

CDL Web and Telephone Helpline Feedback Summary
November 5-9 2007
E. Meltzer

A total of 68 comments/feedback/questions came into the University of California - California Digital Library during a one-week period from Monday, November 5 through Friday, November 9, 2007. (This number is down from last year, when we received 86 feedback messages in a similar period.) The feedback came in the form of email, phone calls, and FootPrints messages, and in addition, 2 CDLALERTs were sent out. Detailed survey data and charts, gathered and organized by Alison Ray, are available at https://diva.cdlib.org/groups/information_services/is_survey_2007/

Most queries come to Information Services via email; phone questions now account for a very small percentage of our traffic unless a critical resource goes down; then we may have a flurry of activity via telephone.

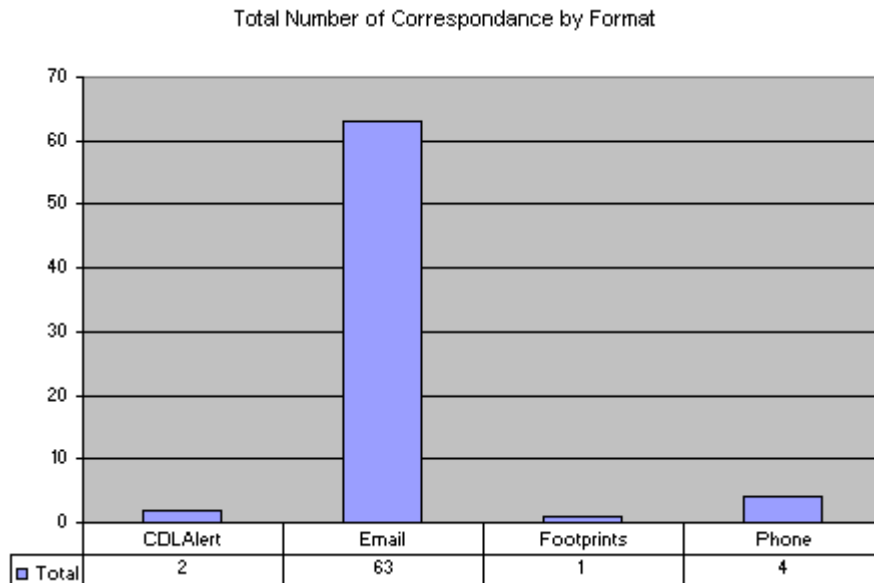


Figure 1: Correspondence by Format

Responses to questions about Request and Licensed Resources generated the most traffic during this week followed by questions about UC-eLinks. Changes in Request, such as the addition of the Z-portal where users can monitor their own ILL requests, generated more questions than usual for this service. Last year, UC-eLinks produced most of our questions, followed by Calisphere, a Web site and service which had recently launched with much publicity.

