Responding to clients queries using various technologies

21 September 2011
Session 2

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The various technologies used:

• Telephone

• Internet: QuestionPoint

(by Tibi Ngwane)

Comments and Suggestions

(by Lesley Howard)

• Email: (Lesley and Tibi will each discuss the mailboxes they monitor)
QuestionPoint and Bib-circ

• The IR request services deals with queries related to books, articles and Inter-Library Loans.
Telephonic queries: Clients who wish to make telephonic enquiries, obtain the relevant telephone numbers from the enquiries page of the Unisa Library’s website.
Internet queries: QuestionPoint

Clients click on the “Ask a short question” link, to send queries. This generates a QuestionPoint query.
**Ask a short question** online enquiry form

They (clients) will then be prompted to input the required information and submit their queries.

Above you can see the online query form which is generated when a client clicks on **Ask a short question**.
QuestionPoint logon screen

To access the queries I logon to the QuestionPoint site by using our institution’s details.

NB: each institution has it’s own user id and password.
New questions in QuestionPoint

• Queries are retrieved from the Ask a short question link, and I am able to view all queries but only respond to ones related to my directorate then refer the rest to experts in other fields. For an example “Search Librarians”
• With a click of few buttons, our clients get their responses as quick as lightning.
Email addresses: Clients select the email addresses they need from the enquiries page of the Unisa Library’s website.

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<thead>
<tr>
<th>Service</th>
<th>Email Address</th>
<th>Telephone</th>
</tr>
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<tbody>
<tr>
<td>General Enquiries</td>
<td><a href="mailto:email@unisa.ac.za">email@unisa.ac.za</a></td>
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<tr>
<td>Library Services</td>
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<td>Audio-Visual Resources</td>
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<tr>
<td>Digital Library Services</td>
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<tr>
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<td>+27 11 6048120</td>
</tr>
</tbody>
</table>
Apart from handling QuestionPoint, I also attend to queries received via the bib-circ mailbox. The box is designed to receive queries or responses from the correspondences that we send to our clients. Most queries that come through bib-circ are related to IR Request Services, and I hardly refer. Depending on a type of a query, I sometimes have to consult with other stakeholders e.g SA Post Office.

THANK YOU!!
Comments and Suggestions
Mailboxes: bib-pin, bib-web, bib-oasis
lib-help

- Library Technology Services deals directly with queries related to online access, etc. Any other queries are either referred or escalated to the relevant experts.
Email addresses: Clients select the email addresses they need from the enquiries page of the Unisa Library’s website.
Microsoft Outlook mailboxes

The following 4 mailboxes are monitored for queries:

bib-pin ; bib-oasis ; bib-web ; lib-help

However, the lib-help mailbox is intended for use by library staff only
Internet: Comments and Suggestions

Clients often use the online Comments and Suggestions link to submit their queries as well as their comments and suggestions. This link is available on the online Library catalogue.
Comments and Suggestions

After clicking on Comments and Suggestions, the online submission form (see above) opens. Clients complete this form and submit.
Comments and Suggestions

The Comments and Suggestions which clients submit on the Internet are then accessed on QVT.
Comments and Suggestions

Comments and suggestions received from clients appear as above when accessed on QVT.

Normal email replies are sent in response to these entries.
The queries submitted by clients vary widely and often require referral to departments outside the library. Some queries require a bit of detective work! Here’s my favourite example . . . .

How do I shoot my card?

???
After all those email queries . . .

"And you say you check your e-mail on average three or four hundred times a day?"