

# THE QUICK AUDIT TOOL

A help proposed by the CERL Security Working Group  
in the fight against theft and vandalism

**CERL Security Network**



# The Quick Audit Tool

Foreword	iii
The objectives of the Quick Audit Tool	1
How we propose to meet our goals	1
The aims of an annual review	2
The core: The questionnaire	2
The topics addressed	2
Governance and policy	2
Collection management	2
Physical security	3
Access and use	3
Exhibition and transport	3
Incident and crisis management	3
Reference grid for basic assessment/positioning	3
How to initiate, prioritize and coordinate actions	4
The QAT Supporting Tools	6
Aim	6
QAT Library	6
Card Game	7
ANNEX 1: Questionnaire	8
ANNEX 2: Reference grid	14
ANNEX 3: Card template(1 <sup>st</sup> draft)	15

## Foreword

Collection security is a core concern of the Consortium of European Research Libraries. Through its very active Collection Security Working Group we provide a service to our members in this important area by pooling knowledge and experience, sharing information about incidents in a confidential environment. We organise workshops, conferences and summer schools on collection security issues, and we will continue to explore innovative ways of addressing the security of our collections.

This is the third edition of the Quick Audit Tool which was created by Jacqueline Lambert of the KBR in Brussels working closely with the members of the Working Group. This new edition is a much enhanced version of this important tool which will help its users to understand where their institutions need to improve and how they can prioritize areas which may require investment. At a time when many of our institutions face budgetary restraint this ability to prioritize on a solid factual basis is more important than ever.

On behalf of CERL I wish to express my gratitude to the KBR for enabling the work on this tool to progress so rapidly, to Jacqueline Lambert and to all members of the Collection Security Working group. I am confident that the tool will prove useful for the very diverse membership of CERL.

*Kristian Jensen - Chair of CERL*

I am really pleased to present the third edition of the “Quick Audit Tool” which seems to become ever more embedded within institutions in support of the development of policies against theft and vandalism and for their continuous improvement.

Even during this difficult year dominated by a pandemic the Security Working Group has managed to stay the course. I would like to take this opportunity to express my gratitude to the whole team. Thanks to their feedback and suggestions and that of users of the Quick Audit Tool, we have been able to define even more precisely the practical tools that need to be developed. We will work hard to achieve that in 2021.

May this fundamental tool continue to help to translate the identification of issues into practical measures in our fight against theft and vandalism. My dearest wish is to see you more and more committed to this approach in order to stimulate contribution to our projects. With your commitment, we will be able year after year to highlight and promote significant advances regarding strategies and pragmatic measures developed to meet our primary objective.

*Jacqueline Lambert - Chairman Security Working Group*

## The objectives of the Quick Audit Tool

We have three main goals for our Quick Audit tool.

First, we would like to raise awareness about the necessity for all institutions - from the smallest to the largest - to develop a policy to minimize the risk of theft and vandalism and to keep it constantly under review so that it remains effective. This policy includes the management of loss.

Second, we want to provide guidelines which are useful for all of our diverse membership. Thus, we aim to provide tips on first steps for those who are at the beginning of the process, while those who already have a developed security policy can ensure that it takes all aspects into account, and they can assess their level of achievement compared with peer institutions represented in the working group.

Third, by stimulating dynamic collaboration between and within institutions, we seek to provide the best possible practical support, with the potential of a better use of limited resources. We aim to help you with finding the most effective and efficient way of implementing your prevention policy.

## How we propose to meet our goals

The tool is based on a questionnaire which we have created to cover all topics relevant for the prevention of theft and vandalism.

The cumulated results derived from this questionnaire submitted by the participating institutions are aggregated in a form that will allow you quickly to establish a basic assessment/benchmark.

In addition, we provide concrete suggestions to help you to initiate, prioritize and coordinate your actions. Those are based, on the one hand, on the results of the survey and, on the other hand, on considerations specifically related to your institution. This means that small and large institutions can benefit equally from using the tool, as the outcomes can be adapted according to the available financial and human resources, etc.

These first elements, included in this brochure, are made available to all, members and non-members alike.

In addition we are developing Supporting Tools that aim to facilitate the development and the application of your measures related to your prevention policy.