Count by Related CDL Project

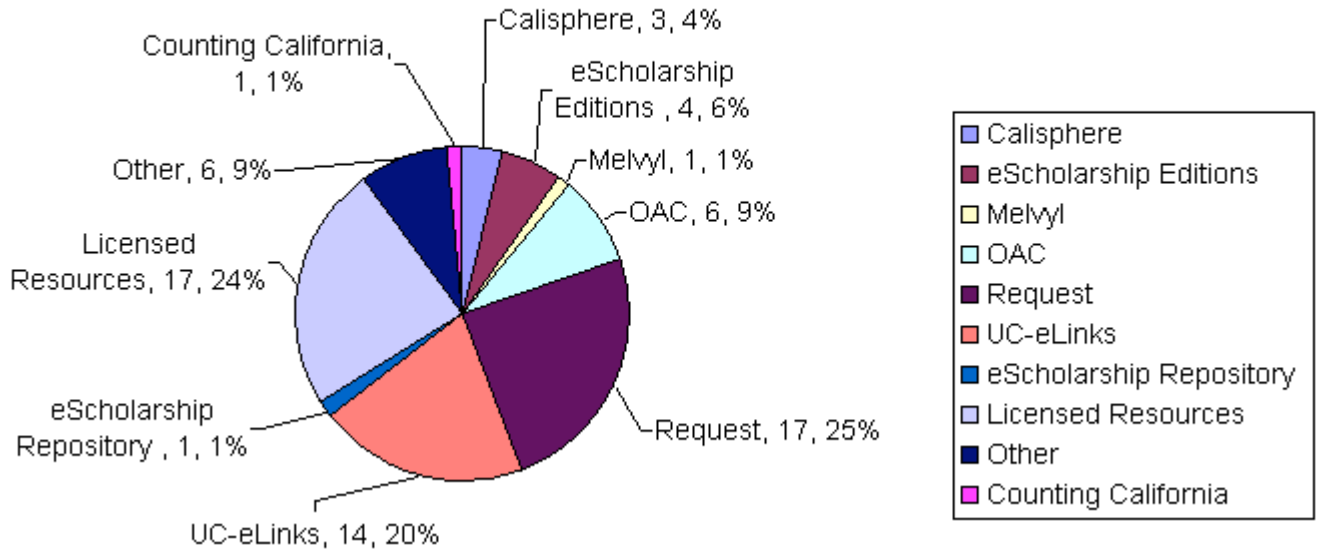


Figure 2: Count by CDL Project

CDL’s response time is rapid. Virtually all telephone calls were answered in fewer than three rings, and emailed questions are usually responded to within the 8 hour workday. FootPrints responses were slower because they occurred over a weekend.

Queries coming to the CDL often result in Information Services staff consulting with other colleagues (e.g., Terry Vrable, Shared Acquisitions; Steve Toub, technical consulting; Margery Tibbetts, the UC-eLinks administrator) or in our referring the queries out to other libraries, vendors, campus cataloging departments, contributing institutions (for archival questions) or campus VPN/proxy support staff. These consultations may slow down the response time.

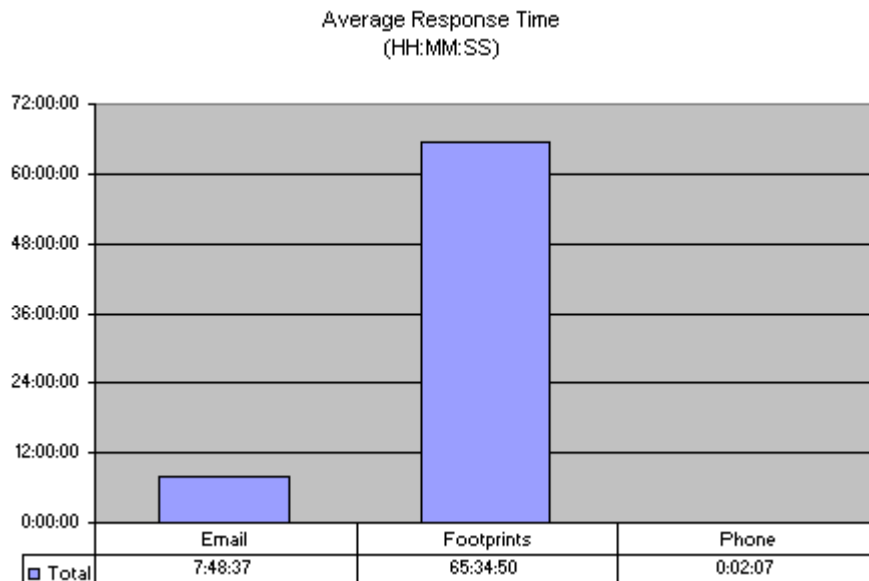


Figure 3: Average Response Time

Library staff and unknown users represented 31% each of our query sources. Twenty-six percent came from non-UC users; 7% were from faculty, and 4% from students.

Of the instances in which we knew the campus affiliation, respondents represented the following campuses:

Campus	Number	Percentage
UCD	10	22%
UCLA	7	15%
UCSC	7	15%
UCI	4	8.5%
UCR	4	8.5%
UCSD	4	8.5%
UCSB	4	8.5%
UCB	3	7%
UCM	1	2%
UCSF	1	2%
UCOP	1	2%

