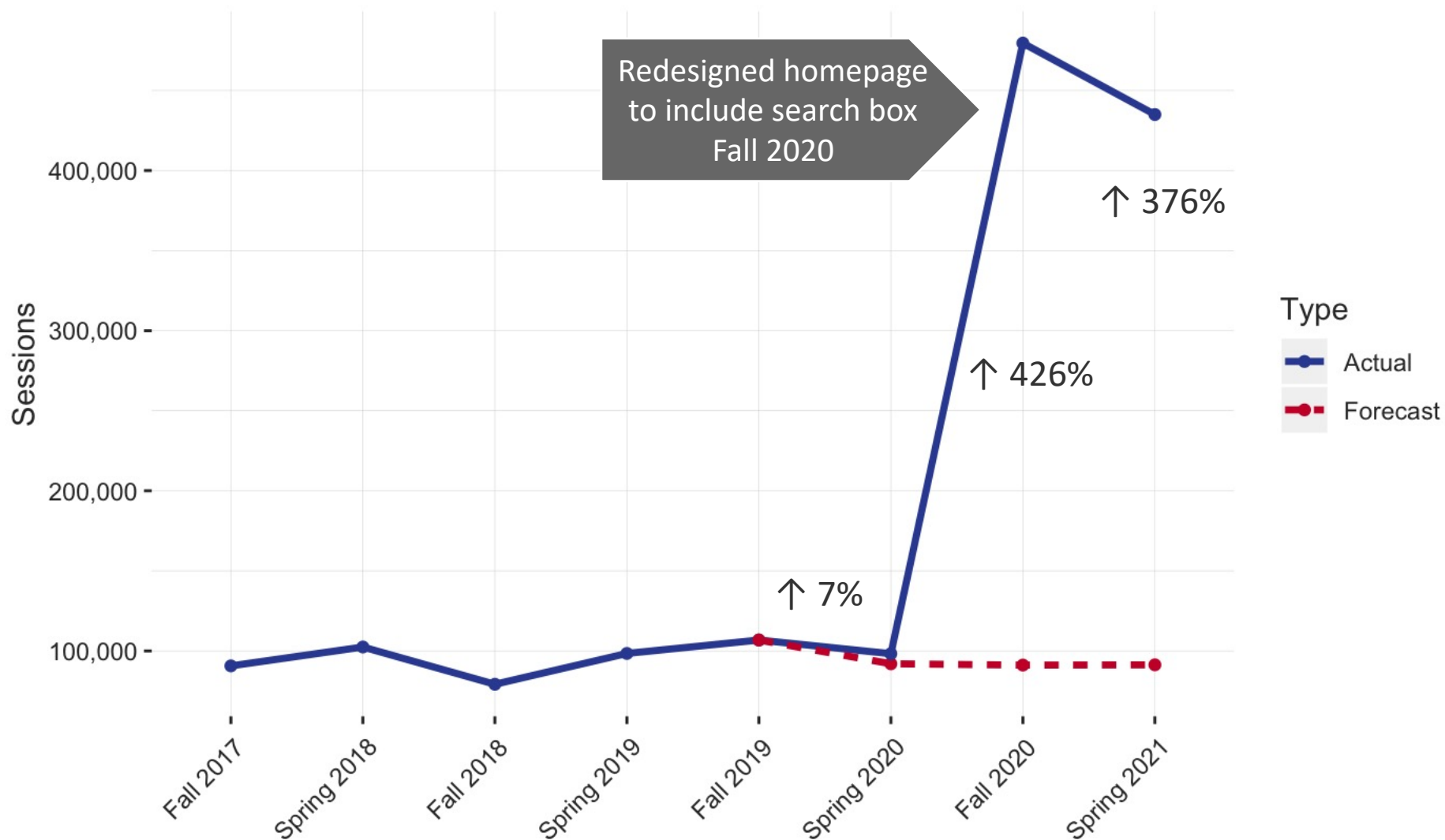











Material Loans: Forecast vs Actual

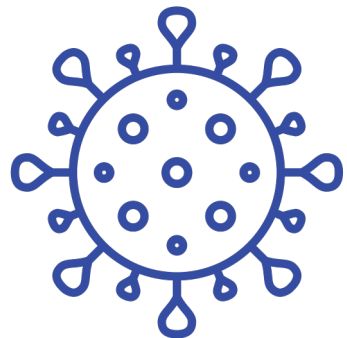


## Primo Search Sessions: Forecast vs Actual



# Above or Below Forecast?

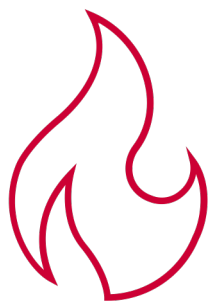
<b>Gate Counts</b>	
<b>Ask Us – In Person</b>	
<b>Ask Us – Chat</b>	
<b>Librarian Consultations</b>	
<b>Instruction Sessions</b>	
<b>Material Loans</b>	
<b>Search Sessions</b>	



**COVID-19**

*as*

**Catalyst**



**Continue investing and improving  
online services and platforms**



**Be proactive: Extend services to  
users at point of need**



**Reinvest space resources (book storage  
& open-study) into other initiatives**