

Discovering User Behavior: Applying Usage Statistics to Shape Frontline Services

Rachael Cohen

Discovery User Experience Librarian, Discovery & Research Services

Indiana University Bloomington

Herman B Wells Library W501

1320 E. Tenth St.

Bloomington, IN 47405

rachcohe@indiana.edu

Angie Thorpe

Digital User Experience Librarian, Library

Indiana University Kokomo

2300 S Washington St

P.O. Box 9003

Kokomo, IN 46904-9003

atthorpe@iuk.edu

Rachael Cohen is the contact author. Contact her at rachcohe@indiana.edu.

About the Authors

Rachael bio

Angie Thorpe received her MLS from Indiana University and her BA in English from the University of Wisconsin-Madison. Her research interests include discovery services, marketing e-resources, and using data to make collection and content decisions. She currently serves at the Digital User Experience Librarian at Indiana University Kokomo. She can be contacted at atthorpe@iuk.edu.