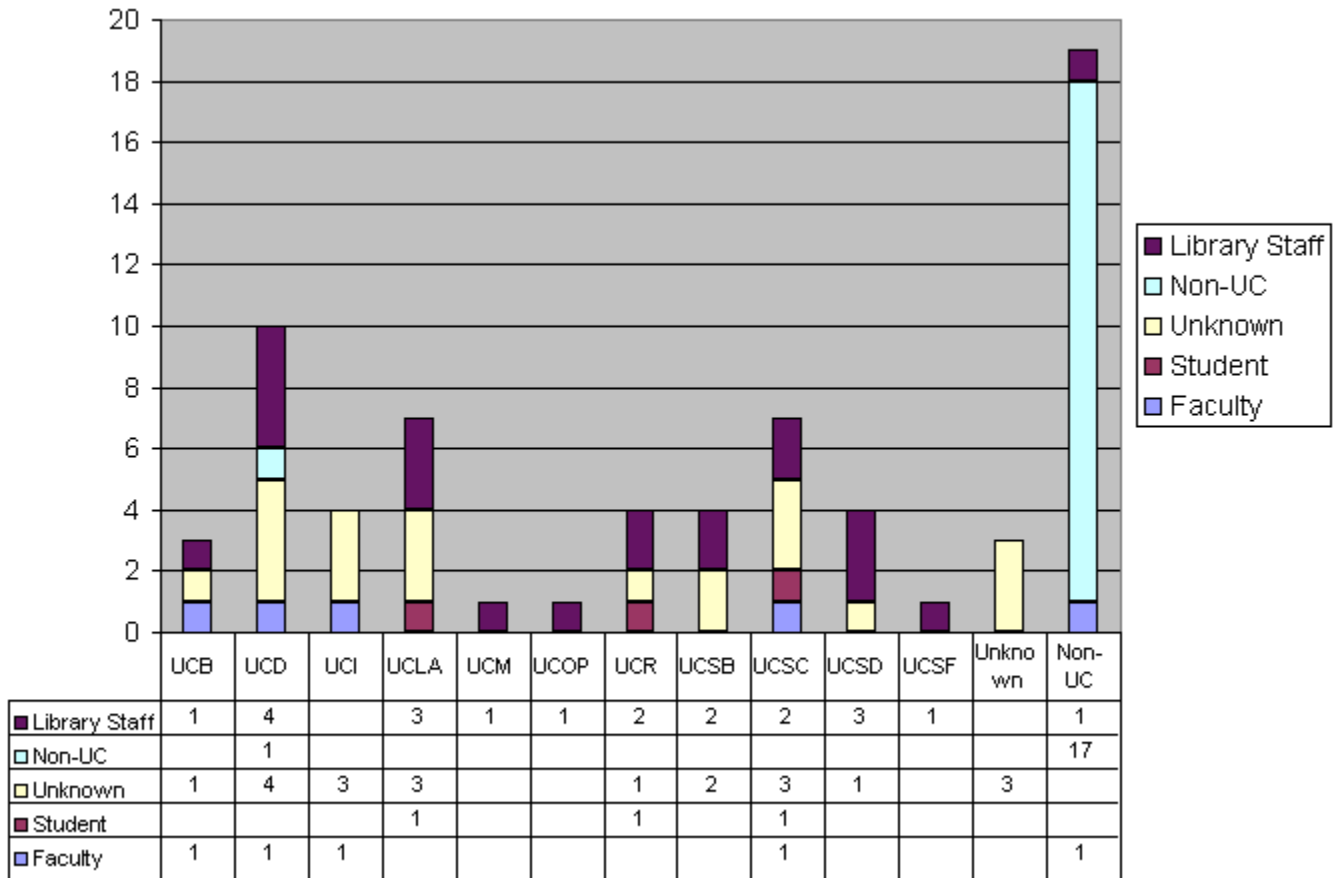


Figure 4: Respondent by User Status and Campus

One way to look at the types of queries we receive is by categorizing them according to the ways in which issues arise. We have changed these definitions slightly over previous years.

Problem sources fall into the following categories:

Access to Electronic Content – Authentication/authorization (how to get a password, current password expired, where to renew passwords; proxy server questions); specific questions about how to access materials remotely; user requests electronic item.

Access To Physical Content – A user has found a physical resource (e.g., book, film, dissertation) and would like a copy sent to her/him (e.g. Interlibrary Loan (ILL)); or, the user wishes to visit the repository or library where the item is held.

Errors in Content – Includes missing content; full text that is not yet available, such as latest journal issues; changes in journal availability not yet applied to catalog/SFX; incorrectly indexed/cataloged articles/books.

Feature/Function – Related to the use of a feature, NOT content; user has questions about how to use a feature/function.

Suggestions – Suggestions for material for help screens, comments on usefulness of help or suggestions of modifications that would improve a feature.

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.

New Content – Suggestions for new content.

