

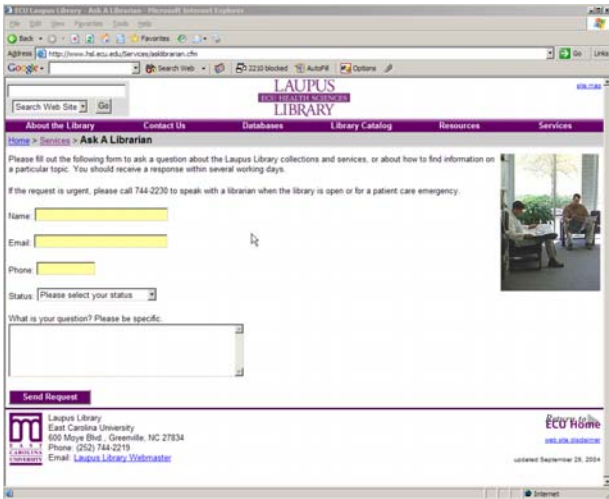
**Elizabeth Ketterman, MLS, Reference Librarian**

**Matthew Ballengee, Webmaster**

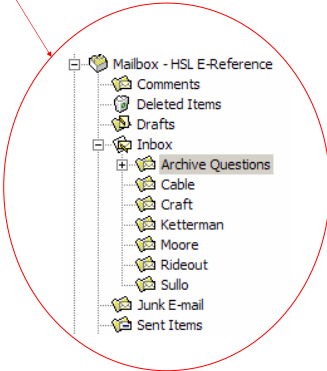
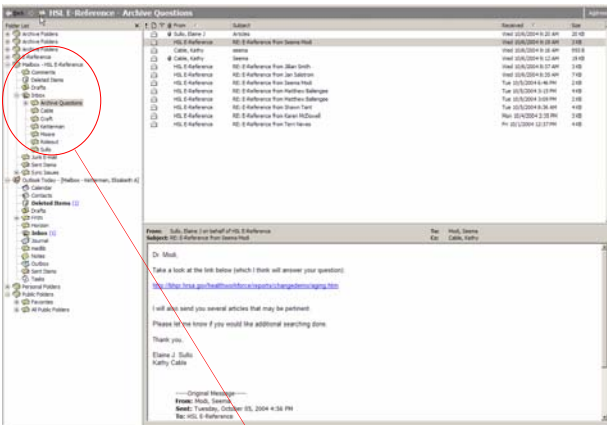
**Michael Tucker, Systems Administrator**

