**Enquiry completion rate**

* 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.

**Information requests (further detail overleaf)**

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)

**Customer service requests (further detail overleaf)**

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 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)

**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**

* Question 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?