**Enquiry completion rate**

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

**What is counted:**
Information requests
*Definition:*
Information contact which involves the knowledge, use, recommendations, suggestions (for RA), interpretation, or instruction in the use of one or more informational sources, by a member of the Library Staff. It includes information and referral services. Information sources include printed and non-printed materials, machine-readable databases, catalogues and other holdings records, and through communication or referral, other libraries and institutions and people inside and outside the Library.

Customer service requests
*Definition:*
Contact with a Library Patron where service is provided that does not come under the definition of an Information Request. Examples include changing a customer’s registration details or helping customers with equipment including how to load ebooks and install apps.
Accepting items for return to the Library system ie Returns and issuing of items for loan, i.e. Loans are excluded, however, in the course of returning items or issuing items for loan a Customer Service Request or and Information Request may develop, the Request should then be counted.

**When is a request deemed complete**:

* A request is noted as complete by the judgement of the library staff.

**What we do not count:**

* Issuing of Loans
* Accepting items for Return

**What it measures**:
The ECR provides an overlap of measures. These measures include:

* The number of Information Requests and the Same Day Completion Rate.
* The number of Customer Service Requests and the Same Day Completion Rate.
* The Enquiry Completion Rate.

**Some Information Request and Customer Service Request categories are listed on the following pages.**
**Enquiry Completion Rate - Category Guidelines**

*Information Requests:*

**Definition**: Information contact which involves the knowledge, use, recommendations, suggestions (for RA), interpretation, or instruction in the use of one or more informational sources by a member of the Library Staff. It includes information and referral services. Information sources include printed and non-printed materials, machine-readable databases, catalogues and other holdings records, and through communication or referral, other libraries and institutions and people inside and outside the Library.

**Some types of information requests**

***Author / Title***
Any requests for a specific title or the works by a specific author; also requests to reserve (in-house and ILL) specific works. Requests by title are counted on a title-by-title basis; requests by author where specific titles are not provided are counted on an author-by-author basis, e.g. requests for any work or works by ‘Maeve Binchy’ would be counted as one question as it is one author. Requests from works where specific titles are given, regardless of the author, each title would be counted as a separate question. Would also include readers’ advisory and 'who else writes like that?' queries regardless of the format of the item being sourced.

***General Subject***
Any request(s) for information on a specific subject, or requiring the location of a specific piece of information (ready reference inquiries), as well as subject requests taken when the required information has not been located after searching the available resources, e.g., a customer who asks for information on Tutankahmen, and later asks for information on the Pyramids, these would be counted as two separate questions. If a customer that asks for information on Egypt, this would be counted as one question.

***Local Studies***
Any request for information, photographs', maps', books, journals or other materials that concern the local area. *If a particular work has a Local Studies/History call number it is to be recorded as a Local Studies inquiry.*

***Genealogy***
Any request for assistance with finding genealogy or family history information for people tracing their family history.

***Community Information***
Any question requiring information on or direction to the services, programmes, activities, or facilities in your Local government area, including activities etc. provided by the library service. Include here requests involving use of the C.I. database, as well as locating information using the telephone directory, online resources, including social media, e.g. Child care services, evening colleges, transport, fax services, . . .

***Literacy / ESL / Community Languages***
**Literacy / ESL -** Any request for assistance locating material for people from a non-English speaking background, as well providing assistance in locating literacy material for people developing skills in this area.

**Community Languages -** Requests for material in a language other than English including material on-loan from the State Library of NSW, as well as requests for books in a language not currently held, and requests for specific titles or authors works in a language other than English.

**Customer Service Requests:**
**Definition**:Contact with a Library Patron where service is provided that does not come under the definition of an Information Request. Examples include changing a customer’s registration details or helping customers with equipment.
Accepting items for return to the Library system ie Returns and issuing of items for loan ie Loans are excluded. However, in the course of returning items or issuing items for loan a Customer Service Request or and Information Request may develop, the Request should then be counted.

**Some types of Customer Service requests**
***Administrative - Customer Service***
Following up reservations, replacing library card, changing patron membership details, renewals, new memberships etc.

***Equipment***
This includes all enquiries involving 'physical' instruction in use, managing bookings & printing, troubleshooting failures, or replenishing supplies for any/all equipment for public use. Equipment can range from coin acceptor, to fiche readers, wireless connection, to reader/printers and beyond. 'Intellectual' instruction in use, i.e. search strategies for econtent, iPac & databases, should be counted elsewhere. It includes assisting clients to install apps and download econtent. Assistance in selecting the econtent is an information request.

***Directional***
Any question concerning the location of a particular library facility, item of equipment, collection category. Do NOT include question where you take the customer to the shelves, (if a customer asks where the biographies are, staff are to take that person to the shelves, and count the inquiry as a subject).
e.g., Where are the photocopiers?
Where are the toilets?
Where are the DVD’s shelved?

***Office Services***
Requests for any office related services - printing, binding, facsimile services, scanning, laminating etc.