Definitions

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| Enquiry Type |
| 1. Directional enquiries |
| * 1. Location of institute buildings, facilities and services – anything that is not located in the library, including schools, departments, functions, staff, public telephones, toilets, cafeteria, other campuses, etc. |
| * 1. Location of library facilities, services and resources – anything related to the library, including toilets, computers, photocopiers, service points, resource collections (incl. off-campus collections), wireless hotspots, subject areas, specific items by prefix/call no., missing items, consumables (e.g. stapler) |
| * 1. Opening hours – includes library opening hours at any campus |
| * 1. Referral to a non-library service – includes student administration, HR, IT helpdesk, student association |
| 1. Library service enquiries |
| * 1. General service enquiries – information about use of library, borrowing, renewals, holds, reserve, reciprocal borrowing (e.g. TAFE NRBS, CAVAL, ULA), inter-library loans, penalties for overdue/damaged/lost items. Note: Do not count transactions. |
| * 1. Bookings (resources, facilities & services) – includes rooms, equipment, resources, training sessions and tours. Include bookings staff make for users. Count actual bookings made |
| * 1. Using self-service functions – includes requesting holds and renewals online and using self-checkout machine.   Note: troubleshooting self-checkout machine goes in 4.8 |
| 1. Information/Reference enquiries |
| An Information / Reference enquiry involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of Library staff. Information sources include (a) printed and non printed material (b) electronic databases (c) the library's own catalogues and other holdings records (d) other libraries and institutions through communication or referral and (e) persons both inside and outside the Library. When a staff member uses information gained from previous use of information services to answer a question, count as another reference transaction even if the source is not consulted again. If a contact includes both reference and directional services count as a reference transaction. Duration is not an element in determining whether an enquiry is a reference enquiry. Include e-queries and face-to-face enquiries |
| 1. Basic catalogue/database enquiries – includes accessing and searching by known author, title, topic, call no., unit code or instructor name (online reserve). |
| 1. More complex catalogue / database enquiries – includes advice database selection, search strategies, search terms.   Note: placing holds enquiries goes in section 2.3. Note: printing/saving enquiries goes in section 4.6. |
| 1. Internet – navigating, searching (including search strategies), selecting and evaluating information from websites.   Note: printing/ saving enquiries goes in section 4.6. |
| 1. Navigating institute’s website – Includes library webpage, online courses, class and exam timetables, results. Count here any enquiry about these things, whether it is to do with online information or not. |
| 1. Use of the reference collection – includes purpose of the collection and how to use resources to find factual information. |
| 1. Use of printed instructional handouts – includes database guides, handbooks, directories, etc |
| 1. Referencing & citation – includes citation style guides and referencing software (e.g. RefWorks and EndNote). |
| 1. Referrals to liaison or other specialist librarians – use for enquiries that require more detailed response or consultation (e.g. subject specialist, acquisitions, circulation, management). |
| 1. IT hardware, software and AV equipment |
| * 1. Hardware troubleshooting – includes using storage devices, scanners, etc. |
| * 1. Software troubleshooting – includes opening and saving files, copying content, downloading from databases/internet, browser settings, email and specific applications (e.g. MS, Adobe, sound and video software, Flash, Blackboard, social network tools, etc) |
| * 1. Computing network access – includes creating network accounts, using usernames/passwords, troubleshooting login problems, resetting passwords, enquiries/instruction about using computing network, accessing online courses and exam results. |
| * 1. In-house IT and AV equipment loans – e.g. laptops, DVD players, data projectors, etc. Note: disability equipment enquiries go in 4.9 |
| * 1. Wireless internet access – includes how to login, access problems, etc.   Note: enquiries about location of hotspots goes in section 1.2. |
| * 1. Printing and photocopy troubleshooting – includes enquiries about operating the equipment, paper jams, problem print jobs, print queues, paper/toner refills – irrespective of the document source (e.g. internet, Word). |
| * 1. Account payment– includes printing, photocopying and internet account payments, card purchases, credit balance enquiries. |
| * 1. Troubleshooting self-checkout machines – includes problems with scanner, display screen, receipt printer.   Note: helping a user to operate the unit goes in 2.3. |
| * 1. Disability equipment – eg help with software, hardware, special passwords. |
| 1. Other |
| 1. Other enquiries – anything that doesn’t fit in numbers 1-4 |