

IQ has a diverse group of employees

The system makes multi-tasking tedious

My role at IQ solutions

My routine workflow is

Facts about new hires

I am an experienced employee

As an information specialist, I do _____

I verify orders quantities and content

My role

My special job

As a manager, I do ____

My workflow at home is different

My workflow is heavily dependent on the client

My routine as an information specialist

My routine always involves the warehouse manager

I have a specific workload

P5-33 It takes 2-6 weeks to onboard a new hire onto the client system to get access to the inbox

Pv3-12 I have worked at the warehouse for 22 years and know the place very well

P1-1 I manage 2 contracts

P5-20 When Information Specialists order more than 1 qty of each publication, the manager has to approve it.

P7-2 I'm the director for NIDCR

P5-4 I'm also a science writer

P7-4 I work on best practice in a monthly meeting for quality, inquiry & customer service experience

P1-46 Does not have the multi-monitor setup, which she prefers at homes

P2-17 Reports tab depends on the client

P1-4 I Start my day by setting my status to available and wait for queries to come in

P3-37 The warehouse manager is a single point failure.

P1-28 I speak Spanish, so my workload is higher

P6-18 I can add new hires to the KM system

P7-01 I've been here for 15 years

P1-54 I sometimes respond to voicemails

P2-3 I vet the person requesting the bulk orders

P6-2 I only work with NINDS

P5-3 I spend a lot of my time writing

P1-44 Sometimes she works from home, most times from the office

P1-45 Client provides the documents in the file explorer

P1-29 I always make sure to ask "How did the person hear about the institute?" and "How are you going to use the information" for client's sake.

P3-28 When a international order is placed, on the website, I have to notice it myself (some clients don't do international)

P1-9 My Fridays are usually slow

P4-21 I am new here and I am not familiar with the warehouse yet

P6-01 I've been with IQ for 19 years

P2-7 I take action only for the bulk orders

P1-2 I'm an information specialist

P6-4 I look at inventory

P1-45 I Use VPN from home, sometimes at work too

P5-7 I have to use a separate mailbox for the Noisy Planet program because the client demands it

P3-14 Everyday I print out pick-slips which has all the details for orders

P1-6 I get 30-50 calls per day, 200 per week

P2-4 I do fraud detection

P5-6 I am also a infromation specialist since we are understaffed

P5-8 IQ and the client have different VPNs so I open the client mailbox, keep it open and then change back to the other VPN.

We value our stakeholders

The system makes multi-tasking tedious

I'd prefer a better human connection with callers

System limitations hinder my productivity

Warehouse needs to be organised to accommodate client needs

I find it hard to interact with two different mediums at the same time

I sometimes transfer or join other chats

I want better indicators in the system

I find switching between contracts difficult

I'd like to find a balance between storing personal information and the duration it can be stored

I feel a human connection with the callers

The calls I receive can be difficult to deal with

I receive requests from researchers

I am hindered by the system limits that don't allow me to finish inquiries in a timely manner.

I have difficulty using the search feature because of its limitations

Warehouse is organized but not always

Clients archive pubs

P1-67 It is difficult for me to handle a call & chat at the same time

P1-34 I can have a joint chat with other employees from IQ

P1-32 No availability indicator in the system so I have to rely on IM to check

P6-15 Once you're in a contract, the system locks you in it and switching is difficult. I lose data when I enter it into the wrong contract by mistake.

P6-12 It's useful to have personal identifiers to look for previous orders but as the data is deleted over time, it's complicated

P1-63 Chats are usually informal

P1-42 Calls can go for 20 mins if they just want to talk

P1-37 I get lots of emails from researchers for statistics

P5-15 When I hit save, it doesn't save until I hit exit and then home at the end.

P2-99 I tried to type a letter to find a type letter to find a topic but it doesn't work.

P3-09 There are diagrams of the warehouse on the racks

P4-15 Clients want to archive pubs because they stop publishing/low-stock etc., they will be added to bills.

P2-19 It is difficult to determine when someone ordered last and what the order was

P1-31 I can transfer chat to someone else, but I have to ask the other employee.

P1-43 There is indicator for the client and the language of the caller

P5-24 Switching between contracts is difficult and annoying

P1-59 Identifiers aren't saved for mental health queries

P5-34 I like to have human-like interactions, even though it's automatic

P1-19 I have a hard time dealing with calls asking about medication and side effects

P1-36 I get lots of calls from researchers

P5-21 The shipping address and the billing address are in different pages and I have to click a check-box on the second page to populate the orders.

P5-12 Search is case and hyphen sensitive and it looks for exact matches, so it's hard to find what I'm looking for.

P4-20 I am not always sure about where parts are in the warehouse.

P4-14 Archives are on the top racks.

