



Web Helpline Feedback Summary – October 2001

1 Summary

A total of 80 comments/feedback for October 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 Technical issues (21%) (primarily external vendor sites down and problem accessing e-content), Access to Electronic Content (20%) (either directly related to obtaining a password or users wanting to know how they can remotely access electronic content), this was followed by Feature/Function (16%) (primarily related to Request and Update), Access to Physical Content (9%) and Reference Help (7%). Note: two new categories were added to track feedback related to the A&I Transition and the Melvyl Transition; there were 5 feedback in the sample data related to the A&I Transition

Frequency of use was primarily unknown (55%), followed by repeat users (26%). With regards to patron status, unknown was the largest percentage (54%), then student (16%), faculty (11%), visitor and staff (each 10%). Regarding campus affiliation—unknown was the largest category (33%), followed by UCLA (13%) and UCD (11%); the remaining campuses named were all under 9%. Unknown (66%) was the highest category for the database in use when the feedback was sent; the Melvyl Union Catalog (21%) was the next highest, 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.

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

Melvyl Transition - New, temporary category during the transition of the new Melvyl platform; includes comments and questions related 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 |
|-------------------------------------|------------|-------------|
| Technical | 17 | 21% |
| External Vendor site down (new) | 6 | |
| Problems Accessing E-content | 4 | |
| Crash | 2 | |
| Broken Links | 2 | |
| Request | 1 | |
| Search | 1 | |
| Update | 1 | |
| Access to Electronic Content | 16 | 20% |
| Feature/Function | 13 | 16% |
| Request | 5 | |
| Update | 4 | |
| Profile | 2 | |
| Download | 1 | |
| SearchLight | 1 | |
| Access to Physical Content | 7 | 9% |
| Reference Help | 6 | 7% |
| Other | 6 | 7% |
| A&I Transition (new) | 5 | 6% |
| Interface/Usability | 5 | 6% |
| Error in Content | 5 | 6% |
| New Content | 1 | 1% |
| TOTAL | 81 | 100% |

4 Frequency of Use

| FREQUENCY OF USE | OCCURRENCE | PERCENTAGE |
|------------------|------------|------------|
| First | 15 | 19% |
| Repeat/Frequent | 21 | 26% |
| Unknown | 44 | 55% |



5 User Status

| STATUS | OCCURRENCE | PERCENTAGE |
|---------|------------|------------|
| Faculty | 9 | 11% |
| Staff | 7 | 9% |
| Student | 13 | 16% |
| Unknown | 43 | 54% |
| Visitor | 8 | 10% |

6 Campus

| CAMPUS | OCCURRENCE | PERCENTAGE |
|---------------|------------|------------|
| UCB | 6 | 8% |
| UCD | 9 | 11% |
| UCI | 6 | 8% |
| UCLA | 10 | 13% |
| UCR | 4 | 5% |
| UCSB | 3 | 4% |
| UCSC | 1 | 1% |
| UCSD | 4 | 5% |
| UCSF | 6 | 8% |
| Unknown | 26 | 33% |
| UCOP | 1 | 1% |
| International | 3 | 4% |
| Stanford | 1 | 1% |

7 Database In Use

| DATABASE | OCCURRENCE | PERCENTAGE |
|----------|------------|------------|
| INSPEC | 1 | 1% |
| MAGS | 4 | 5% |
| Medline | 2 | 3% |
| Melvyl | 17 | 21% |
| PE | 1 | 1% |
| PsycINFO | 2 | 3% |
| Unknown | 53 | 66% |