



Web Helpline Feedback Summary – October 1999

1 Summary

A total of 120 comments/feedback for October 1999 were examined (approximately half the month). The feedback include those collected from the CDL-hosted databases and CDL directory feedback forms.

27% of the problems/observations were related to technical issues—the majority was related to a particular resource that was unavailable (primarily Books in Print) or a URL that was not working. The next most common issues were Access to Electronic Content (17%) (either related directly to receiving a password or to wanting remote access to electronic materials), Reference Help (15%), Feature/Function (13%) (most related to the search feature) and Access to Physical Content (11%).

Most users were repeat users (58%), their status was fairly evenly distributed between staff (25%), unknown (20%) and faculty (19%), student (17%), and visitor (17%). Regarding campus affiliation—Unknown was the largest category (38%), followed by UCLA (23%); the remaining campuses named were all under 5%. As with campus affiliation, Unknown was the highest category for the database in use when the feedback was sent. Melvyl was the next highest (19%), the remainder were primarily locally mounted databases, most under 6%.

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.

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



2.3 Feedback Category Summary

CATEGORY	OCCURRENCE	PERCENT
Technical	32	26.67%
Display	1	
Print	1	
Saved Lists	2	
Search History	1	
Update	2	
Other (tool/service not mentioned)	25	
Access to Electronic Content	20	16.67%
Reference Help	18	15.00%
Feature/Function	16	13.33%
Profile	1	
Update	2	
SearchLight	1	
Download	1	
Print	2	
Search	6	
Reference Management Systems (e.g., Endnote, Procite)	2	
Other (tool/service not mentioned)	1	
Access to Physical Content	13	10.83%
Error in Content	8	6.67%
Other	8	6.67%
Interface/Usability	4	3.33%
New Content	1	0.83%
Help Screens/Online Documentation	0	0.00%
TOTAL	120	100%

3 Frequency of Use

FREQUENCY OF USE	OCCURRENCE	PERCENT
First	29	24.17%
Repeat	70	58.33%
Unknown	21	17.50%



4 User Status

STATUS	OCCURRENCE	PERCENT
Alumni	1	0.83%
Faculty	23	19.17%
Staff	30	25.00%
Student	21	17.50%
Unknown	24	20.00%
Visitor	21	17.50%

5 Campus

CAMPUS	OCCURRENCE	PERCENT
CSU	2	1.67%
Stanford	2	1.67%
UCB	7	5.83%
UCD	7	5.83%
UCI	9	7.50%
UCLA	28	23.33%
UCR	5	4.17%
UCSB	3	2.50%
UCSC	2	1.67%
UCSD	0	0.00%
UCSD	7	5.83%
UCSF	0	0.00%
UCSF	2	1.67%

6 Database In Use

DATABASE	OCCURRENCE	PERCENT
Biosis	1	0.83%
Current Contents	4	3.33%
FirstSearch	4	3.33%
Inspec	2	1.67%
MAGS	2	1.67%
Medline	2	1.67%
Melvyl	23	19.17%
Periodical Titles	9	7.50%
PsycINFO	2	1.67%
Unknown	70	58.33%
WorldCat	1	0.83%
Unknown	46	38.33%