We will do this, on the one hand, by seeking to collect and make available relevant ready (or nearly ready)-to-use documents such as forms, procedures, checklists as well as comments and argumentation on the use of equipment, on techniques and on any other theme relevant for prevention of theft and vandalism. On the other hand, we will apply ourselves, through innovative tools, to help you in involving all the stakeholders in order to get their buy-in and to obtain a fully applicable policy.

Apart from some samples which will be freely available, this service will exclusively be available to CERL members.

Finally, we propose to undertake an annual review.

## The aims of an annual review

Risk management requires a dynamic approach. The implemented policy needs to be continuously evaluated. It is necessary constantly to take into account internal or external changes affecting our institutions. Keeping up-to-date through an annual review reduces the risk that a security policy gradually loses its relevance.

Regular evaluation has the added benefit that it can act as a tool to reinforce the vigilance and the engagement of all participants.

This annual review will give us the opportunity to explore our evolving thinking about security issues with CERL members and users of the Quick Audit Tool which Supporting Tools will expand year on year.

## The core: The questionnaire

Through around one hundred questions divided into six topics, the questionnaire aims to cover the aspects which are essential to meet the security needs of our collections and collection environment.

It results from a concerted exchange of ideas inside the CERL Security Network, with a special focus on the differing needs across the whole range of member libraries.

The questions are formulated to obtain the answers “yes”, “no”, “in part” or “not relevant”. The answer “yes” is positive for collection security.

### *The topics addressed*

#### *Governance and policy*

The questions addressed under this topic help to take stock of your institution's commitment to the fight against theft and vandalism. They highlight the necessity of working through a systems-based approach. They emphasize the need to stay vigilant and to be prepared to react promptly and appropriately in case of theft or vandalism, including near misses.

#### *Collection management*

The set of questions that you find under this topic aim to assess whether, from a practical point of view, you have the necessary tools for the reliable identification and monitoring of your collections, for keeping a constant vigilance and being able to provide increased vigilance and protection for highly valuable/vulnerable items.

### *Physical security*

The questions addressed under this topic are intended to guide you in securing the building: from the external perimeter to the reading rooms and storage areas. They are also intended to ensure the adoption of procedures necessary for access control, including responsiveness in the event of an incident.

### *Access and use*

The questions addressed in this section are intended to guide you in the adoption of rules about access to collections and their use both by readers and by members of staff. The problem is approached from several angles: limiting the access to storage and proceeding areas, the ability to track all the collections items, specific rules for high valuable/vulnerable items, and constant and varied vigilance including measures of deterrence in reading rooms. This requires regular monitoring and rigorous adherence to the rules, including limitations on access. Staff awareness and buy-in is essential for this.

### *Exhibition and transport*

The set of questions that you find under this topic aim to tackle risks specifically inherent in transport and exhibitions. All new environments require assessment for us to be able to manage risks, and this requires special expertise. Issues of physical protection during transport are integral also to collection security. The conditions and the invigilation of temporary or new exhibition areas have to be adapted to the displayed items, etc. Relationship issues can arise because third parties have to comply with specific rules and standards.

### *Incident and crisis management*

This last topic is dedicated to situations beyond common/customary/ordinary work with the collections. Whether it concerns an intervention following a disaster or a technical intervention in a storage area, it is important to be exceptionally vigilant to keep control on access to the affected collection items, to track them and to avoid or minimize inappropriate handling that could result in damage. In this case, too, third parties will be subjected to rules and standards.

### *Reference grid for basic assessment/positioning*

All institutions represented within the Security Network working group were asked to answer the questionnaire. The results were processed and transcribed in order to obtain a reference grid composed by as many tables as there are topics. In addition to the title line, each table consists of as many rows as there are questions covering the theme and it consists of five columns. The first column has the number of the question, the second the percentage of institutions which responded “yes”, the third the percentage of institutions which responded “no”, the

fourth the percentage of institutions which responded “in part” and the fifth the percentage of institutions which have responded “not relevant”.

This reference grid represents the starting point for your assessment/positioning exercise.

Next, you are invited to highlight the column corresponding to the answer given by your institution with the following colour code: green for yes, red for no and orange for in part.

As a result, at a simple glance you get clear first visualization of your situation.

To make this operation easier, we have also developed an Excel File that will provide you with a highlighted version of the grid as you answer the questionnaire. For each domain, there is an Excel page; when you complete the right column for each question, the grid (last page) is automatically and progressively highlighted according to the colour code.

