

TOTAL ENQUIRIES ANSWERED webform + % TARGET DATE MET (7 days)

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	TOTAL
INFORMATION SERVICES													
make an enquiry forms	221	251	262	267	255	163	311	276	304	342	418	428	3498
rights enquiry form	9	4	4	3	5	4	6	6	8	7	4	5	65
email ingest	26	0	4	16	11	17	16	14	17	10	16	29	176
social media email ingest	4	5	2	10	6	8	10	5	3	11	3	7	74
refTracker to refTracker	1	10	0	16	19	14	26	8	16	14	19	33	176
TOTAL enquiries	261	270	272	312	296	206	369	309	348	384	460	502	3989
Target date met	243	251	254	283	264	192	341	287	324	357	413	436	3645
% target date met	93%	93%	93%	91%	89%	93%	92%	93%	93%	93%	90%	87%	91%
IS SHORT ENQUIRIES													
make an enquiry forms	43	40	36	45	40	21	40	52	42	99	141	71	670
rights enquiry form	0	0	0	1	0	0	0	0	1	0	0	0	2
email ingest	1	0	0	1	2	1	0	4	1	2	3	8	23
social media email ingest	0	0	0	0	0	0	0	0	0	0	0	0	0
refTracker to refTracker	0	0	0	0	0	1	1	0	0	0	0	0	2
TOTAL enquiries	44	40	36	47	42	23	41	56	44	101	144	79	697
Target date met	44	40	36	46	42	23	38	56	44	101	144	79	693
% target date met	100%	100%	100%	98%	100%	100%	93%	100%	100%	100%	100%	100%	99%
MUSIC													
make an enquiry forms	6	10	10	5	12	8	4	7	7	8	4	11	92
rights enquiry form	0	0	0	1	3	1	0	2	0	0	0	0	7
email ingest	2	0	0	1	0	0	0	0	0	0	0	0	3
refTracker to refTracker	0	0	0	0	1	0	1	1	2	1	0	0	6
TOTAL enquiries	8	10	10	7	16	9	5	10	9	9	4	11	108
Target date met	8	10	8	7	15	8	5	10	9	8	3	10	101
% target date met	100%	100%	80%	100%	94%	89%	100%	100%	100%	89%	75%	91%	94%
SUBTOTAL IS+SE+MUSIC													
make an enquiry forms	270	301	308	317	307	192	355	335	353	449	563	510	4260
rights enquiry form	9	4	4	5	8	5	6	8	9	7	4	5	74
email ingest	29	0	4	18	13	18	16	18	18	12	19	37	202
social media ingest	4	5	2	10	6	8	10	5	3	11	3	7	74
refTracker to refTracker	1	10	0	16	20	15	28	9	18	15	19	33	184
TOTAL enquiries	313	320	318	366	354	238	415	375	401	494	608	592	4794
Target date met	295	301	298	336	321	223	384	353	377	466	560	525	4439
% target date met	94%	94%	94%	92%	91%	94%	93%	94%	94%	94%	92%	89%	93%
NEWSPAPERS AND FAMILY HISTORY													
make an enquiry forms	142	162	155	158	170	84	140	128	129	148	183	146	1745
rights enquiry form	0	1	0	0	1	0	0	0	0	1	0	0	3
email ingest	15	0	0	3	1	0	3	4	4	0	2	0	32
social media email ingest	0	0	0	0	0	0	0	0	0	0	0	0	0
refTracker to refTracker	1	4	0	11	11	4	14	6	3	6	7	18	85

