Library Resources and Services during COVID-19
Clemson University Libraries

1. LibGuides

Over the last 4 weeks, there has been a 14% increase in totals views of the Research and Course Guides compared to the same time period last year. The most popular guides have been:
- Library Resources to Support Online Learning During the COVID-19 Outbreak (1,953 views)
- Library Resources for Students (1,877 views)
- Emerging Research Topics in Healthcare (1,328 views)
- Chemistry (1,180)
- Patent Searching, Advanced (1,145)

<table>
<thead>
<tr>
<th>Year</th>
<th>Week 1</th>
<th>Week 2</th>
<th>Week 3</th>
<th>Week 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>2,960</td>
<td>5,032</td>
<td>5,550</td>
<td>5,826</td>
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<tr>
<td>2019</td>
<td>2,545</td>
<td>5,188</td>
<td>4,558</td>
<td>4,640</td>
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2. Tiger Prints

a. Usage Statistics

There has been a nearly 40% increase in both downloads and page hits in TigerPrints comparing the month of March in 2019 and 2020.

<table>
<thead>
<tr>
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<th>2020</th>
<th>2019</th>
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<tbody>
<tr>
<td>Downloads</td>
<td>96,194</td>
<td>69,838</td>
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<tr>
<td>Metadata Page Hits</td>
<td>13,966</td>
<td>10,013</td>
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</table>
b. Readership Distribution

The two images below show the readership distribution of downloads all over the world. During March 2020, the top 5 countries where items were downloaded are:

- United States
- China
- India
- United Kingdom
- Philippines

March 2020
3. Instruction

Over the last four weeks, there has been a 28% increase in instructions sessions compared to the same time period last year.

<table>
<thead>
<tr>
<th></th>
<th>Week 1</th>
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<tbody>
<tr>
<td>2020</td>
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<td>2</td>
<td>15</td>
<td>6</td>
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<tr>
<td>2019</td>
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</table>

![Number of Sessions](image-url)
4. E-Reserves

Over the last four weeks, there has been a 93% increase in total views of E-Reserves compared to the same time period last year. Top 5 viewed courses on E-Reserve:
- Health Care Genetics
- Visual Rhetorics
- World Lit: Global Folktales
- Shakespeare
- Introduction to Sociology
5. Proxy
6. Website
   a. Google Analytics
   b. Database A-Z
7. Reference
   a. Reference Analytics
   b. Libchat

There has been an 88% increase of LibChats over the last four weeks compared to the same time period last year.

<table>
<thead>
<tr>
<th></th>
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<th>Week 3</th>
<th>Week 4</th>
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</thead>
<tbody>
<tr>
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<td>27</td>
<td>18</td>
<td>17</td>
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<tr>
<td>2019</td>
<td>10</td>
<td>15</td>
<td>10</td>
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</tbody>
</table>

8. Interlibrary Loan
   a. Document Delivery
   b. Borrowing
   c. Lending