



# Using Library Metrics to Support Teaching and Learning in the Library

NUI MAYNOOTH  
Ollscoil na hÉireann Má Nuad

## Overview

*Knowall Enquire* is an enquiry tracking software package which tracks all types of Library enquiries and generates statistics and reports *to improve the customer experience through self-directed learning*

## Impact



The University community will have access to a very useful list of FAQs to assist them in their self-directed learning about the Library



Improvement of our Customer Service



*Enquire* allows ease of access to a wide range of Library staff



*Enquire* will give the Library the ability to compare statistics nationally and internationally

## How it Works Using *Enquire*



- Student submits an enquiry face-to-face, online, email or via instant message
- The enquiry is then assigned to appropriate staff member



- Staff member replies to the student
- The answer is logged in *Enquire*



- The answer is automatically added to our FAQs
- This searchable online bank of answers supports self-directed learning about the Library



### Contact

**Laura Connaughton**  
Assistant Librarian  
Library Information Services  
[Laura.Connaughton@nuim.ie](mailto:Laura.Connaughton@nuim.ie)

**Edel Cosgrove**  
Library Assistant  
Library Information Services  
[Edel.Cosgrove@nuim.ie](mailto:Edel.Cosgrove@nuim.ie)