|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ECR (Enquiry Completion Rate ) survey tally sheet | | | |  | …………………………………Library Service | | |  |  |
|  |  |  |  |  | ………………………..…...……Date | | |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **Information Requests** | | **Information requests completed same day** | | | | **Inter-branch supply** | **Referred** (Inc. ILL & Reservations) | **Not completed** |  |
| Category 1: | eg. Author / Title | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | | 1 2 3 4 5 6 | 1 2 3 4 5 6 | 1 2 3 |  |
|  |  | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | | 1 2 3 4 5 6 | 1 2 3 4 5 6 | 1 2 3 |  |
| Category 2: | eg. General Subject | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | | 1 2 3 4 5 6 | 1 2 3 4 5 6 | 1 2 3 |  |
| Category 3: | eg. Local Studies / Genealogy | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | | 1 2 3 4 5 6 | 1 2 3 4 5 6 | 1 2 3 |  |
| Category 4: | eg. Database search / www. search | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | | 1 2 3 4 5 6 | 1 2 3 4 5 6 | 1 2 3 |  |
| Category 5: | eg. Other | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | | 1 2 3 4 5 6 | 1 2 3 4 5 6 | 1 2 3 |  |
| Category 6: |  | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | | 1 2 3 4 5 6 | 1 2 3 4 5 6 | 1 2 3 |  |
| Category 7: |  | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | | 1 2 3 4 5 6 | 1 2 3 4 5 6 | 1 2 3 |  |
|  | Sub-totals for Information Requests | | | |  |  |  |  |  |
|  | Total Information Requests |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **Customer Service Requests** | | **Customer Service requests completed same day** | | | |  | **Referred** | **Not completed** |  |
| Category 1: | eg. Administrative - chasing up reservaton, replacing library card, changing Patron membership details, renewals, new memberships etc... | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | |  | 1 2 3 4 5 6 1 2 3 4 5 6 1 2 3 4 5 6 1 2 3 4 5 6 | 1 2 3 1 2 3 1 2 3 1 2 3 |  |
| Category 2: | eg. Equipment - photocopier, printing | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | |  | 1 2 3 4 5 6 | 1 2 3 |  |
| Category 3: | eg. Directional | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | |  | 1 2 3 4 5 6 | 1 2 3 |  |
| Category 4: | eg. Office Service - fax, laminating | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | |  | 1 2 3 4 5 6 | 1 2 3 |  |
| Category 5: |  | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | |  | 1 2 3 4 5 6 | 1 2 3 |  |
| Category 6: |  | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | |  | 1 2 3 4 5 6 | 1 2 3 |  |
| Category 7: |  | 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 | | | |  | 1 2 3 4 5 6 | 1 2 3 |  |
|  | Sub-totals for Customer Service Requests | | | |  |  |  |  |  |
|  | Total Customer Service Requests |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | **Completed same day** | **Inter branch** | **Referred** | **Not satisfied** |  |
|  | **Enquiry Completion Rate Totals** | | | |  |  |  |  |  |