Other – Refers to random questions/comments; some examples include questions from library staff about how to link directly to the CDL resources, questions about NRLF/SRLF, comments about digital images, and questions concerning copyright status or permission to reprint copyrighted materials.

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?)

Response – A response from a user after a reply has been made that does not require further follow-up, typically a thank you.

Technical (includes Performance/Reliability) Issues – 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.

Problems/Issues	Number	Percentage
Access to electronic content	17	26%
Technical issues	15	22%
Access to physical content	15	22%
Other	8	13%
Response	7	11%
Errors in content	2	3%
Suggestions	2	3%
Reference help	0	0
Feature/Function	0	0
Interface/Usability	0	0
New Content	0	0

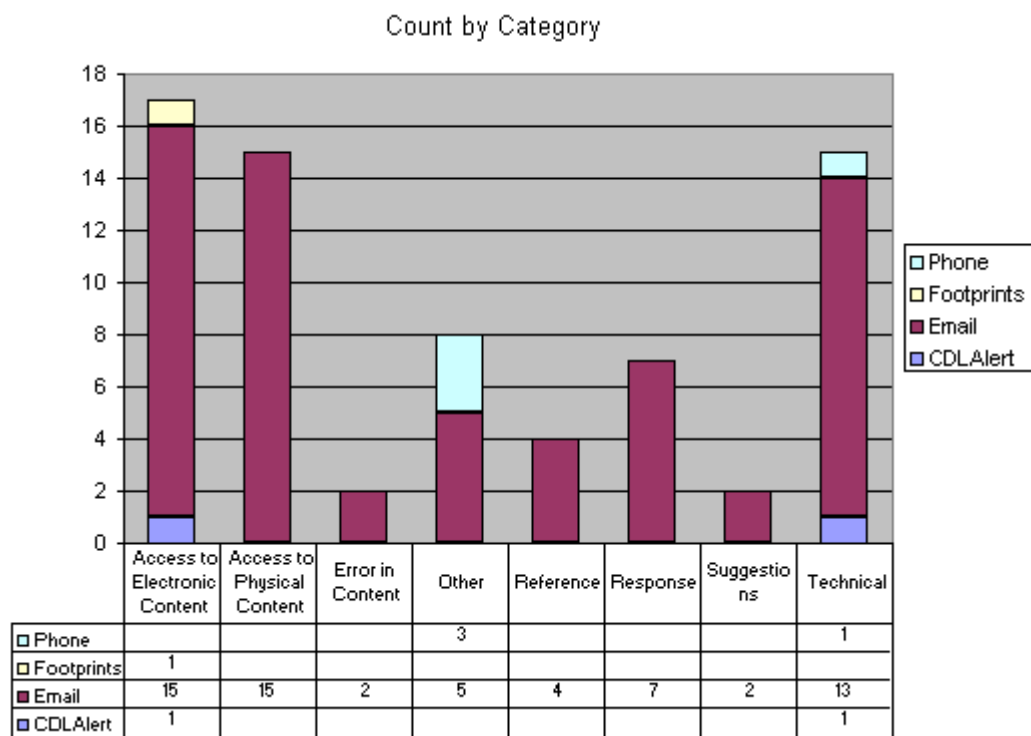


Figure 5: Count by Category

Comments from Users

On occasion, we receive comments from our users on the importance of CDL programs and services. Following are a few samples:

On eScholarship Editions

"I am working on my MA overseas, and needed a reference about Rilke, which led me to your site. Thank you so much for making these books available online."

My ILL Requests

"...It is very convenient to be able to review and take action on my ILL requests. ..."

UCSC Library staff

"Wow! Thanks very, very much for your quick response including the information as to why this article did not come up, as well as the copy of the article!! I've already sent the article on to the faculty I was working with -- that was my greatest concern. Great service!! If there is someone or some entity I should notify as to what a wonderful job you're doing, please do let me know, I'd be glad to do so."

Note:

Sending article fulfills the immediate user's information need. This particular link failed because of improper pagination of the article in a vendor's database. The vendor was notified of this, providing the opportunity to rectify the mistake and make the article available to a wide group of users.

Correcting errors in content (such as the above issue, other errors in indexing, or incorrect holdings information) increases access to those resources for all UC users, and, in the case of vendor indexing, increases access for all users of that resource.

As a result of our desire to capture more information about the impact of our services on clientele, beginning immediately, the Information Services Section will begin gathering such comments.