P1-25 Dealing with 2 mediums at the same time is very hard

P1-35 Sometimes I was added to joint chats to do translation.

P6-17 I have access to my old contracts so when I'm covering for someone, I work on the other contracts

P1-04 Lot's of people just want to talk

P1-65 Difficult requests last 20-30 mins. Usually related to medications and side-effects

P1-38 Researchers and doctors usually know which pubs they want but sometimes they need explanation

P3-07 All pubs in pick-and-pack are organized by pub ID number, but some IDs are missing.

P1-26 I don't have the ability to stop chat while on the phone

P1-66 I always want more time to respond to patients, don't like it when they're rushed

P1-10 My caller managed to find the answer himself while I was one the phone with him

Dependency on outside tools

My workflow shouldn't include IT

I use other methods in collaboration with the system

I've found ways to work around the negative quirks of the system

I use various organization tactics to complete tasks

I have limited to no ability to change orders w/o IT intervention

I want better control without having to go to IT

I use these platforms that help researchers to find data

I have multiple tabs open at the same time

I use spreadsheets to get the job done

I have to use my own methods to calculate inventory since stock isn't updated in realtime

I have to use third-parties to complete the task

I have to work around the freezing issue

I use various methods to work around the system

I deal with different tracking methods when shipping items from warehouse

I have a system in place for billing and strong clients' items

I have methods in place to organize my tasks and outlying situations

I use a single and a multi-line format for pick slips depending on items in the order

P3-22 If there is a problem with the order that needs fixing, I have to change the status to submitted

P7-05 I have very limited control, which irks me

P1-48 Either searches on the website or pubmed.gov. sometimes Google search

P1-47 Chat window, call window, website are the ones that are open at the same time

P5-25 I create a new spreadsheet using reports to send to the client

P5-11 The inventory isn't updated real-time so I have to look at reports and orders to figure out the number of publications currently available

P3-10 Some clients don't use IRC for exhibit related queries

P1-66 I use OneNote side-by-side, due to the freezing issue

P5-14 I have to go through spam to find foreign language requests because the marks it as spam.

P3-39 Fedex tracking numbers can be added automatically - except for NIH, NIMH (Mailroom, ARC)

P3-6 Rack space is assigned by client or institution

P1-27 I prioritize high risk over the low risk and asks for time to get information

P3-16 I look at multi-line and single line pick slips in each section

P2-13 Only miscellaneous information can be changed, which is useless

P7-07 I have to go to IT to change some things on the website

P1-54 PubMed is for non-statistical data

P1-12 I have the inquiry tab open on one monitor and a browser with the NIH website in the other

P4-17 I use a spreadsheet while negotiating shipping rates

P2-5 If there are not a lot of orders in recent time, I reach out

P1-55 Mental health publications are in a separate warehouse

P1-22 I will use an intermediary to avoid freezing - word, notepad

P5-17 I mark the reason for ordering as "other" when I don't have the information that I need

P3-32 Once rack is empty, system needs to be updated that client is not using space

P3-5 Customers are billed according to amount of space they occupy the warehouse

P5-28 We have an escalation process where we talk with the client to place a higher priority on things that are necessary.

P3-38 The numbering system is according to the client's own system - appearing randomly organized

P2-12 Once you submit the inventory request, it can't be modified without IT intervention

P7-07 I can change the title and summary of publications on the website but I can't add an image

P1-53 Website is for statistical data

P1-3 I work with call/letter, email and chat

P2-16 Uses Excel/Word to create reports since existing report system isn't helpful.

P5-9 I use my judgement to approve the publication counts based on the current stock

P3-27 We can't use barcodes on some pick slips because the order is shipped from somewhere else

P1-20 Sometimes I type too fast and the KMS will freeze, which makes me frustrated

P3-04 The label number corresponds to the item entered in the database

P1-17 I finish the query in the KMS after the call was done

P3-23 Single-line pick slips are useful when there are a lot of orders for single publication

P5-31 I don't have access to the standard response provided by the client's when I work from home so I have to use SharePoint to access them

P6-10 I have freezing issues

P3-40 Possible to have single tracking number for multiple orders. Tracking number can be replaces

P5-26 When UC Irvine messed with cute animals, I got thousands of emails from a petition. I copy pasted the details onto a spreadsheet and sent it to the data team.

