

Question Center Data Entry Guidelines

Liaison librarians track all their research support interactions in the Question Center:

http://library.villanova.edu/dashboard/question_center

Research support interactions are entered ...

- to track how and to what extent we are meeting the research needs of the Villanova community.
- to predict staffing levels and times.
- to help assess research support activity.
- to serve as an **internal** knowledge base.

Interactions that should be entered:

Any time you answer a question for anyone from the University or the wider community who is not a library staff member.

Record all questions regardless of the medium of communication.

Examples: How does this database work? How do I find a book on fish? How do I find criminal justice statistics?

Interactions that should NOT be entered:

- A request for an appointment separately from the appointment itself.
- Questions about internal library matters such as subscriptions, material purchase details, committee work, etc.
- Instruction requests, Course guide requests, or class cancellations.
- Material purchase requests.
- Directional questions (other than those regarding specific library materials)

Examples:

Where is the bathroom? Where is Darren Poley's office? **No**

Where is the Wall Street journal online? Where can I find Philosophy books? **Yes**

Data entry fields:

- *Location:* Where were you when you **initially** received the question?
- *Patron Type:* Usually clear but leave blank if not.
- *Question Type:* Usually clear.
- *Time Spent:* Estimate!
- *Question Format:* Use the format from the **initial question** regardless of the format in which the answer was delivered.
- *Date:* Auto-fills. Focus on calendar date and if possible the hour of receiving the question if you are backdating an interaction. Do not worry about minutes or seconds.
- *Entered By:* Your Name. Auto-fills.