## How to initiate, prioritize and coordinate actions

The proposed procedure will highlight your situation (see above) and is a first help to bring out topics where there is room for improvement, and to get an initial idea of the problems you have to tackle.

However, it would be wrong to focus only on the questions for which you answered “no” or “in part”. The questions answered positively also require analysis. Were you sufficiently critical when you answered? Are the existing solutions mature enough or truly efficient? We have a duty to question some “confirmed” solutions.

When dealing with questions where you answered “in part” you can analyse the reason for incompleteness, determine if the partial solution suffers from a lack of harmonisation, or, perhaps more difficult to admit, that you cannot apply a rule more broadly because it is inadequate or inappropriate.

At a certain moment, it becomes healthy to accept errors and failures. Being able to admit omissions and problems is essential to succeed. It is better to take a step back, to rethink things than to persist in what is doomed to fail.

The figures mentioned in the “reference grid” represent a significant help: a rule implemented within 80% of the representative institutions is likely either not too hard or too crucial not to implement, whereas a rule implemented by only 20% of the institutions, could either have a lower priority or can be really hard to achieve.

Drawing on the reference grid can induce a real dynamic; it offers an opportunity to boost projects concerning security of the collections. Positioning in relation to peers will inevitably have an emulation effect. It is also a valuable source for articulating the importance of specific activities.

For all the points/problems to which you want to bring solutions you first have to determine a) the over-all context, including obstacles and dependencies on other activities that may have an impact on security measures, b) the implementation, and c) the sustainability of your security measures and what factors play a role in this sustainability. These inevitably vary from one institution to another and can have an impact on the prioritization and the extent of measures. With that in mind, opting for less ambitious but sustainable measures is preferable to adopting measures that cannot be properly achieved and/or sustained.

Any decrease in term of risks has to be considered a victory, so do not undervalue small actions. Rome was not built in one day.

What follows are some elements to take into account before embarking on the concretisation of any solution/measure.

Is the achievement 100% within your control or not? What about the degree of difficulty, the cost? Do you have the expertise within your institution? All this can substantially affect a schedule. It is important to be able to assess the time needed for the implementation of a solution/measure, and to be sure that the means at your disposal, whether in terms of budget or staff, are sufficient. This helps you avoid choosing inappropriate solutions/measures or making premature launches which could weaken any solution/measure, however good it may be.

Psychological aspects must not be neglected either. What about possible internal obstacles? How do you ensure buy-in and adherence to new measures?

It is important to involve as soon as possible, in one way or another, all who may be concerned/affected. That is also a way of getting an accurate idea about what already exists and works. This can be valuable to avoiding losing precious time.

Plan time to raise awareness, to ensure that everybody understands what is going on. Providing training in the proper use of all the measures is essential. If staff understand the rules and feel comfortable and confident with them they are more likely to comply with rules.

Do not forget the basics. For example: without knowledge of your building it is impossible to protect it. It is for instance an essential prerequisite to have plans with basic elements of your infrastructure such as a numbering system to identify individual spaces, as well as the layout of shelves in the stacks with their numbering.

Coordination with other related policies will optimize your approach to all types of risks. Linking the safeguarding of the collections with the general Security and Health and Safety (or similar) policies provides you with coherence in terms of risk management. Such coordination also has the potential for enhancing separate policies which have similar objectives: looking for maximum protection through optimal prevention and developing the ability to deal with the unforeseen, from mini-crisis to disaster.



They have similar needs, reliable documentation, basic facilities and devices and last but not least, adherence and participation of staff including the highest level of the organization.

The approach is similar, namely the dynamic risk management through knowledge of both the environment and the human factor.

The interaction between the different risks is obvious. Let us take an example. Good housekeeping is necessary to guarantee evacuation, intervention from the emergency services, and even cleaning, which is important to avoid infestation and mould. It also helps with spotting anomalies in areas where collections are used.

In this way collection security policies can enhance compliance with health and safety regulations and with fire protection rules for instance while they can, at the same time, benefit from being integral to policies which are legal requirements.

## The QAT Supporting Tools

### *Aim*

Beyond helping you to take stock and to plan and/or refine measures, we also intend to bring you more concrete support.

