|  |  |  |
| --- | --- | --- |
| **Enquiry completion tally sheet** | **Library service** | **Date**  |
|  |
| **Information requests** | **Information requests completed same day** | **Inter-branch supply** | **Referred** (ILLs, reserves) | **Not completed** |
| General subject | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 2526 27 28 29 30 31 32 33 34 35 36 36 38 39 40 41 42 43 44 45 46 47 48 49 50 | 1 2 3 4 5 6 7 8 9 10 11 12  | 1 2 3 4 5 6 78 9 10 11 12 | 1 2 3 4 5 6 78 9 10 11 12 |
| Author/title | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
|  | 26 27 28 29 30 31 32 33 34 35 36 36 38 39 40 41 42 43 44 45 46 47 48 49 50 | 8 9 10 11 12  | 8 9 10 11 12  | 8 9 10 11 12  |
| Readers’ advisory | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 36 38 39 40 41 42 43 44 45 46 47 48 49 50 | 1 2 3 4 5 6 78 9 10 11 12 | 1 2 3 4 5 6 78 9 10 11 12 | 1 2 3 4 5 6 71 2 3 4 5 6 7 |
| Local studies (LS) | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
| Genealogy or Family History | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
| Community Information (CI) | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
| Literacy / ESL | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
| Community Languages (CALD) | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
| Technology instruction (TI) | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
| Other requests | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
| **Subtotals for information requests** |  |  |  |  |
| **Total information requests** |  |
|  |
| **Customer service requests** | **Customer service requests completed same day** |  | **Referred**  | **Not completed** |
| Technology assistance (TA) | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
|  | 26 27 28 29 30 31 32 33 34 35 36 36 38 39 40 41 42 43 44 45 46 47 48 49 50 | 8 9 10 11 12  | 8 9 10 11 12  |
|  | 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 | 13 14 15 16  | 13 14 15 16  |
| Administrative | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
| Directional | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
| Other  | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25  | 1 2 3 4 5 6 7 | 1 2 3 4 5 6 7 |
| **Subtotals for customer service requests** |  |  |  |  |
| **Total customer service requests** |  |
| **Enquiry completion rate totals** | **Completed same day** | **Inter-branch** | **Referred** | **Not completed** |
|  |  |  |  |
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