Using Library Metrics to Support Teaching and Learning in the Library

Overview

Knowall Enquire is an enquiry tracking software package which tracks all types of Library enquiries and generates statistics and reports to improve the customer experience through self-directed learning.

Impact

- The University community will have access to a very useful list of FAQs to assist them in their self-directed learning about the Library.
- Enquire allows ease of access to a wide range of Library staff.
- Enquire will give the Library the ability to compare statistics nationally and internationally.

How it Works

Using Enquire

- Student submits an enquiry face-to-face, online, email or via instant message.
- The enquiry is then assigned to appropriate staff member.
- Staff member replies to the student.
- The answer is logged in Enquire.
- The answer is automatically added to our FAQs.
- This searchable online bank of answers supports self-directed learning about the Library.

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