On the one hand, we feel that many of the resources which are available on-line often require a lot of time, before anything concrete can be derived from them. They also tend to reinforce each institution working in isolation. At a time when many institutions face budgetary challenges, where staff have to concentrate on tasks that bring visible results, we would like to leverage collaboration within the network to gather very practical documents and then, after organisation, make them available. We aim to meet this objective by providing you with a QAT Library.

On the other hand, it is very important to involve all potential stakeholders and to ensure that measures are understood and accepted by all. To be effective, a prevention policy requires adherence by everyone. The need for buy-in and for enthusiasm requires creative and innovative approaches. This is where we want to help you. A first approach to meet this objective is the card game.

Both tools are under development.

### *The QAT Library*

Closely aligned to the points raised within the six topics of the QAT, this tool aims to make available, in a very simple way, both sample documents (forms, checklists, procedures ...) and background discussions in all relevant areas (for instance relating to equipment and techniques).

All these documents are for illustrative/inspiration/indicative purposes only. Some are no longer applicable in their institution of origin because they are no

longer relevant. However, they can undoubtedly retain their inspirational quality or be valuable in the different contexts of other institutions. The aim of this tool is to help as many institutions as possible, whether they are in the early stage of their policy in terms of prevention of theft and vandalism, or simply in search of improvement. We do not claim to offer standards.

Quick Audit Tool			
Support pages			
Governance and Policy	<a href="#">Sample Documents</a>	<a href="#">Background discussions</a>	Lorum ipsum dolo...
Collection Management	<a href="#">Sample Documents</a>	<a href="#">Background discussions</a>	Lorum ipsum dolo...
Physical Security	<a href="#">Sample Documents</a>	<a href="#">Background discussions</a>	Lorum ipsum dolo...
Access and Use	<a href="#">Sample Documents</a>	<a href="#">Background discussions</a>	Lorum ipsum dolo...
Exhibition and Transport	<a href="#">Sample Documents</a>	<a href="#">Background discussions</a>	Lorum ipsum dolo...
Incident and Crisis Management	<a href="#">Sample Documents</a>	<a href="#">Background discussions</a>	Lorum ipsum dolo...

Through an access table such as the one presented above, you would access a specific page presented all the documents available corresponding to the category you are interested in. Those would be presented following a logic which could be the following one:

Illustration based on the choice “Sample documents for Governance and Policy”.

Governance and Policy- Sample document.

- Missing items
    - Doc 1
    - Doc 2
    - Doc 3
    - ...
  - Near misses
    - Doc 1
    - ...
  - Crisis communication
    - Doc 1
    - ...
  - Sharing information on known threats
    - Doc 1
    - ...
- |           |               |          |
|-----------|---------------|----------|
| Type      | From          | Language |
| Form      | Institution 1 | EN       |
| Checklist | Institution 2 | EN-FR    |
| Procedure |               |          |

When clicking on a document label you will get access to it . Apart from some samples which will be freely available, the documents will be made available to members only.

The development of this tool is based on dynamic collaboration. With the help of the members in the Network, the Security Working Group aims to collect a maximum of information and examples on a recurring basis.

## Card Game

We are creating a card game to highlight the scope of the QAT questionnaire. It will be based on realistic scenarios that you might be confronted with. This game aims to help making the link between the measures and the incidents/ problems that they help to prevent and solve.

The Card game approach seems to us ideal for animating a workshop of collaborators/ colleagues. It could be played by a group of people from the same institution or by a group of people from different institutions. Depending on the number of people, it could be played in teams or individually.

This will make the object of a tutorial as soon as we have finished its development.

