

Enquiry completion rate survey

2023



These quarterly statistics are used for local and statewide planning and resourcing, as well as annual library service reporting.

The enquiry completion rate (ECR) survey differentiates information requests and customer service requests, but also combines the requests to create an enquiry completion rate total.

For accuracy, ensure you count every enquiry, not just every customer.

Instructions

1. Download the ECR daily tally sheet.
2. Print one copy for each branch for each day they are open.
3. Train all staff who service clients in how to fill in the forms.
4. Make the forms available for the week.
5. At the end of the week download the ECR form (excel spreadsheet) which matches the number of branches at your library service.
6. Save the spreadsheet.
7. On the results sheet tab enter the dates of the survey – this will embed them on the location pages.
8. Fill in the location page information for your branches, save the spreadsheet.
9. Save the spreadsheets so that the data is available for your annual statistical return (you do not need to send these to the State Library, we just require your totals at the end of the financial year). To obtain the total for the year, add the four totals together, and multiply by 13.

Definitions

Information requests

Information requests include contact with a library customer where the service that is provided is predominantly informational/instructional. Examples include:

- author/title
- general subject
- readers advisory
- local studies
- genealogy
- community information
- literacy/ESL
- community languages
- technology instruction

Satisfaction of these requests involves the use of one or more sources or tools such as:

- catalogues (for example own library or Trove)
- printed and non-printed materials,
- eresources
- Communication with, or referral to, other libraries, institutions, or people (internal or external to the library)
- helping customers with technology (for example how to load ebooks or install apps)

Common types of information requests

Author / Title

- Requests to locate or reserve a specific title or the works by a specific author (in-house and ILL)
- Each author or title requested should be counted separately

General subject

- Requests for non-fiction subjects or fiction for information
- Each subject requested should be counted separately

Readers' advisory

- Requests for fiction or non-fiction subjects for leisure
- Each subject requested should be counted separately

Local Studies

- Requests for information, photographs', maps', books, newspapers, journals or other materials that concern the local area.
- NB: requests for current local services would be counted under community information

Genealogy/Family history

- Requests for assistance with finding genealogy or family history information for people tracing their family history.
- Satisfaction of these requests often involves the use of one or more sources or tools such as:
 - Subscription based online resources (e.g. ancestry)
 - Free online indexes & catalogues (e.g. births, deaths & marriages, Trove)
 - Microfilmed or digitised historical records (e.g. church registers, cemetery records)

Community Information

- Requests for information on, or direction to, services, programmes, activities, or facilities whether provided by
 - the library or council,
 - other government, community, commercial or any other group
- Satisfaction of these requests often involves the use of one or more sources or tools such as:
 - use of a community information database,
 - telephone or street directories,
 - other online resources, including social media

Literacy / ESL

- Requests for material to assist with literacy or English language learning.
- NB: Requests for literacy/ESL services would be counted under community information

Community Languages

- Requests for books, newspapers or other material in a language other than English including material on-loan from the State Library of NSW or other library services

Technology instruction

Requests for instruction/guidance with the use of technology for:

- information purposes (for example to search the internet or access an eresource)
- communication purposes (for example providing instruction for the basics of online communication including email, Word and scanning)
- to access library services through online portals (for example borrowing ebooks/emagazines, articles)
- to access external services through online portals (for example registering with and utilising government services)

Customer service requests

Customer service includes contact with a library customer where the service that is provided is predominantly administrative or directional. Examples include:

- equipment troubleshooting (for example unjamming a printer)
- administrative customer service (for example changing a customer's registration details or help with circulation issues)
- technology assistance
- directions to library facilities and resources
- event booking

Enquiries not completed same day will be recorded in one of the following categories:

- inter branch supply
- referred (for example inter library loan, reservations/holds, referred to another organisation)
- otherwise not completed

What we do not count:

- issuing of loans
- accepting items for return

Common types of Customer Service requests

Technology assistance

- Requests for assistance in accessing or troubleshooting library equipment.
- Equipment can range from coin acceptor, to fiche readers, wireless connection, to reader/printers, scanners, self check and self returns
- Assistance might be:
 - administrative (for example managing bookings or printing),
 - maintenance (for example replenishing supplies)
 - trouble shooting (for example clearing coin or paper jams, or rebooting machines)

Administration

- Circulation duties other than loaning or returning (for example following up reservations, new/replacement library card, changing patron membership details, renewals)
- Event or activity bookings

Directional

Questions concerning the location of a particular library facility, item of equipment, or collection category, for example:

- Where are the photocopiers?
- Where are the toilets?
- Where are the DVDs shelved?