It Doesn’t Have to Cost a Dime to Ask-a-Librarian

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Webform and Outlook

Webform for question submission is linked from homepage. Webmaster controls data entry fields for customized statistics.

Webform submitted directly to shared Outlook mailbox. All librarians given editorial privileges to read and respond to questions.
Statistics Facility

All questions received by Outlook are collected in an Access database. Questions then appear on the Laupus intranet as new requests.

Each question’s data is automatically filled into the facility. A librarian assigned to the account can add/delete further information if necessary.

Statistics can be viewed by any fiscal year.

Librarian tallies

Submission by client type

Questions are automatically tallied by total number, weekday/weekend submission, average turnaround time; and can be broken down by month or year.