**Laupus Health Sciences Library  
East Carolina University**

# 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.

Welcome to the Laupus Library Intranet

Ask A Librarian New Requests

Date	From	Subject	Message
Aug 24	Other	logoboo-ak@postconnect.org	Do you have the following journal...
Aug 24	PCMH Employee	lew6009@mail.ecu.edu	I know that there is a place on the...
Aug 24	ECU Faculty	tervora@mail.ecu.edu	I am meeting with FAMU '11 and a...
Aug 24	ECU Undergraduate Student	lshaw@mail.ecu.edu	Do you know anything, maybe even to...
Sep 1	ECU Graduate Student	lpc214@mail.ecu.edu	How do I access and print journal a...
Sep 5	ECU Graduate Student	schone@webster.edu	Do you have the video, The Circle o...
Sep 8	ECU Graduate Student	CRDuke@mail.com	Is it possible to obtain a new ID?
Sep 8	ECU Faculty	w-huang@mail.ecu.edu	I am wondering if you can help me with...
Sep 8	ECU Dist. Education Student	MSMO030@mail.ecu.edu	Am trying to do a keyword search...
Sep 8	ECU Dist. Education Student	MSMO100@mail.ecu.edu	I am trying to do a keyword search...
Sep 8	ECU Dist. Education Student	MSMO914@mail.ecu.edu	I'm having trouble finding the vide...
Sep 9	ECU Graduate Student	lpc6127	I need to read articles from the An...
Sep 10	ECU Dist. Education Student	lpc6228@mail.ecu.edu	I am trying to find something in...
Sep 11	ECU Faculty	hshred@mail.ecu.edu	Do there a medical or nursing journ...
Sep 11	ECU Faculty	hswatkins@mail.ecu.edu	Does our library have the "Yearling...
Sep 11	Other	lindber10@yahoo.com	Do you have the December 1919 Asses...
Sep 13	ECU Graduate Student	lpc212@mail.ecu.edu	How do I access journal articles fr...
Sep 14	ECU Staff	lpcindob@mail.ecu.edu	Need copy of the paper please "Comp...
Sep 15	ECU Undergraduate Student	lpc6921@mail.ecu.edu	How I would like to find some info...
Sep 15	ECU Staff	hewlaga@mail.ecu.edu	I am in the Office of Academic and...
Sep 16	ECU Undergraduate Student	lpc62052@ecupost.com	I will be over in approx. 10-15 min...
Sep 17	ECU Graduate Student	lpc61234@mail.ecu.edu	I am trying to retrieve an article...
Sep 17	ECU Faculty	malucha@mail.ecu.edu	When was I or a doctoral article...
Sep 17	Other	lpc604008@mail.com	Hi, I am a student affiliate...
Sep 18	ECU Graduate Student	lpc61625@mail.ecu.edu	Printed book, volume one I got in use...
Sep 18	ECU Graduate Student	web0430@mail.ecu.edu	I am looking for this article I...

Welcome to the Laupus Library Intranet

Ask A Librarian Request Update

Submit Date: Sep 30, 2004

Status: ECU Dist. Education Student

Email: lpc6272@mail.ecu.edu

Question: I am trying to find quantitative data on the winning endurance in...  
 keywords: endurance in triathlon triathlon/triathlon triathlon.

Question Type: CHOOSE

Turnaround Date: 30 days (week(s))

Weekend/Evening:

Client:

Librarian: CHOOSE

More info:

Update Request

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

Welcome to the Laupus Library Intranet

Ask A Librarian Stats - Fiscal Year 2004-2005

Choose year: 2004

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Total Completed	26	42	-	-	-	-	-	-	-	-	-	-	68
Clinical Requests	2	1	-	-	-	-	-	-	-	-	-	-	3
Weekday Requests	17	30	-	-	-	-	-	-	-	-	-	-	47
Weekend Requests	9	12	-	-	-	-	-	-	-	-	-	-	21
Avg Weekday Time (hr)	0.48	1.02	-	-	-	-	-	-	-	-	-	-	0.75
Avg Weekend Time (hr)	15.91	7.95	-	-	-	-	-	-	-	-	-	-	11.93

Librarian	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Beth	7	6	-	-	-	-	-	-	-	-	-	-	13
Cassandra	6	9	-	-	-	-	-	-	-	-	-	-	15
Elaine	6	14	-	-	-	-	-	-	-	-	-	-	20
Kathy	-	1	-	-	-	-	-	-	-	-	-	-	1
Stacy	7	12	-	-	-	-	-	-	-	-	-	-	19

Client Status	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Enthusiastic Patron	-	2	-	-	-	-	-	-	-	-	-	-	2
ECU Dist. Education Student	5	6	-	-	-	-	-	-	-	-	-	-	11
ECU Faculty	9	7	-	-	-	-	-	-	-	-	-	-	16
ECU Graduate Student	6	6	-	-	-	-	-	-	-	-	-	-	12
ECU Staff	3	7	-	-	-	-	-	-	-	-	-	-	10
ECU Undergraduate Student	1	1	-	-	-	-	-	-	-	-	-	-	2
Other	2	11	-	-	-	-	-	-	-	-	-	-	13
PCMH Employee	-	2	-	-	-	-	-	-	-	-	-	-	2

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