

Elizabeth Ketterman, MLS, Reference Librarian Matthew Ballengee, Webmaster Michael Tucker, Systems Administrator

Laupus Health Sciences Library East Carolina University

## Webform and Outlook

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

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

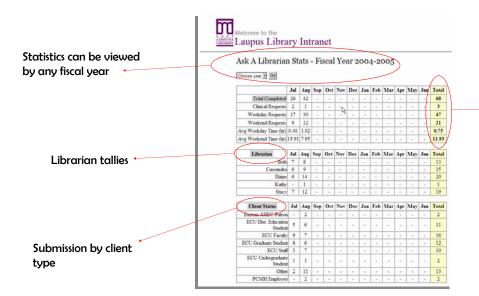
## **Statistics Facility**

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

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



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