## Annex 1: Questionnaire

	<b>Governance &amp; Policy</b>	<b>Has been reworded</b>
1	Your mission statement expresses a commitment to ensuring the security of your collection	
2	Your most senior member of staff (e.g. Director, Chief Executive) has final accountability for the security of your collection	
3	An annual report on the security of your collection is presented to your governing body (e.g. Ministry of Culture, board of trustees)	
4a	You have a Collection Security Policy (or set of policies) that sets out how you protect your collection	
4b	You have designated officer(s) responsible for ensuring that security measures are applied and reviewed regularly	
5	You have an agreed set of measures to provide assurance on the security of your collection and to assess compliance with your Collection Security Policy	
6	Your Collection Security Policy also covers your digital collections	
7	Staff with authority for policies relating to the collection, including its management, storage, use, exhibition, conservation and transport, contribute to the Collection Security Policy on a regular basis	
8	Your policies and written procedures, including any sanctions that you apply, are understood to meet legal requirements and are enforceable	
9	You have an agreed written procedure for investigating, handling and documenting missing collection items	
10	You have an agreed written procedure that details how you respond to instances and near misses of theft and mutilation/vandalism	
11	You report proven instances of theft and mutilation/vandalism of major heritage items to the police	
12	You report proven instances of theft to relevant bodies- e.g. professional library/archives organisations, the book trade	
13	You share information on known threats to collection security with other libraries/archives when appropriate	
14	You have procedures in place for crisis management, including crisis communication	
15	Your collection security policies and procedures are kept under regular review	

	<b>Collection Management</b>	<b>Has been reworded</b>
16	Collection security is taken into consideration in all collection management procedures	
17	You produce and maintain catalogue records for your collection	
18	You include copy specific information, such as the presence of bookplates or inserted maps, in new or enhanced catalogue records for heritage materials	
19	You create and retain accession records for acquisitions that are especially valuable, vulnerable or controversial	
20	You maintain staff knowledge of the physical features that characterise materials in your collection, such as typical ownership marks and typical binding styles	
21	You place ownership marks in your collection items (e.g. ink stamps, blind stamps)	
22	You mark your collections items, where appropriate, with shelf mark labels	
23	You assess the security requirements of collection items, so that highly valuable/vulnerable items are identified and given increased protection	
24	You have an agreed and documented disposals policy: disposed items have a clear cancellation stamp in them	
25	You have measures in place to prevent unauthorised changes to your accession and catalogue records	
26	Readers are encouraged to use digital or microform facsimiles of heritage materials that are especially valuable or vulnerable, except where there is an approved research reason for consulting the original	
27	You have an organised system for auditing/ checking your collection at shelf against your catalogue(s)	
28	You make and retain copies of high value items (e.g. digital or microform surrogates)	
29	Where a high resolution copy of a rare or vulnerable item exists, this will be used to generate further copies in place of the original item	
30	Your collection is insured (if permissible) or the State acts as its own insurer	

	<b>Physical Security</b>	<b>Has been reworded – new one</b>
31	All points of access to your building(s) can be secured	
32	You have a security presence in your building(s) 24/7	
33	Your security staff comply with nationally recognised professional codes	
34a	There are agreed response times following the activation of alarm systems (fire, intrusion, Reading Room disturbances...)	
34b	Response times are checked with regular drills	
35	There is CCTV coverage of the areas where highly valuable/vulnerable items are used (Reading Rooms, vaults, exhibition areas ...)	
36	CCTV covers all entrances, exits (including emergency exits) and service routes	
37a	CCTV recordings are retained in accordance with legal requirements	
37b	Dedicated staff are formally trained in CCTV operations	
38	There is an effective security barrier between the public parts of your building(s) and staff offices/storage areas, to prevent unauthorised access to restricted areas	
39	Security staff are consulted on proposed building alterations as early as possible in the process and certainly prior to work commencement	
40	Access to keys is strictly controlled and recorded	
41	All keys are returned to a secure location at the end of the day for logging and storage	
42	Electronic access is used wherever possible	
43	Electronic access authorisations are reviewed regularly	
44	A designated member of staff can be contacted at any time out of hours in the event of a security incident.	
	<b>Access &amp; Use</b>	<b>Has been reworded</b>
45	Readers may only access your collection if they undertake to comply with your Reading Room rules and regulations	
46	You gather sufficient information about your readers to be confident about their identity and would be able to contact them in the event of a security investigation	
47	You retain essential identity and contact information about past readers for as long as permitted or justifiable within the law	
48	Readers are not permitted to bring coats or large bags into your special collections reading room(s), nor any object that might harm the collection (e.g. knives, blades, food, drink)	

