

## **Kelvin Smith Library: SelfCheckOut Service 2007-2008**

KSL customers enjoy the SelfCheckOut computer when they need to save some time—and they do it day and night in ever-increasing numbers.

Whether it's Noon when KSL's Main Service Desk is very busy with multiple service issues, or 1 am when Regular Business Hours and staff are done:

- Case faculty, students, & staff used SelfCheckOut 23% more than in 2006-07
- SelfCheckOut showed increased hourly totals in 18 out of 24 hourly categories
- Monday is the busiest day for people using SelfCheckOut services
- Strong hourly increases occurred at 10 am (33%), 6 pm (44%) & 11 pm (30%)
- SelfCheckOut is used every day of the week, every hour of the day
- 2007-2008 SelfCheckOut totals: 14,494

### **2007-2008 Reports display KSL SelfCheckout Service details:**

SelfCheckOut Items Listed by 24-Hour Totals (with annual grand total)

Customers Using SelfCheckOut, Day of the Week Chart

Items Checked Out by Hour of the Day Chart

## Items By Hours–Totals

7/1/2007 - 6/30/2008 | KSL SelfCheckOut

	Total
00:00	297
01:00	242*
02:00	140*
03:00	49
04:00	43*
05:00	39*
06:00	13
07:00	40
08:00	129*
09:00	353*
10:00	687*
11:00	875*
12:00	1,024*
13:00	1,214*
14:00	1,468*
15:00	1,608*
16:00	1,564*
17:00	1,103*
18:00	911*
19:00	748*
20:00	630*
21:00	399
22:00	457
23:00	461*
<b>Total</b>	<b>14,494</b>

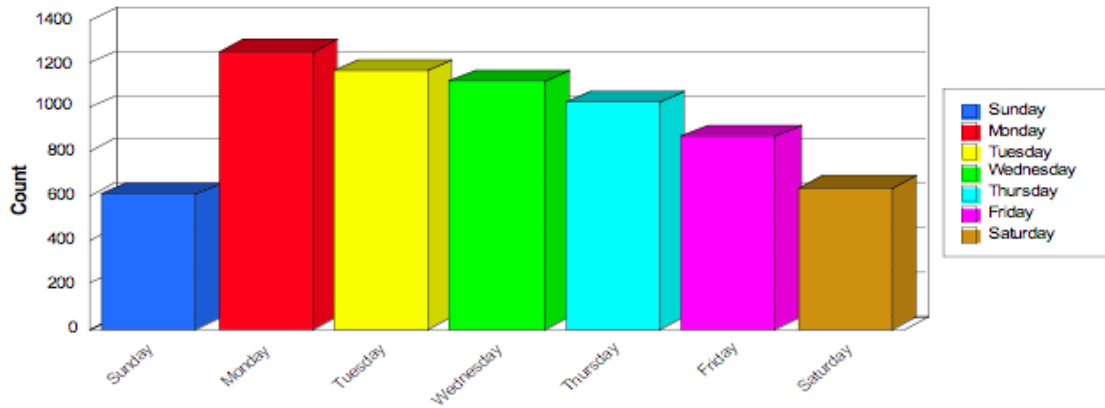
\* indicates increase from 06-07

**23% increase from 2006-07.**

**\*Hourly increases occurred throughout the day/night (18 of 24)**

### Customers By Day Of The Week

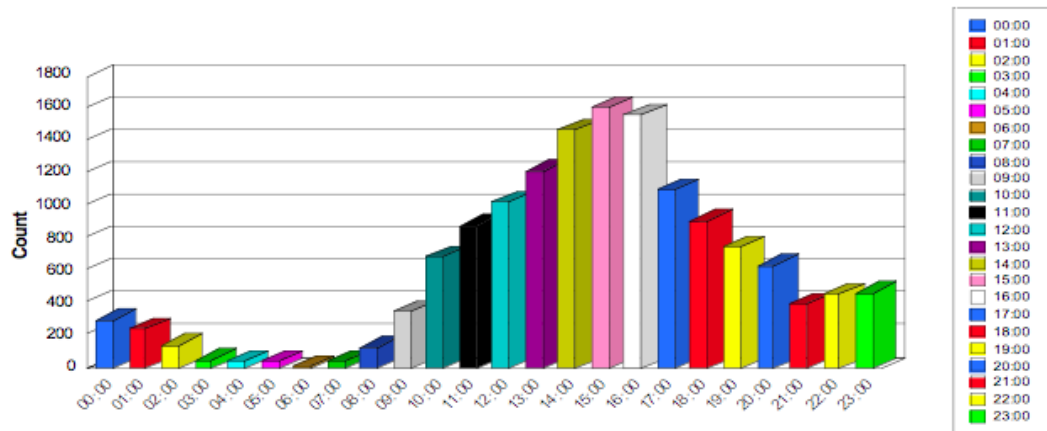
7/1/2007 - 6/30/2008 | KSL SelfCheckOut



Monday is the peak day for SelfCheckOut usage. Saturday/Sunday patterns are stable, at similar volumes. Once again, KSL SelfCheckOut is used 7 days a week by Case researchers.

### Items By Hour Of The Day

7/1/2007 - 6/30/2008 | KSL SelfCheckOut



KSL SelfCheckOut is used all hours of the day/night, with peaks between 10 am & 8 pm, and strong usage until midnight. Hourly activity increased during 18 of the 24 hours, with hourly increases of 33% @ 10 am, 44% @ 6pm, and 30% @ 11pm.