

## Web Helpline Feedback Summary – April 1999

A total of 195 comments/feedback/questions for April 1999 (included are feedback collected from the CDL-hosted Databases and CDL directory feedback forms).

### I. Problems/Issues/Comments

#### *Category definitions*

**CDL services** - profile, request, update (sorted separately).

**Content** – either typo in content or suggestions for new content; also included are suggestions for material for help screens.

**Feature** – user has questions about how something is to be used/works; or suggestions of modifications that would improve a feature.

**IEEE Problem** – refers to a particular bug related to the IEEE resource.

**ILL** – questions regarding Interlibrary Loan

**Interface** – issue regarding labels; terms used in the interface that are confusing, e.g., acronyms that are not explained.

**MacMelvyl** – refers to questions about this service

**Password** – how to get one

**Reference Help** – asking how to do searches; or how to find an item

**Remote Access** – refers to specific questions about how to access the materials remotely.

**Technical** - refers to problems related to the functioning of the system; when, in the users opinion, something is not working. It is important to note that included are items such as that the user cannot access a resource, which could be due to technical problems on our end, or it could be that the user does not know how to use their equipment (browsers, pdf), but we cannot know which is which.

**Want print/electronic copy** – a user has found an item and now would like to have a copy of it sent to them (of the 10 in this category, 6 were from non-UC users outside the US)

**Other** - refers to random questions/comments. Some examples include how to partner with the CDL, NRLF, question about book availability on a campus, and one that was simply praising the CDL.

<b>Problems/Issues</b>	<b>Number</b>	<b>Percentage</b>
Content	19	10%
Feature	26	13%
IEEE problem	4	2%
ILL	2	1%
Interface	9	5%
Macmelvyl	3	2%
Other	8	4%
Password	5	3%
Profile	4	2%
Reference help	34	17%
Remote access	8	4%
Request	9	5%
Technical	49	25%
Update	5	3%
Want print/electronic copy	10	5%

II. Database that the user was in when they reported the problem.

<b>Database Name</b>	<b>Number</b>	<b>Percentage</b>
ABI/Inform	2	1%
Anthropology	2	1%
Biosis	4	2%
Catalog	36	18%
Current Contents	1	1%
Computer	1	1%
Inspec	2	1%
Mags	8	4%
Medline	18	9%
Melweb	1	1%
Periodicals Database	4	2%
PsyInfo	8	4%
Web of Science	1	1%
Unknown	107	55%

### III. User Status

<b>Status</b>	<b>Number</b>	<b>Percentage</b>
Faculty	31	16%
Library	27	14%
Staff	15	8%
Student	36	18%
Visitor	37	19%
Unknown	49	25%

### IV. Campus Usage

<b>Campus</b>	<b>Number</b>	<b>Percentage</b>
CSU	2	1%
LBL	1	1%
Stanford	4	2%
UCB	25	13%
UCD	12	6%
UCI	14	7%
UCLA	25	13%
UCR	3	2%
UCSB	5	3%
UCSC	8	4%
UCSD	15	8%
UCSF	13	7%
other	1	1%
Unknown	67	34%

### V. Frequency of Use

<b>Frequency</b>	<b>Number</b>	<b>Percentage</b>
First	30	15%
Repeat	95	49%
Unknown	70	36%