49	Readers' belongings are searched as they exit the Reading Room
50	You have agreed procedures for the use of uncatalogued or unbound materials items: this includes close supervision by staff
51	Readers' use of highly valuable/vulnerable items is supervised by staff
52	You limit the number of items that may be seen at any one time by a reader
53	Highly valuable/vulnerable collection items are inspected by staff before and after use
54	Highly valuable/vulnerable collection items are weighed before and after use
55	You have procedures in place for the use of material with restricted access
56	If legally permitted to do so, you permanently retain a record of collection use allowing you to identify the items used by each reader, and to list all users of a particular item
57	Readers and visitors cannot gain access to areas where heritage materials are stored, unless escorted by authorised staff
58	Readers and visitors cannot gain access to areas where heritage materials are processed (e.g. conservation, reprographics), unless escorted by authorised staff
59	Staff must be authorised to access collection storage areas
60	Staff access to collection storage areas is restricted on the basis of need
61	Staff access to collection storage areas is reviewed on a regular basis
62	The number of staff able to access Strong Rooms is strictly controlled
63	You have an agreed policy on the maximum time that staff may retain collection items
64	Procedures are in place with respect to staff taking collection items offsite for personal use
65	Police checks and/or personal references are obtained for everyone in your organisation (including staff, contractors, interns and volunteers) before they are permitted to start work
66	Information on your Collection Security policy is given to all new staff as part of their induction training
67	Awareness training is delivered regularly to staff to ensure that they remain aware of their responsibility for collection security

68	You maintain a complete record of all collection items consulted or processed by individual members of staff for as long as permitted or justifiable within the law
69	Staff and departments that routinely use collection items are audited regularly to assess their compliance with your collection security policies
70	Staff at all levels of your institution are required to comply with your collection security policies
71	Staff whose work involves contact with the collection have their collection security responsibilities included in their job descriptions / role profiles
72	You reserve the right to inspect staff belongings as they leave the building(s)
73	All staff and authorised visitors to office and storage areas are immediately recognisable as such (e.g. by wearing a visible ID card or visitor pass)
74	All staff must use agreed procedures for retrieving items for their personal use
	<b>Exhibition &amp; Transport</b> <span style="float: right;"><b>Has been reworded</b></span>
75	You carry out condition reports on collection items before and after they are exhibited; this may include a photographic record for items loaned to other institutions
76	You display collection items in secure, alarmed cases
77	Exhibition areas are patrolled by staff, or security personnel, during opening hours
78	Display security conditions are checked
79	Display security conditions around high value items are checked daily
80	----- (question removed from the first questionnaire)
81	You provide training to staff who act as couriers when taking items to other institutions
82	You require all requests for loans to be accompanied by a facility report on the borrowing institution
83	You agree formal, legally binding loan contracts with institutions to which you lend items; these specify the conditions under which the items will be lent, transported and exhibited
84	A financial valuation is prepared for all exhibited items

85	Items are insured when exhibited at another institution
86	You use staff with specialist training in packing collection items
87	You use specialist removal contractors to transport items
88	Collection items transported to and from exhibitions are accompanied by a courier
89	You have agreed procedures for the transport of items within your building(s)
90	You have agreed procedures for the transport of items between your buildings (if relevant)
	<b>Incident &amp; Crisis Management</b> <span style="float: right;"><b>Has been reworded</b></span>
91	You have systems in place to control access to collection storage areas during a major incident
92	You ensure that external specialists and staff volunteers undertaking emergency tasks during a major incident in collection storage areas are escorted by authorised personnel
93	You ensure that external specialists and staff volunteers given access to collection storage areas in the clean-up phase after an incident are briefed about collection security matters and are identifiable, e.g. by wearing ID badges or visitor passes
94	You have an agreed procedure for the safety of the collections items in the reading rooms in the event of an emergency evacuation
95	You have an agreed procedure to ensure the traceability of collection items moved during crisis management
96	You have procedures to prevent, as far as possible, theft and mutilation of collection items during crisis management





## Annex 3: Card template(1<sup>st</sup> draft)

Recto

### Let's play with the Quick Audit Tool

#### What to prepare yourselves to deal with?

Imagine:

You are in the manuscript reading room, a reader is bringing you back a valuable manuscript which you know pretty well and it seems to you that something is wrong. It seems lighter to you than when you gave it to the reader. In short, you have a serious doubt and you are suspecting a possibility of mutilation.



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### Related QAT's questions

#### Governance & policy

10 11

#### Collection Management

26

#### Physical Security

35

#### Access & Use

46 48 49 51 53

54 56 67

**Did you guess all of them?**

**Do you think other questions could be related?**

**How did you score on those questions?**