Dependable system is imperative

I want options that make the system more reliable

I want a better verification and validation process

I want the system to provide accurate and relevant reports

I dislike working with the system because it doesn't work 100% of the time

I want the system to save the data entered

I need these options which currently don't exist

I want a better quality check system for returned exhibits

I need something to verify the data entered by employees

I don't trust the system's calculations

I am aware that sometimes the system gives inaccurate information

I want the system to generate more relevant reports

The format for autogenerated reports is wrong and useless

P1-23 I have to deal with call software glitching

P5-10 I have to go to a different tab to get inventory while placing an order and going back to the old tab erases all the data

P2-14 No option to mention a reason for order cancellation

P4-18 When there is damage, I take a picture and send it to the program manager or director

P6-14 All the reports are based on the data entered by information specialists so it might be inconsistent

P7-08 I don't trust the KM's calculation system (specifically low stock)

P5-19 Few limited order publications are sometimes labelled unavailable (red) even when they are available

P6-5 I'm inhibited by the lack of reports that I can generate.

P2-11 Reports tab just gives them the information that is needed for the report but it does not autogenerate the report

P1-24 The call software kicks me off of my status

P6-11 I write down the information when I'm on a call because I'm afraid of losing the info on the system

P5-13 I have to mark something as anonymous enquiry and I don't have the option to add any data even if I have partial data (reason for ordering)

P3-43 Quality check system is not good

P5-17 I copy-paste from the emails the info on, 'Why I need this information' /pub for a bulk order

P4-07 I manually calculate the shipping rates from weight

P5-24 A report that gives updates for low stock publications would be useful.

P2-10 She creates the reports manually because the KM report format is not right.

P6-16 Sometimes I get errors and I have to login again

P4-16 I wish damages could be tracked in the system

P7-11 The system does not differentiate between exhibits and pubs, so there's a lot of dirty data.

P5-32 When I have a busy day it's difficult to work with the quirks of the system

Coherency is beneficial

An automated process to make the manual work easier might be helpful

Automating workflows makes me more productive

The existing features need to be updated

I want the system to provide accurate and relevant reports

We validate the inventory every year

I want these changes in the inventory system

I do things manually, which can/should be done by the system

I want grouping of exhibit materials

I find auto-populate handy, but it can be wrong sometimes

I am more productive because of these automated features

I use the system's automated inventory feature to check the stock number

I am frustrated by these features that are supposed to help me.

I find these tabs useless

Exhibit items are requested and sent to clients and their affiliates

I receive requests + orders via multiple channels

I communicate with various parties to manage exhibit inventory

IQ and the client needs to be better coordinate

P3-41 We manually hand count every year to validate things in stock

P4-10 I want a system where I can directly send exhibits that are already checked out

P2-09 I have to manually put exhibit items back into the system after the event is done with

P4-13 I want banner and stands to have sibling relationships

P1-58 I like the auto-populate option for the zipcode and address.

P3-21 When I print a pick slips, the status automatically changes to in-progress.

P3-44 I use the inventory order and reports tab most often to check for "low-stock", "top 50 pubs", "daily-pubs", closed-open, various reports etc.,

P1-61 I had to scroll to look up at the error and the error message was useless.

P6-7 I've worked on 3 different contracts & a lot of information is useless & necessary information is missing.

P4-2 Exhibits are ordered once in 3 weeks

P3-15 There are two main locations where I receive orders - web or IRC

P2-6 I communicate with the warehouse to figure out event material inventory

P5-30 We have to redesign labels with the client to be more comprehensive. Each client has a different language.

P4-08 I want to have portable devices to scan labels, tags

P3-36 When I notice 2 or more items going to the same address, I manually add them to the same order

P4-04 I manually open the box to see what's inside that's why I want the family system

P5-18 I like auto-populate but order-quantity also auto-populate based on previous order so the number is sometimes wrong.

P6-13 I like the "recent inquiries" on display. It helps me stay on track.

P2-15 Inventory report is generated every week.

P5-16 Spanish pubs are marked with a small "S" and it's sometimes hard to differentiate between English and Spanish version.

P7-10 There are useless tabs on the system

P4-6 NCI lends things to other clients. they first contact NCI and then NCI requests order.

P5-23 We sometimes receive orders on Facebook

P3-11 I receive direct emails to warehouse manager for exhibits

P5-22 The order number in the first confirmation email is generated by client thus always wrong and the correct order number is sent only after the order is processed. So I have to search by name.

P6-19 I want the inventory process to be straightforward

P1-62 I like the address validation

P3-33 There is an auto alert for low-stock emailed to Gil, if stock goes below the threshold, max order limit will change.

P2-18 Word limit on "why is the bulk order needed" tab is frustrating. It just flags that characters are out of limit, but they don't tell by how much.

P2-20 I don't use top 50 pubs, I use top 10 ordered for each contract when creating reports

P5-27 The client has a social media person who send the post to me and I send response back to the client

P4-1 I receive emails of lists of parts for exhibition.

P1-60 IS don't have access to tabs like reports but it still shows up.

P3-31 I report part numbers and location because finding is difficult. Sometimes locations change, clerks need to update each time.