



Web Helpline Feedback Summary – April 2001

1 Summary

A total of 71 comments/feedback for April 2001 were examined (approximately half the month). The feedback includes those collected from the CDL-hosted databases and CDL directory feedback forms.

Most problems/observations related to how to use features/functions (25%) (primarily searching and Update), this was followed by Reference Help (24%), Technical issues (21%), Access to Electronic Content (10%) (either directly related to obtaining a password or users wanting to know how they can remotely access electronic content), and Other (10%). Note: two new categories were added to track feedback related to the A&I Transition and the Melvyl Transition; there was only 1 feedback in the sample data related to the A&I Transition

Most users were repeat users (45%); 32% unknown. With regards to patron status, Unknown (35%) was the largest category, followed by visitor (20%), student (17%) and faculty and staff (each 14%). Regarding campus affiliation—unknown was the largest category (45%), followed by UCSD (14%) and UCLA (11%); the remaining campuses named were all under 10%. Unknown (49%) was the highest category for the database in use when the feedback was sent; the Melvyl Union Catalog (28%) was the next highest, the remainder were primarily locally mounted databases, most under 4%.

2 Categories Definitions

The Main Categories (Section 2.1) summarize user problems/observations and the Sub Categories (Section 2.2) indicate the CDL service or tool the user was using (*note*: a tool or service is indicated only if it is mentioned in the feedback).

2.1 Main Categories (Assignment to each Response is Required)

Access to Electronic Content – Authentication/authorization (how to get a password; current password expired, where to renew passwords; proxy server questions); user has found an item and now would like to have a copy of it sent to them; specific questions about how to access materials remotely.

Access To Physical Content – Interlibrary Loan (ILL) – a user has found a physical resource (e.g., book, film, dissertation) and would like a copy sent to her/him.

Reference Help – Questions regarding how to find materials on a particular topic (e.g., I would like to find materials on X topic, can you help me?)

Help Screens/Online Documentation - Suggestions for material for help screens, comments on usefulness of help (it does not include issues related to a user asking for help, see Feature/Function or Reference Help).



Interface/Usability – Comment on aspects of the site that are confusing/misleading; labels that are not helpful; terms used in the interface that are confusing (e.g., acronyms that are not explained); error messages that are confusing, unhelpful.

Technical (includes Performance/Reliability) - Problems related to the functioning of the system; when, in the users opinion, something is not working; bugs/errors in the system; reporting down resources; system times out/crashes; broken URLs

Feature/Function – Related to the use of a feature, NOT content; user has questions about how to use a feature/function or suggestions of modifications that would improve a feature.

New Content – Suggestions for new content

Errors in Content – Includes typos in content; missing content; full text that is not available that should be, such as late journal issues.

Other - Refers to random questions/comments; some examples include questions from library staff about how to link directly to the CDL resources, how to access the Melvyl Z39.50 server; questions about NRLF/SRLF and positive comments.

A&I Transition – New, temporary category during the Abstracting and Indexing Databases Transition; includes comments and questions related to the transition

Melvyl Transition - New, temporary category during the transition to the new Melvyl platform; includes comments and questions related to the transition

2.2 Sub Categories (Optional)

- Display
- Download
- Email
- Print
- Profile
- Reference Management systems (e.g., Endnote, Procite)
- Request
- Save
- Saved Lists
- Search
- Search history
- Searchlight
- Update



3 Feedback Category Summary

PRIMARY CATEGORIES	OCCURRENCE	PERCENTAGE
Feature/Function	18	25%
Search	7	
Update	7	
Request	3	
Browse	1	
Reference Help	17	24%
Technical	15	21%
Broken Links	4	
Request	2	
Search	2	
Update	2	
External Vendor site down (new)	1	
Crash	1	
Profile	1	
Save	1	
Access to Electronic Content	7	10%
Other	7	10%
Interface/Usability	3	4%
Error in Content	2	3%
Access to Physical Content	2	3%
A&I Transition (new)	1	1%
TOTAL	71	100%

4 Frequency of Use

FREQUENCY OF USE	OCCURRENCE	PERCENTAGE
First	16	23%
Repeat/Frequent	32	45%
Unknown	23	32%

5 User Status

STATUS	OCCURRENCE	PERCENTAGE
Faculty	10	14%
Staff/library staff	10	14%
Student	12	17%
Unknown	25	35%
Visitor	14	20%



6 Campus

CAMPUS	OCCURRENCE	PERCENTAGE
UCB	3	4%
UCD	4	6%
UCI	2	3%
UCLA	8	11%
UCR	1	1%
UCSB	3	4%
UCSC	1	1%
UCSD	10	14%
UCSF	6	8%
Unknown	32	45%
International	1	1%

7 Database In Use

DATABASE	OCCURRENCE	PERCENTAGE
Biosis	2	3%
MAGS	1	1%
Medline	2	3%
Melvyl	20	28%
PE	6	8%
PsycINFO	3	4%
Unknown	35	49%
WCAT	2	3%