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TOTAL enquiries	158	167	155	172	183	88	157	138	136	155	192	164	1865
Target date met	144	153	142	165	169	84	130	120	120	131	165	121	1644
% that met target date	91%	92%	92%	96%	92%	95%	83%	87%	88%	85%	86%	74%	88%
SUBTOTAL READER SERVICES													
make an enquiry forms	412	463	463	475	477	276	495	463	482	597	746	656	6005
rights enquiry form	9	5	4	5	9	5	6	8	9	8	4	5	77
email ingest	44	0	4	21	14	18	19	22	22	12	21	37	234
social media email ingest	4	5	2	10	6	8	10	5	3	11	3	7	74
refTracker to refTracker	2	14	0	27	31	19	42	15	21	21	26	51	269
TOTAL enquiries	471	487	473	538	537	326	572	513	537	649	800	756	6659
Target date met	439	454	440	501	490	307	514	473	497	597	725	646	6083
% target date met	93%	93%	93%	93%	91%	94%	90%	92%	93%	92%	91%	85%	91%
PICTURES													
make an enquiry forms	30	38	30	31	11	24	22	23	36	24	36	41	346
rights enquiry form	15	6	12	3	8	14	7	14	9	23	12	5	128
email ingest	19	16	8	8	7	3	7	5	3	2	3	11	92
refTracker to refTracker	1	2	0	5	2	3	2	5	2	0	1	3	26
TOTAL enquiries	65	62	50	47	28	44	38	47	50	49	52	60	592
Target date met	49	26	25	23	8	20	26	27	13	20	29	10	276
% target date met	75%	42%	50%	49%	29%	45%	68%	57%	26%	41%	56%	17%	47%
MANUSCRIPTS													
make an enquiry forms	32	32	39	33	14	30	41	23	27	18	17	47	353
rights enquiry form	0	1	5	1	1	0	2	0	1	0	0	1	12
email ingest	2	3	4	6	4	2	1	2	1	0	1	5	31
refTracker to refTracker	0	0	0	0	0	1	1	0	0	0	1	1	4
TOTAL enquiries	34	36	48	40	19	33	45	25	29	18	19	54	400
Target date met	21	12	15	17	4	12	25	13	7	5	7	10	148
% target date met	62%	33%	31%	43%	21%	36%	56%	52%	24%	28%	37%	19%	37%
SUBTOTAL PICTURES AND MANUSCRIPTS													
make an enquiry forms	62	70	69	64	25	54	63	46	63	42	53	88	699
rights enquiry form	15	7	17	4	9	14	9	14	10	23	12	6	140
email ingest	21	19	12	14	11	5	8	7	4	2	4	16	123
refTracker to refTracker	1	2	0	5	2	4	3	5	2	0	2	4	30
TOTAL enquiries	99	98	98	87	47	77	83	72	79	67	71	114	992
Target date met	70	38	40	40	12	32	51	40	20	25	36	20	424
% target date met	71%	39%	41%	46%	26%	42%	61%	56%	25%	37%	51%	18%	43%
ASIAN COLLECTIONS													
make an enquiry forms	8	6	9	7	14	0	9	4	4	8	8	8	85
rights enquiry form	0	0	0	0	0	0	1	0	0	0	0	0	1
email ingest	0	0	0	0	2	0	0	1	0	0	0	0	3

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refTracker to refTracker		0	0	0	0	0	0	0	0	0	0	0	0
TOTAL enquiries	8	6	9	7	16	0	10	5	4	8	8	8	89
Target date met	8	6	8	7	16	0	10	4	4	7	8	8	86
% target date met	100%	100%	89%	100%	100%	0%	100%	80%	100%	88%	100%	100%	97%
MAPS													
make an enquiry forms	19	14	29	19	19	11	18	13	24	20	15	20	221
rights enquiry form	2	0	2	2	3	1	3	0	1	2	1	4	21
email ingest	3	0	0	0	0	0	0	1	0	0	1	0	5
refTracker to refTracker	0	0	0	0	0	3	1	1	1	1	4	1	12
TOTAL enquiries	24	14	31	21	22	15	22	15	26	23	21	25	259
Target date met	21	14	18	18	17	13	19	13	24	23	19	24	223
% target date met	88%	100%	58%	86%	77%	87%	86%	87%	92%	100%	90%	96%	86%
ORAL HISTORY													
make an enquiry forms	9	4	9	5	10	7	12	11	6	13	16	10	112
rights enquiry form	0	0	0	0	0	0	0	0	0	0	1	1	2
email ingest	5	5	13	5	0	5	1	3	0	0	1	0	38
refTracker to refTracker	0	0	0	2	0	0	0	1	0	1	2	1	7
TOTAL enquiries	14	9	22	12	10	12	13	15	6	14	20	12	159
Target date met	14	9	22	12	9	12	11	13	5	12	20	11	150
% target date met	100%	100%	100%	100%	90%	100%	85%	87%	83%	86%	100%	92%	94%
DOCUMENT SUPPLY													
make an enquiry forms	3	2	1	6	5	1	0	2	3	2	6	3	34
rights enquiry form	0	0	0	0	0	0	0	0	0	0	0	0	0
email ingest	0	0	0	0	0	0	0	0	0	1	0	1	2
refTracker to refTracker		0	0	0	0	1	0	1	0	0	0	0	2
TOTAL enquiries	3	2	1	6	5	2	0	3	3	3	6	4	38
Target date met	3	2	1	5	5	2	0	3	3	3	6	4	37
% target date met	100%	100%	100%	83%	100%	100%	0%	100%	100%	100%	100%	100%	97%
COMBINED TOTALS													
make an enquiry forms	513	559	580	576	550	349	597	539	582	682	844	785	7156
rights enquiry form	26	12	23	11	21	20	19	22	20	33	18	16	241
email ingest	73	24	29	40	27	28	28	34	26	15	27	54	405
social media ingest	4	5	2	10	6	8	10	5	3	11	3	7	74
refTracker to refTracker	3	16	0	34	33	27	46	23	24	23	34	57	320
TOTAL enquiries	619	616	634	671	637	432	700	623	655	764	926	919	8196
Target date met	555	523	529	583	549	366	605	546	553	667	814	713	7003
% target date met	90%	85%	83%	87%	86%	85%	86%	88%	84%	87%	88%	78%	85%