
Managing Enquire

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Services

Some of the Enquire service information is included below.

- Rota

this is a regularly updated snapshot of who is staffing the rota for the coming months. Please let us know as soon as you have changes: use the contact support form or email us at support-uk@oclc.org

- Management reports, these include service stats (links to reports)

- Service Report 7 May 2008 642.00 Kb

archive of previous reports

Quality Panel

the Quality Panel is a group of 10 participating members of the Enquire service, who remain anonymous to the rest of the service. They carry out periodic reviews of static transcripts, also live transcripts via lurking and secret shopping. Transcripts from the individual panel members are collated and a snapshot report is produced for dissemination at the annual Libraries Advisory.

Steering Group

the group consists of the service stakeholders: participating library individuals, MLA and OCLC representation. A short summary will be prepared by MLA for dissemination at SCL meetings.

- Libraries Advisory Meetings
(what they are and why we do them)

- Participating library services make up membership of the Libraries Advisory Group, which has responsibility for service review including quality assurance, procurement review, and policy formulation of the service. The Libraries Advisory Group meet annually to review the service to date and discuss the future and best practice. It is also an opportunity for library staff to meet their virtual colleagues.

- Staff Awards - authorities submit examples of best practice for review and also the Quality Panel put forward best practice examples they too have come across during review. These transcripts are assessed and one transcript is chosen for an award, given out at the Libraries Advisory.

- Virtual Reference Overview
Days (links to presentations)

- several overview
sessions have been conducted and are organised on an adhoc basis. Content covered includes - customer service, etiquette, quality, effective searching. Some of the content from these sessions has been incorporated into the Enquire Training Manual.

- Partner Roles and
Responsibilities